

# ComPsych<sup>®</sup> Well-Being Coaching

State of Maine | May 7<sup>th</sup>, 2024



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GuidanceResources® Worldwide

# Agenda

ComPsych<sup>®</sup> Continuum of Care Model

ComPsych<sup>®</sup> Well-Being Coaching

The Differences between Counseling & Coaching

Employee Experience

ComPsych<sup>®</sup> Coaches

Access & Scheduling

Promotional Tools

Q & A

# Continuum of Care Model

## Work-Life Services

- FamilySource®: Unlimited support and tailored work-life referrals to address various life stressors and needs (e.g., child care, elder care, pet care, adoption, relocation, event planning, hardship and broad personal convenience needs)
- LegalConnect®: Unlimited consultation with in-house ComPsych staff attorneys and local referrals available, when in-person representation is needed, which include a free 30-minute consultation and 25 percent discount off legal fees
- FinancialConnect®: Unlimited consultation with in-house ComPsych financial experts (CFPs and CPAs)

## Well-Being Coaching

- Delivered by in-house staff of certified coaches with expertise in behavior change
- Ideal to support life stressors, transitions, and everyday challenges using evidence-based techniques
- Can be in addition to counseling services

## Counseling/Therapy

- Access to highly-experienced master's-level and Ph.D.-level mental health counselors
- Established, clinically accepted treatment options, including evidence-based treatments and a wide range of specialties
- Solution-focused therapy across full spectrum of emotional health issues: anxiety, depression, grief, stress, relationships, etc.

# Personalized & Comprehensive Support

- Fully-integrated to ensure access to higher level clinical (therapy) services, when needed
  - Referrals to all services and tools within Living Resources
- Promote employer-sponsored benefits, tools, and resources
- Individualized guidance based on unique needs and goals

***“My coach is an awesome human. She has helped me through some very difficult hurdles and I look forward to my sessions every other week with her. She understands what I am facing on a daily basis and her guidance is second to none. I appreciate my coach and this benefit. This is one of the best benefits I have through my employer. Thank you!”***

# Benefits of Well-Being Coaching

## Improves mental toughness

- Building resiliency
- Finding motivation
- **Navigating burnout**
- And more

## Addresses health related behaviors

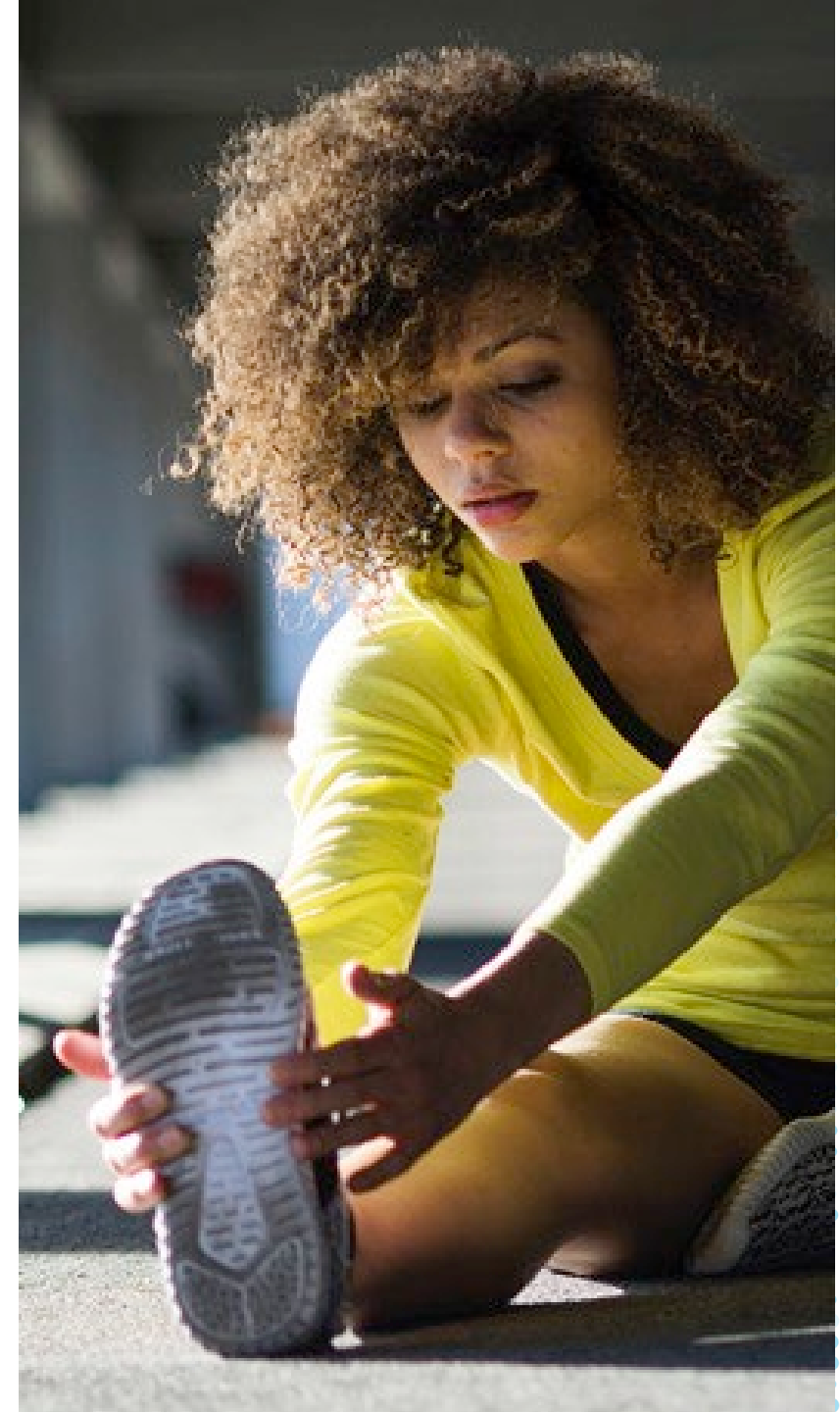
- Intentional eating
- Back care
- Healthy aging
- Exercise
- And more

