

**Wellbeing Education:
It Takes a Village**

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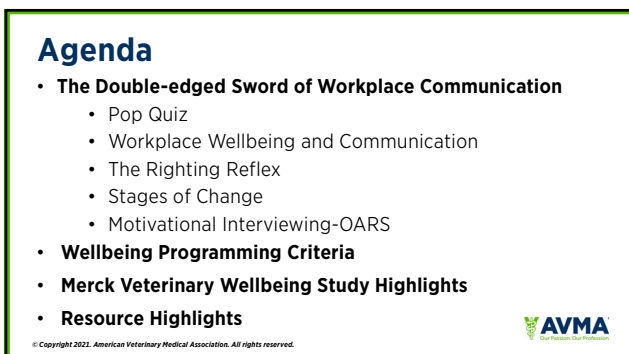
Brief Introductions

- Jen Brandt, LISW-S, PhD, Director of Wellbeing, Diversity, and Inclusion Initiatives, AVMA
- Joseph Hahn, DVM, Executive Director, US Companion Animal and Equine Professional Services, Merck Animal Health
- Marci Kirk, DVM, Assistant Director For Recent Graduate Initiatives, AVMA

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Agenda

- **The Double-edged Sword of Workplace Communication**
 - Pop Quiz
 - Workplace Wellbeing and Communication
 - The Righting Reflex
 - Stages of Change
 - Motivational Interviewing-OARS
- **Wellbeing Programming Criteria**
- **Merck Veterinary Wellbeing Study Highlights**
- **Resource Highlights**

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Objectives

At the end of this session, learners will:

- Describe the link between communication and psychological wellbeing in the workplace
- Apply two motivational interviewing skills to establish trust and build rapport
- Describe Merck Veterinary Wellbeing Study highlights
- Describe AVMA wellbeing criteria and resources

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The Double-Edged Sword of Workplace Communication

Wellbeing Educator Series

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MERCK
Animal Health

This program is made possible through an educational grant from Merck Animal Health. Merck's commitment to the veterinary profession continues with a focus on veterinary wellbeing. For more information on this important work and collaborative partnerships in place, please visit:

<https://www.merck-animal-health-usa.com/about/us/veterinary-wellbeing-study>.

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What This Seminar Is—and Is Not

What It Is

- Key facts on mental health, wellbeing, and workplace implications
- Link between communication and workplace wellbeing
- Use of motivational interviewing skills to establish rapport and build trust
- Foundation for future learning

What It Is Not

- Legal advice
- HR advice
- A program focused on a specific mental health or wellbeing concern
- A “one and done” solution for workplace wellbeing



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Pop Quiz

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What percentage of US adults will experience a mental illness during their lifetime?

- A. Between 5-10%**
- B. Between 15-30%**
- C. Between 35-50%**
- D. Over 50%**




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**Half of all mental disorders begin by age____
and three-quarters by age____.**

- A. 10, 20
- B. 14, 24
- C. 18, 28
- D. 22, 32

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**The top two chronic health conditions driving overall
health-related costs for employers are_____.**

- A. Anxiety and cardiovascular disease
- B. Anxiety and cancer
- C. Depression and asthma
- D. Depression and obesity

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**People with serious mental health
conditions are often violent.**

TRUE

FALSE

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Employment status and work environment influence mental health.

TRUE

FALSE

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Positive social support is associated with what increased odds of survival?


A. 10%

B. 25%

C. 40%

D. 50%

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In the health-care workplace, what increases perceived social support?

A. Effective communication

B. Offering advice

C. Positivity

D. All of the above

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Workplace Wellbeing and the Double-Edged Sword of Communication

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Workplace Wellbeing Defined

A work environment that promotes a state of safety and satisfaction and allows an employee to flourish and achieve their full potential for the benefit of themselves and their organization.

Chartered Institute of Personnel and Development (CIPD)
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Communication: The Double-Edged Sword

Communication affects social dimensions of workplace wellbeing

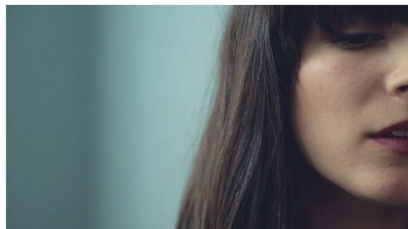
- may stimulate psychological distress
- may be a solution to psychological distress
- involves elements of emotion, fear, trust, and rapport building

Brown, B. (2012). Daring Greatly; Kostaman, T. (2015). The role of communication on employees' psychological wellbeing; Glanz et al. (2015).
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Rapport Buster: The Righting Reflex



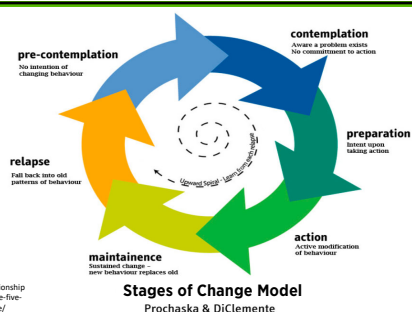
What situations
activate your
righting reflex?

