



**ICAS**

A Lyra Health company

ICAS ORGANISATIONAL DEVELOPMENT CONSULTING SERVICES

# Organisational Wellness Diagnosis

**ICAS Evolve:**

**New Client On-boarding & Survey Implementation**

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## Welcome!

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As part of the ICAS Evolve Wellness Programme, your organization has the opportunity to conduct an organizational wellness diagnosis in partnership with the ICAS Organisational Development Consulting Service team. This Welcome Pack provides an overview of the process, as well as various communication templates you can use to implement the ICAS Organisational Wellness survey.

## About Organisational Diagnosis

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Leading management thinker Peter Drucker is often quoted as saying that “you can’t manage what you can’t measure”. In today’s turbulent business environment, leaders are challenged to adapt to remain relevant and to address the problems that these turbulent and uncertain business environments bring. Implementing change in itself is a challenging and expensive endeavor, and changes often fail due to the interventions being irrelevant to the problems being experienced and a change process that is not managed effectively. As such, it is important to base decisions that will directly impact your business and its people on valid and reliable information.

When done correctly, organisational diagnosis points an organisation’s leaders towards a set of appropriate interventions that will improve organisational effectiveness. This involves the process of understanding your organisation’s systemic functioning through collection of pertinent information about various organisational factors.

The ICAS Organisational Diagnosis solutions are designed to gather information on key aspects related to human capital risk management, and is aimed at assisting you in ensuring that your people management interventions are geared for success – right from the start.

## Diagnosing Organisational Wellness in partnership with ICAS Evolve

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Wellness is multidimensional, and various factors play a role in our levels of wellbeing. We diagnose organisational wellness and mental health through the application of the ICAS Organisational Wellness and Mental Health survey, which provides a group-level overview of the current status quo of mental health and wellness in your organization. This includes the following dimensions:

- Experience of anxiety amongst staff
- Stress at work
- Stress at home
- Exposure to trauma
- Hope/Inner Strength
- Mental Illness: General
- Mental Illness: Psychosis/Mania

- Mental Illness: Intervention & treatment
- Coping Mechanisms
- Depressed mood: Experience
- Body wellbeing
- Body behaviours
- Mind care
- General wellbeing

Data is gathered through an online survey, and individual responses are anonymous. The purpose of the diagnosis is to provide an organizational level overview of the current state of wellness in your organization, which can be used to inform the development of your employee wellness programme. The survey included in your programme is a once-off baseline assessment, but can also be used on a bi-annual basis at an additional cost. Should you require additional surveys, please reach out to us.

## Introducing the ICAS Evolve Wellness Survey to your organization

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<b>Purpose of communication:</b>	Introducing the Wellness & Engagement Survey project
<b>Communication method/s:</b>	Electronic via e-mail – Template Provided
<b>Communication date/time:</b>	TBC –preferably early in the week; during peak email active-hours (07:00 – 10:00 am)
<b>Recipients/Target audience:</b>	Participating employees

## Distributing the ICAS Evolve Wellness Survey to your organization

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<b>Purpose of communication:</b>	Distribution of Survey Link
<b>Communication method/s:</b>	Electronic via e-mail – Template Provided
<b>Communication date/time:</b>	TBC –preferably early in the week; during peak email active-hours (07:00 – 10:00 am)
<b>Recipients/Target audience:</b>	Participating employees