## Enhances social and emotional well-being

- Establishing healthy families
- Improving sleep
- Developing self-compassion
- And more

**93%**

**of participants agreed that  
the skills learned in their  
coaching sessions improved  
their quality of life**



# The Four A Coach Approach



*“My Well-Being Coach was amazing and listened to my concerns. She made me feel extremely comfortable and made me feel confident about trying out the options we discussed. She was fantastic!”*

- Fosters a safe, open and non-judgmental atmosphere
- Serves as an accountability partner
- Leverages core values, priorities and strengths
- Educates on national guidelines and recommendations
- Provides ongoing support to build on successes and troubleshoot challenges

# Differences: Counseling & Coaching

Counseling	Coaching
Licensed counselor	Certified coach
Clinical	Non-clinical
Coping-oriented	Action-oriented
Helps to identify and treat problems	Helps to set and achieve goals
Solution-focused	Employee-driven
Seeks to address presenting problems and concerns	Seeks to empower, ask “what’s possible?”
Common discussion topics: <ul style="list-style-type: none"><li>• Anxiety</li><li>• Depression</li><li>• Grief</li><li>• Trauma</li><li>• OCD</li></ul>	Common discussion topics: <ul style="list-style-type: none"><li>• Building healthy habits</li><li>• Reducing stress</li><li>• Burnout</li><li>• Mindfulness</li></ul>

**Primary Outreach:**  
Schedule your first session



**Session 1**

- Introduction to coaching
- Identifying desired outcomes and purpose
- Setting well-being goals



**Sessions 2 - 4**

- Reflecting on progress, success and barriers
- Accountability
- Fine-tuning goals



**Sessions 5+**

- Review progress
- Celebrate achievements
- Meaningful takeaways and what's next

# Sample Coaching Session Structure



# Sample Case: “Navigating Burnout” Initial Session

- Employee has been through a lot since the beginning of the pandemic.
  - Lost a few close family members since that time and has been experiencing a higher level of stress at work.
  - Working a hybrid schedule and has not been able to establish a healthy routine or find time for herself.
  - May come home and work on her laptop at a later time, which impedes her sleep.
  - Also volunteers in the community and takes care of elderly parent, which are additional time commitments.
- ***What would you like to see happen with your stress and overall well-being in the next month?***  
Employee wants to carve out more time for herself.
- ***What kinds of activities/rituals make you feel good and reduce your stress?***  
Employee mentioned enjoying relaxing baths, reading, taking walks (weather permitting), watching her favorite show