What emotions
are you
experiencing in
these situations?

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Shift from “Find It, Fix It” to Building Rapport

Transactional

- Professional
- Short-term
- Self-interest
- Alleviate “symptom”
- Win conflict
- Judge results

Relational

- Friendly
- Long-term
- Mutual interest
- Address root cause
- Resolve conflict
- Evaluate relationship

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So, how do we calibrate our communication tools?

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Motivational Interviewing Defined

“A person-centered, goal-directed approach for helping people move toward change by working through ambivalence.”

Wagner, C. (2021). Evidence-Based Interventions to Improve Client Engagement and Accelerate Behavior Change
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MI & Cultural Humility—Better Together

- Ongoing learning; no end point
- Critical self-reflection is required
- Acknowledge differences in identity
- Nonjudgmental approach
- Curiosity vs certainty
- Recognize and challenge power imbalances

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Motivational Interviewing Techniques-OARS

- Open-ended questions
- Affirming statements
- Reflective statements
- Summarizing

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Open-ended Questions

- Who, what, where, when, how, tell me more...
- Explore thoughts, feelings, beliefs, and needs
- Build rapport, gain insight

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Affirming Statements

- Rapport, empathy
- Factual and specific
- Strengths-focused
- Foster hope
- Build belief in capacity to change

I admire how you consistently show up for our clients, even when it's not always easy. For example...

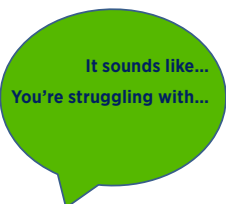
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Reflective Statements

- Check for understanding
- No judgment
- Help process of self-discovery
- Acknowledge ambivalence
- Help suppress listener offering premature advice



Resnicow & McMaster (2012).
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Scenario: You've asked members of your team to discuss what wellbeing means to them and to offer suggestions for how to promote a healthier workplace. One team member shares the following:

In your pair or small group:

1. Watch and listen to the video clip
2. Write a reflective listening response in your workbook or in the chat

If time permits...

3. Share your response with your pair or small group and agree on a consensus response
4. Share your consensus response with the larger group



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Summarizing

- Application of reflective listening
- Helpful at transition points
 - Problem recognition
 - Concern
 - Intent to change
 - Optimism
- End with invitation

I hear you say that you're the one who will need to make some changes regarding boundary setting. Do I have that right?



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OE & RL Exercise

1. You will work in teams of 3 or 4
2. There are three roles: (A) interviewer, (B) interviewee and (C) observer(s)
3. Decide who will take on each role
4. As time permits, team members may rotate roles
5. Each rotation is 10 minutes:
 1. 5 min for skills exercise
 2. 5 min for feedback

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Summary

- Creating environments where employees can achieve their full potential
- Effective communication is a cornerstone of healthy workplaces
- Motivational interviewing provides a culturally competent approach for establishing trust and building rapport

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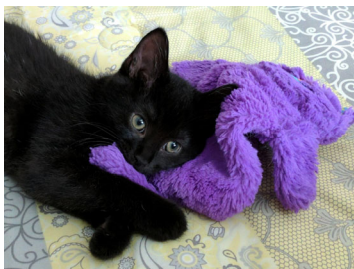


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Break Time!

Take 15

Squatch
Brandt



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How do you respond when asked...

- What criteria do you use to assess the quality of wellbeing-related programming/resources?
- What factors contribute to wellbeing programming that maximize safety and benefit, and minimize risk for harm?
- Where do you find information about AVMA's wellbeing programming?

