



# Momentum

*Fostering a healthy workplace culture*

**AVAYA**

## You can help build a positive workplace

Numerous studies show that when managers and other leaders promote an atmosphere of positivity within their workplaces, the workforce becomes more engaged, motivated and productive—in fact, 21% more productive than teams with low engagement (Gallup). This in turn reduces workplace stress, absenteeism and turnover. Here are some ways to boost positivity:

- Embody your organization's values of an encouraging, progressive culture in your daily interactions in order to increase team member interest and buy-in.
- Show support for your staff's physical and mental well-being by creating a work environment that values team collaboration, physical wellness and stress reduction.
- Prioritize communication by respecting and empowering people to contribute in creative ways. Meetings and brainstorming sessions will become more productive. Regularly keep your staff updated on organizational initiatives and how they align with your staff's roles.

Employee Assistance Program  
and Family Resources  
**1-877-804-9753 (TTY 711)**  
MagellanAscend.com

Contact your program

**24/7/365**

for confidential, no-cost help  
for you and your household  
members.

**Live Webinar**—Take part in an online event—*Cultivating Civility in your Company Culture*—on Wednesday, September 22. Register [here](#).

## Constructing a collaborative culture

### **Frequently extend praise to others.**

Recognizing accomplishments and praising your team members in meetings, emails or at celebratory events can truly boost their engagement. Even small gestures of thanks are valuable.

### **Contribute to the new hire onboarding process, including training and mentoring.**

New additions to the organization will obtain a positive first impression when they see a collaborative, supportive culture from the outset.

### **Put things in perspective for staff members by reframing occasional work disappointments.**

Demonstrate an optimistic, grateful attitude even during rough times so you can steer employees back toward a more productive mindset.

## Mind Your Mental Health

### September is Suicide Prevention Awareness Month

This observance raises awareness and connects individuals experiencing suicidal ideation to treatment services, in addition to offering support to those previously affected by suicide.

- Suicidal thoughts can affect anyone regardless of age, gender or background. Suicide often stems from an untreated mental health condition.
- If a person seems in danger of hurting themselves, call 911 immediately.
- If you're concerned about a suicide but don't know what to do, call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255). Trained counselors are available 24/7 to speak with you or your loved one.
- If you're uncomfortable talking by phone, send a text to the National Alliance on Mental Illness at 741-741 for free crisis support via text message from a crisis counselor.
- Reassure the at-risk individual with words such as, "I might not be able to understand exactly how you feel, but I care about you and want to help."

Visit [www.MagellanHealthcare.com/About/MYMH](http://www.MagellanHealthcare.com/About/MYMH) or call your program for confidential mental health resources.

#### Working on Wellness

##### Optimizing your team's cohesion

- Introduce some new, measurable, attainable team goals that have meaning for your business, such as boosting customer satisfaction scores or reducing product returns by ten percent by the end of the fiscal year.
- Plan occasional team-building exercises away from the office setting. Some lighthearted group activity can transfer a positive vibe back into the office—promoting better communication, cooperation and understanding between team members.

#### Showing Support

##### Sowing civility at home and work

- If you're moved to say something about someone and it clearly isn't kind, stop yourself before speaking. Remember that it's not a sign of weakness to choose gentler words.
- Always be respectful, even when you disagree, and be willing to apologize when you're wrong about something. Let go of past conflicts and missteps. Focus on the present and move forward.



#### Managing Work-Life Balance

##### Support your team through challenges

If you've arranged a meeting to resolve an internal conflict, set ground rules that require respectful behavior. Remind participants to control their emotions. Also, ensure that all staff members complete comprehensive safety training for their positions. Should a traumatic workplace incident occur, assure your staff that distressing emotions are normal.