## Goals:

- Identify 1-2 important priorities at work to focus on and complete by 5pm
- Log out of work at 5pm 2x per week or more
- Incorporate 1 relaxing activity in the evenings after logging out

# Sample Case: “Navigating Burnout” Follow Up Session

Employee continues to struggle with a lot of stress and experiencing a peak in workload with numerous projects

- ***What have you found to be most helpful so far?***
  - Prioritizing a little bit better earlier in the day allows her to focus on completing her most urgent tasks during the day, which leaves less work to come back to in the evening
  
- ***How has this impacted your day?***
  - Now getting to bed a little bit earlier and hopes to be able to expand on this

## Goals:

- In the morning, continue to prioritize 1-3 urgent tasks to complete during her work day before 5pm
- Log off work at 5pm 1x this week

# Sample Case: “Navigating Burnout” Final Session

Employee describes her stress management as “a work in progress”. States “some days are better than others”. However, noticing a gradual shift in her balance throughout the day.

➤ ***What have you learned that will help move you forward?***

- Feels prioritizing her projects/tasks at work has created a “positive ripple effect”.
- She is getting more done and has incorporated a method called “batching tasks”, where she designates a specific time of day for her emails and certain administrative tasks, so that she can carve out time to focus on her priorities of the day without disruption.

➤ ***How has this impacted your day?***

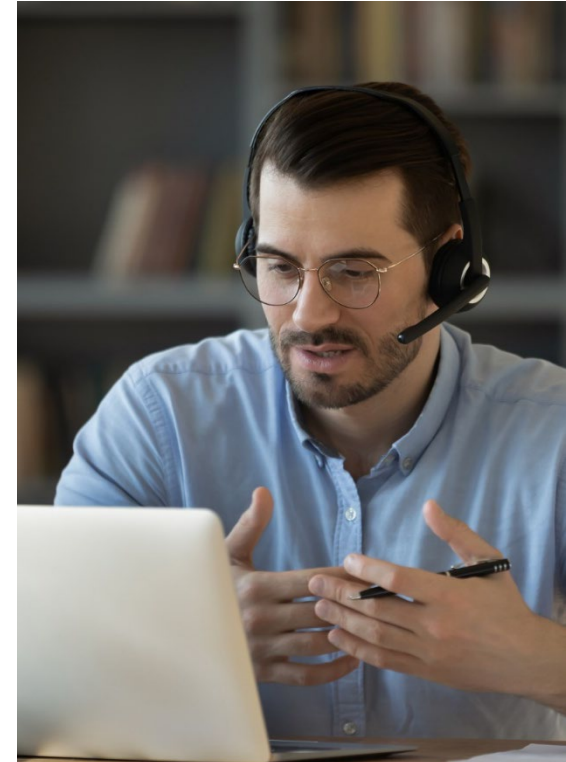
- Has started to step away from her desk at lunch to take short walks. Has been able to close her laptop at 5pm 2x per week. Believes she is on track to 3x per week or more.

## **Outcome:**

- Managing time better by prioritizing tasks at work and “batching” administrative tasks together in her calendar
- Short walks on her lunch that last 5-10 minutes 2-3x per week
- Closing her laptop at 5pm 2x per week
- Getting to bed before 10pm due to not returning to her laptop in the evening

# ComPsych® Coaches

- Hold a degree in a health-related field
- Possess nationally recognized certifications and licenses
- On-going case review, consultation and supervision by Master Degreeed and National Board Certified Coaches
- Required to maintain continuing education credits and trainings
- From diverse backgrounds and cultures



# Convenient Access & Scheduling

- Confidential phone or video coaching
- Hours available Monday - Friday, 6 am CT – 8 pm CT
- To schedule an appointment:
  - Call toll-free number
  - Access online scheduling tool
- Available to all employees and their household dependents ages 18+
- Appointments made within 5 days



# Communications & Promotions



Promotional resources: flyers, overview sheets, engagement materials



Quarterly Well-Being Newsletter



Quarterly Well-Being Landing Page



Meet the Coach webinar

# Wrap-Up

Access	Engagement	Integration
✓	✓	✓

- Coaching is fully integrated with ComPsych suite of services
- One entry point for all services 24/7
- Robust and comprehensive care meeting employees where they are and providing tools and resources in real time