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Effective Programming: 6 Criteria

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Criteria 1: Levels of Intervention



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Criteria 2: Evidence-Based

- **Integrating best researched evidence and clinical expertise**

- Maximize safety & efficacy
- Minimize risk of harm
- Solution-focused
- Trauma informed approach

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Criteria 3: Cultural Sensitivity

- **No ceiling or fixed end point**
- **Address power imbalances**
- **Other vs self-oriented**

Cultural competence and cultural humility in veterinary medicine

For veterinary professionals to practice effectively, both cultural humility and cultural competence are important in today's climate. Learn what these terms mean and how to achieve them.

avma.org/diversity

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Criteria 4: Wellbeing is Intersectional

- **Discrimination is a social determinant of health and a factor in accessing other determinants of health**

- **Racism is a public health issue**

- Negatively affects mental and physical health of millions of people and health of our nation
- Racism deprives the scientific and medical community and nation the full breadth of talent needed to best address racial and ethnic health disparities

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Criteria 5: Interdisciplinary Collaboration

- Interdisciplinary collaboration with entities utilizing evidence-based, culturally sensitive approaches



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Criteria 6: Relational vs Transactional

- We are ALL communicators
- Cornerstone of healthy relationships & workplaces
 - Trust and rapport
- We can't fix what we don't acknowledge
- Applying solutions that don't address root causes may provide temporary relief—not long-term answers

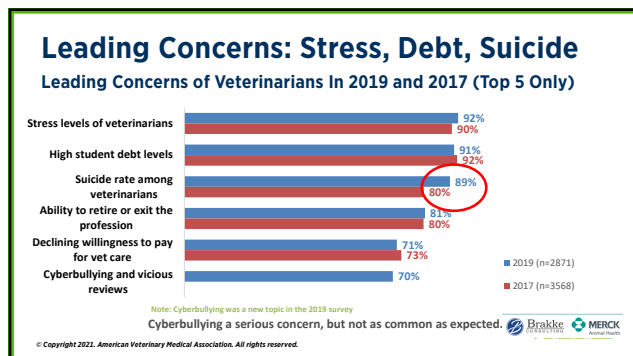


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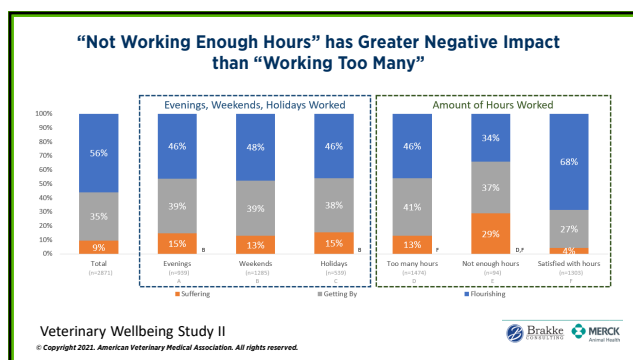
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Program	Micro 1 Mezzo 2 Macro 3	Evidence Based	Culturally Competent	Intersectional	Interdisciplinary & Collaborative	Communication- Centered
MMI Roundtable	1, 2	✓	✓	✓	✓	
Workplace Wellbeing Certificate Program	1, 2	✓	✓	✓	✓	✓
Brave Space Certificate Program	1, 2	✓	✓	✓	✓	✓
My Veterinary Life	1, 2	✓	✓	✓	✓	
Wellbeing Educator Train-the-Trainer	1, 2, 3	✓	✓	✓	✓	✓
Suicide Prevention & Roundtable	1, 2, 3	✓	✓	✓	✓	✓

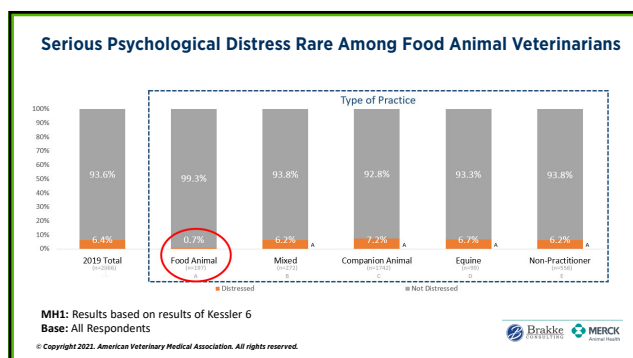
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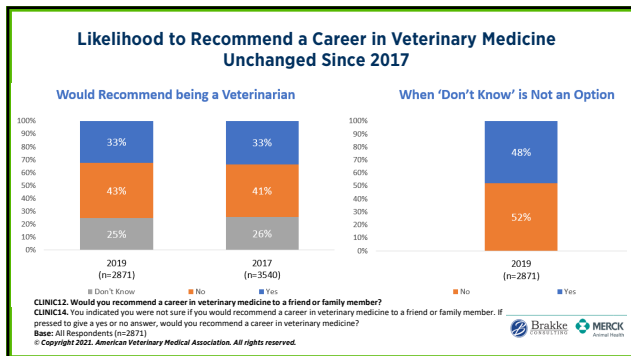
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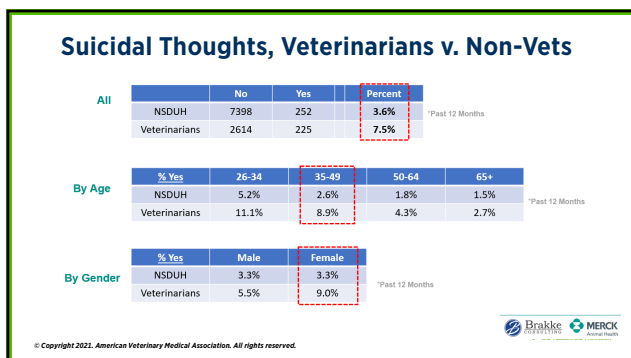
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avma.org/diversity