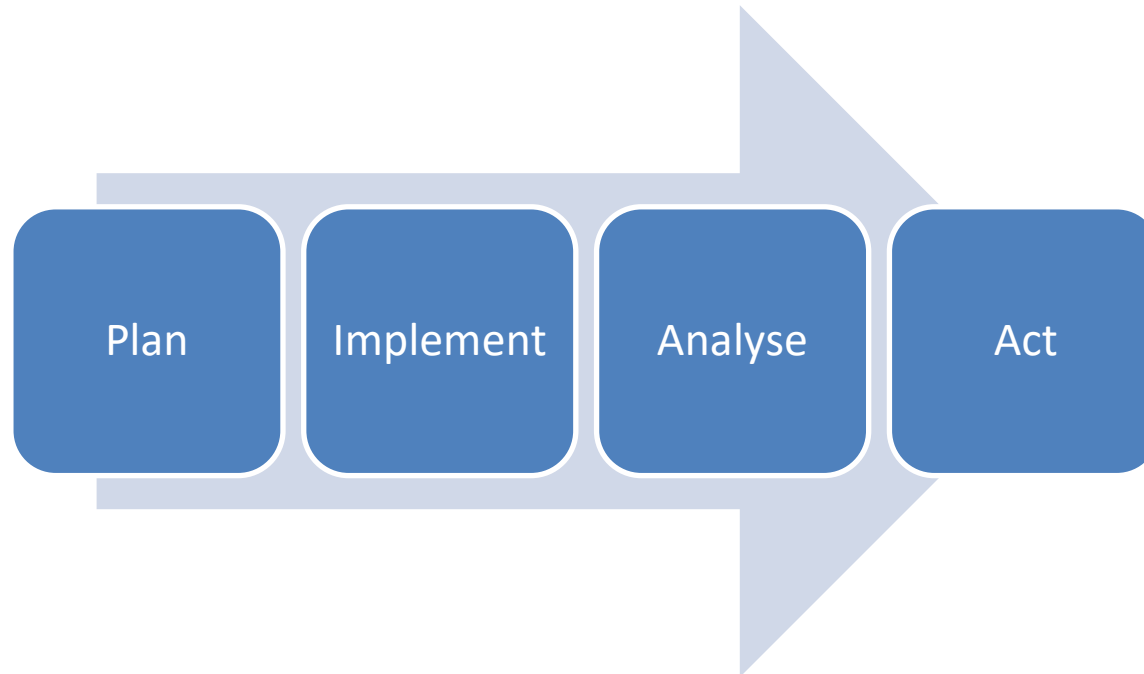
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## Recommended Survey Implementation Plan

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Prior to launching the ICAS Evolve Employee Wellness Survey, it is important to ensure that you have an implementation plan and general timelines in place for the entire process – from start to finish. Gathering data through the distribution and conducting of the survey is only one part of the process.

Below we provide an outline of the different phases of an organizational survey. This can be used as a guide to ensure that the necessary resources have been lined up and that all communication with employees and relevant stakeholders are aligned.



## Phase 1: Preparing for the ICAS Evolve Employee Wellness Survey:

Timeline: 1-2 weeks

- Create and finalise the implementation plan to determine roles and schedules during and after the employee survey
- HR, Wellness Teams and top management agree on schedule for initial survey and details of employee communication (see templates provided)
- Send initial communication to employees on the engagement survey process and benefits. The purpose of this communication is to introduce the survey to employees.
- Request the survey link from ICAS. Email – [evolve@icas.co.za](mailto:evolve@icas.co.za)

## Phase 2: Conducting the survey

Timeline: 2 weeks

- Once you have identified the time at which you want to implement the survey, communicate this to ICAS. [evolve@icas.co.za](mailto:evolve@icas.co.za)
- HR & Wellness initiates the survey, distribute the survey link to employees, answer questions from employees
- HR & Wellness sends reminder emails
- ICAS will open and close the survey as per the timeline confirmed (**note: survey will be open for a maximum of 2 weeks**)
- Participation will be monitored and feedback will be provided by ICAS after week 1 of the survey going live.

## Phase 3: Data Analysis & Reporting

Timeline: 2-3 weeks

- The ICAS Organisational Development team will review data, and prepare a report on the findings.
- High-level recommendations may be made for your consideration. Consultations are not included in the programme, only feedback report, consultations but may be arranged on a fee for service basis.
- HR & Wellness teams to provide feedback to senior management and employees

## Phase 4: Act

Timeline: Not applicable

Employees see surveys as a way of making their voices heard, and the only way to show that their input is valued, is if they can see that the organisation takes action based on the outcomes of the survey. It is therefore not only important that feedback is provided to employees on the findings of the survey, but also that the organisation takes action to improve on the identified areas. When implementing actions. ensure that all employees understand the action plan, how it benefits them, and the senior leaders' commitment to the plan.