# Q & A





# APPENDIX

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# Outcomes Data

95%

said the program helped them feel confident about their ability to maintain the improvements they achieved during their sessions

95%

said they would engage in coaching again

94%

said they would refer someone else to the program

93%

agreed the skills learned in the program have improved the quality of their life


92%

agreed that they progressed on the goals they had in mind for their sessions

# Communication Examples

**GuidanceResources®**

## Building Mental Fitness through Positive Intelligence



**Background and Origins of Positive Intelligence**

Positive intelligence is an evidenced-based framework rooted in the research of lecturer and author Shiraz Chamine. Through a blend of research in neuroscience, cognitive behavioral psychology, performance science and positive psychology, this framework serves as a tool to boost performance, mental fitness, well-being and happiness.

- Positive intelligence measures the percentage of time our mind serves us as opposed to sabotaging us
- High positive intelligence means your mind acts as your friend more than as your enemy
- Positive intelligence is therefore an indication of the control you have over your mind and how well your mind acts in your best interest

**Measure your Mental Fitness**

Your PQ (Positive Intelligence Quotient, or Positivity Quotient for short), measures the relative strength of your positive versus negative mental muscles. PQ is the measure of mental fitness, expressed as a percentage, ranging from 0 to 100. Your PQ is the percentage of time your mind is serving you versus sabotaging you. (Example: A PQ score of 75 means that your mind is serving you about 75 percent of the time and sabotaging you about 25 percent of the time.)

- [Take an assessment](#) to figure out your own Positive Intelligent Quotient.

**Sage vs. Saboteurs**

A war is constantly waging in our heads between what are called the "saboteurs" and your original true self, or your "sage." These are based on entirely different regions of your brain.

- Your saboteurs are based in the survival-brain region, which is made up mostly of the brain stem, limbic system and parts of the left brain.
- Your sage response derives from your positive intelligence brain, which is made up mostly of the middle prefrontal cortex, frontal cortex and parts of the right brain.
- We all have the universal judge saboteur who acts as the ringleader in conjunction with 9 other accomplice saboteurs

	SURVIVOR BRAIN	POSITIVE INTELLIGENCE BRAIN
VOICE	Saboteurs	Sage
FOCUS	Survive	Thrive
EMOTIONS	Anxiety, anger, disappointment, shame, guilt, regret, blame	Curiosity, empathy, joy, creativity, peace, calm, resolve, gratitude

Saboteurs are the voices in your head that generate negative emotions in the way you handle life's challenges. They represent automatic patterns in how to think, feel and respond. They can spark stress, anxiety, self-doubt, frustration, restlessness and unhappiness. They can sabotage your performance, well-being and relationships.

**Meet the Judge, Your Master Saboteur**

The Judge is the universal Saboteur that afflicts everyone. It may beat you up repeatedly over mistakes or shortcomings, warns you obsessively about future risks, wakes you up in the middle of the night worrying, gets you fixated on what is wrong with others or your life, etc. Your Judge often activates your other Saboteurs.

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## Tips for Mental Fitness

Keeping the brain challenged and active

Adults who learn new things, stimulate their brains, and challenge their thinking throughout their lives are significantly less likely to develop dementia and Alzheimer's disease. Keeping the brain healthy and challenged helps in retaining memory, language, problem-solving abilities and normal cognitive functioning, even in old age. Below are some ways to exercise mental fitness. Keep in mind, the greater the novelty and complexity, the greater the benefit:

Engage in hobbies like journaling, cooking, home DIY, planting an herb garden, ceramics, painting, senior sports leagues, salsa dancing class, etc.

Learn a new language

Take a course at the local community college

Learn a new instrument or learn more difficult chords or songs on an instrument you're already familiar with

Do brain teasers, puzzles, crosswords, and strategy analog games

Stimulate different parts of the brain by changing how you perform simple daily tasks, like using your non-dominant hand when brushing your teeth

Read challenging fiction and non-fiction books

**Environment and relationships matter! Stay plugged into the community:**

**Taking care of a pet:** Animals can help bring joy, decrease feelings of loneliness and depression, reduce stress, lower blood pressure, and increase physical activity.

**Keep in touch** with events happening around the neighborhood and community.

**Volunteer** for different organizations.

**Maintain socialization with friends and family:** Socialization decreases the rate of cognitive health decline, improves retention of memory and reduces mental health problems.