Diversity and inclusion in veterinary medicine



IN THIS ARTICLE:

- Read about AVMA's commitment to diversity and inclusion
- Find webinars and podcasts on diversity and related issues
- Discover other resources that support diversity, inclusion, and racial justice

Wellbeing Is Intersectional!


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Tools and resources to support personal and professional wellbeing for individuals and teams.



Wellbeing

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Workplace Wellbeing Certificate Program

- **Creating a Culture of Wellbeing**
- **How to Request, Receive, and Give Feedback Effectively**
- **Transforming Conflict**
- **QPR Assessment**
- **Diversity and Inclusion**
- <https://axon.avma.org/page/wellbeing-courses>

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Brave Space Certificate Program

- **Diversity, equity, and inclusion** (3 modules)
- **Interpersonal violence** (2 modules)
- **Workplace harassment** (1 module)
- <https://axon.avma.org/page/diversity-equity-inclusion-courses>




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Launching This Year


- **Wellbeing Educator Train-the-Trainer Program**
- **Suicide Prevention Roundtable**



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Evidence-Based Suicide Prevention & Postvention




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Strategy	Approach/Program/Practice/Policy
Strengthen economic supports	
Strengthen access and delivery of suicide prevention care	Veterinary Debt Initiative Insurance coverage of mental health conditions Reduce provider shortages Safer suicide prevention care through systems change
Create protective environments	
Promote connectedness	Organizational policies and culture Community based policies to reduce excessive alcohol use Peer norm programs
Teach coping and problem-solving skills	Community engagement activities Social-emotional learning programs Communication, relationship-centered focus
Identify and support people at risk	Gatekeeper training Crisis intervention Treatment for people at risk of suicide Treatment to prevent re-attempts
Lessen harms and prevent future risk	Postvention Safe reporting and messaging about suicide


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Suicide prevention and mental health

- Latest research—address misinformation
- Evidence-based strategies for promoting mental health
- Individual and community risk and protective factors
- Guidance on mental health crisis intervention
- axon.avma.org

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Postvention Resources


[After a Suicide: A Toolkit for Colleges of Veterinary Medicine](#)

- with AFSP and AAVMC

[After a Suicide: A Guide for Veterinary Workplaces](#)

- with AFSP, NAVTA, VMAE, and VHMA
- avma.org/wellbeing

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Collaborations of Note

- **National Academy of Medicine's Action Collaborative on Clinician Wellbeing and Resilience**
- **American Foundation for Suicide Prevention**-Field Advocates
- **Federation of State Physician Health Programs**
- **Employee Assistance Professionals Association**
- **National Academies of Practice**-only interprofessional group of healthcare practitioners and scholars dedicated to supporting affordable, accessible, coordinated quality healthcare for all

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The AVMA strives to support the health and wellbeing of all its members. To learn more about our efforts to improve veterinary wellbeing and inclusion including self-assessments, tips for self-care, tools to manage stress, and promoting cultural humility in the workplace, please visit:

avma.org/wellbeing
avma.org/diversity
axon.avma.org

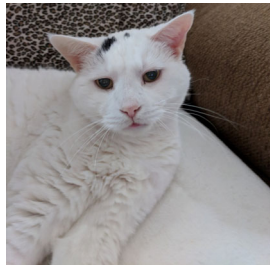
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Break Time!

Take 15



Sammich Brandt

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