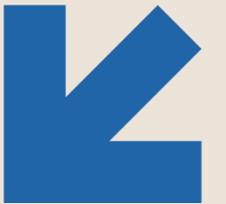


WORKPLACE WELLNESS PROGRAM FOR

**Stress Management and
Employee Engagement**

**Allyson Aranda
Health Program and
Design**



WORKFORCE & WELLNESS CHALLENGES

- **Workplace:** 24 Hour Fitness Hermosa Beach, part of 24 Hour Fitness USA Inc. (IBISWorld, n.d.)
- **Workforce:** Diverse, 9,000 employees nationwide, including Latino and African American staff. ages 18-50, predominately women (IBISWorld, n.d.).
- **Challenges:** High stress from balancing work, school, low pay, not enough hours and personal responsibilities
- **Goal:** Reduce stress, improve job satisfaction, and enhance customer experience.
- **Impact:** Burnout, poor job satisfaction, negative customer service experience



PRIMARY FOCUS

- Stress reduction and mental health support

KEY FINDINGS

- Emotional fatigue, disengagement, poor customer service



NEEDS ASSESSMENT

- Employee surveys on job satisfaction, stress levels, and work-life balance

HEALTH MODEL

- CDC's Workplace Health Model, NIOSH recommendations (NIOSH, 2008)

HEALTH & WELLNESS NEEDS ASSESSMENT



PROGRAM GOALS & BUSINESS CASE

MISSION Create a supportive and motivating work environment

- OBJECTIVES**
- Reduce employee stress
 - Increase engagement
 - Improve job satisfaction and service quality

BUSINESS CASE Well-being leads to improved customer service and retention (CDC, 2021)



PROGRAM COMPONENTS & INTERVENTION ACTIVITIES



MINDFULNESS SESSIONS

Bi-weekly 30-minute sessions to reduce stress



PEER RECOGNITION

Monthly shout-outs, quarterly appreciation events



FLEXIBLE BREAK POLICIES

Regular, short breaks to reduce fatigue



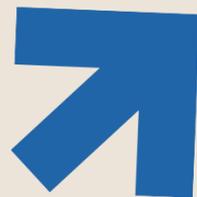
POSITIVE REINFORCEMENT

Inclusive, personalized rewards (e.g., gift cards, wellness vouchers)





LEADERSHIP & CULTURAL COMPETENCE



LEADERSHIP ROLE

Lead by example, actively participate in wellness efforts

CULTURAL COMPETENCE

Tailored wellness approaches for diverse backgrounds (Deci, Olafsen, & Ryan, 2017)

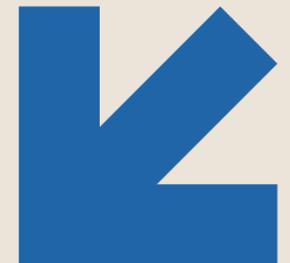
SUPPORT

Managers will receive training on cultural sensitivity and lead wellness efforts

CONCLUSION & NEXT STEPS

- Wellness program will address key challenges
- Focus on stress reduction and engagement

- Launch pilot program
- Employee surveys and feedback
- Ongoing evaluations



REFERENCES

Thank you!

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