Want additional support around maintaining mental fitness? Call your toll-free number to enroll in Well-Being Coaching to address topics such as Healthy Aging, Building Resiliency, Healthy Families, Sleep and many more!

24/7 Live Assistance:  
Call: [Redacted]  
TRS: Dial 711

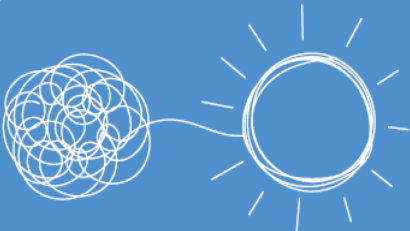
Online: [guidanceresources.com](https://guidanceresources.com)  
App: GuidanceNow™  
Web ID: [Redacted]

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# Communication Examples

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## Well-Being Coaching From your GuidanceResources® Program

### Discover Mental, Physical and Emotional Balance

In today's high-pressure world, our well-being often takes a back seat to the demands of work and family life. As a result, our mental, physical and emotional balance can suffer. The Well-Being Coaching program from your GuidanceResources® program can help you regain that balance so you can be your best, at work and at home.

Connect today with one of our certified personal coaches. They work one-on-one with you to reduce roadblocks and risks — addressing health and well-being issues holistically, before they evolve into long-term, costly problems. The services are available over the phone or via video link and cover a variety of issues, including:

- Burnout
- Balancing competing needs
- Developing self-compassion
- Goal setting
- Building resiliency
- Time management
- Coping with stress
- Finding motivation
- Improving sleep and more

**Call your GuidanceResources® toll-free number anytime to request an appointment with a personal coach and get the support you need to live a healthier, more balanced life.**

### Here when you need us.

Call: [Redacted]  
TTY: 800.697.0353  
Online: [guidanceresources.com](https://www.guidanceresources.com)  
App: GuidanceNow<sup>SM</sup>  
Web ID: [Redacted]

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## The Impact of Well-Being Coaching



In 2023, participants in Well-Being coaching posted some remarkable successes! Over the year, **93 percent** of participants said the skills learned in their sessions improved their quality of life, and **95 percent** said they would engage in coaching again. Check out what a few participants had to say about their experience:

*"Wonderful program that helps you to progress at your own pace. Health and Well-Being Coaching is an invaluable asset, provides compassion and insight, also shares relevant resources as additional support."*

*"My coach is instrumental and is a key partner in helping me establish stronger foundations across not smoking and other areas of life, such as physical health, mindfulness and wellness. Without her, I'm not really sure where I would be right now in terms of my overall health and progress towards my goals. She keeps me honest and accountable in my aim and helps to keep me on track. She has a variety of strategies to employ and I'm really grateful to have her in my life. I look forward to our conversations each week. I always learn something new about myself and walk away more equipped to tackle what is in front of me. Thank you for everything."*

*"My coach has been wonderful. Her insights have been truly illuminating and she's been a strong accountability partner relative to my self-compassion and self-care routines. Thank you for offering this program."*

*"This program is great. My coach was so full of positive reinforcement and encouragement. You could tell she wanted you to succeed."*

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# Communication Examples – Quarterly Newsletters

## Yoga Pose of the Quarter

**Tree Pose** = a classic standing posture, Vrksasana (Tree Pose in Sanskrit) establishes strength and balance, and helps you feel centered, steady and grounded.

**Stretches your feet.** Tree pose can help stretch and strengthen the ligaments and tendons in your feet.

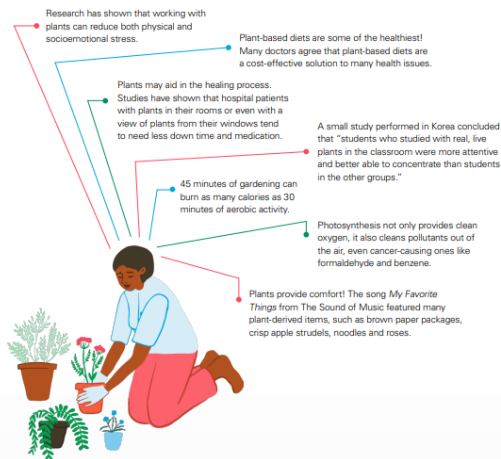
**Improves balance.** Tree pose requires proper weight distribution and posture, which can help provide stability to your groin, thighs, hips, and pelvis.

**Strengthens your core.** Balancing your total weight on one leg requires active engagement in your core, which can help strengthen it over time and provide increased steadiness.



1. From Mountain pose
2. Find your **Drishti**: gaze at a point at eye level, to help you to keep your balance.
3. Shift your weight onto your left leg. Ground through the four corners of your left foot.
4. Bend your right knee, reach down with your right hand and clasp your ankle.
5. Bend your right knee and place your right foot on the inside of your left leg either above or below your knee joint. Your knee is pointing out to the side.

## Why Humans Need Plants



## Dear Coach

### Question:

I want to eat more plant based but I am worried I won't get enough protein.

### Answer:

When we think of protein, most people think of animal products like meat, fish, and dairy. It is a common misconception that you can only get adequate amounts of protein in your diet by eating meat. Recent research has shown people who solely rely on animal-based sources of protein have a greater risk of developing high blood pressure, diabetes, or heart disease than those who diversify their protein.

Proteins are made up of amino acids, also known as "the building blocks". Our bodies can produce more than half of the amino acids it needs, these are known as nonessential amino acids. The amino acids we need to consume in our diet are known as essential amino acids.

#### Proteins are typically categorized as:

**Complete:** These are sources of protein that contain all of the essential amino acids.

**Incomplete:** These are sources that low in, or missing 1 or more of the essential amino acids.

The term complete can lead you to assess it as "good" or "better than" whereas incomplete leads to an assumption that it is not as good or it is lacking-which is not the case at all.

Animal-based protein sources are the most widely recognized sources of complete proteins- but there are plant-based complete proteins out there!

#### Protein Sources



Combining two incomplete sources is much easier than it seems. The best part? You can do it at the same meal! It has been shown that achieving an optimal amino acid profile is easier by eating a variety of proteins throughout the course of a day.

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## Well-Being Newsletter

First Quarter 2023



# Communication Examples - Quarterly Landing Page

The landing page features a header with the title 'Well-Being Quarterly: Conscious Living' and a graphic of colorful arrows. Below the header is a paragraph defining a conscious lifestyle. The main content is organized into several sections, each with a title, a brief description, and a 'Download PDF' button. The sections include: 'Well-Being Q1 Newsletter' (dark blue background), 'On-Demand Training' (white background), 'Going Green' (white background), 'Healthy Mindset' (white background), 'Benefits of Plants' (white background with green links), and 'Wellness Wheel' (white background). A large green 'Coaching Call-Out' section is positioned at the bottom right, featuring a testimonial button and a speech bubble icon.

**Well-Being Quarterly: Conscious Living**

A conscious lifestyle means choosing to live intentionally and striving to be more aware of your thoughts, actions and surroundings so that you can fully experience every moment. Too often, we spend our lives on auto-pilot, unaware of the intention behind or consequences of our actions. Choosing to live consciously is just the opposite. It's an effort to enhance self-awareness, increase mindfulness and bring meaning to every aspect of life. With that in mind, the following resources can help you cultivate a more conscious lifestyle.

**Well-Being Q1 Newsletter**  
Get the latest news on all things related to your well-being.  
[Download PDF](#)

**On-Demand Training**  
*Connecting Mind & Body* explains how nurturing this link is vital to your overall health.  
[Begin](#)

**Going Green**  
Small steps can significantly reduce your impact on the planet.  
[Download PDF](#)

**Healthy Mindset**  
When it comes to reaching our wellness goals, our mindset plays a huge role in our success.  
[Download PDF](#)

**Benefits of Plants**  
Plants add life and color to our surroundings, and also have surprising health benefits.  
[Plants](#)  
[Herbs](#)  
[Reduce Stress Through Gardening](#)  
[Good Plants for the Office](#)  
[Composting Materials](#)  
[Tips for Your Vegetable Garden](#)

**Wellness Wheel**  
Learn the 8 dimensions of wellness for optimal health and how you can improve yours.  
[Download PDF](#)

**Coaching Call-Out**  
Hear what participants have to say about well-being coaching from your EAP.  
[View Testimonial](#)

- Variety of engaging and interactive assets
- Drives GRO engagement
- Showcases coach-developed tools and resources
- Highlights coaching participant testimonials and satisfaction stats
- Link stays the same each quarter, past quarterly content will be available via “Archive” section located at the bottom of the page
- Content is updated by mid-quarter