

MWC Webinar

May 1, 2018

12:00 pm - 1:00 pm

Shell's Wellness Journey: How Care Impacts Individual, Team, and Organizational Health

Krystal Sexton, PhD, America's Regional Lead for Human Performance and Care

- Shell's health and wellness programs have evolved since the early 2000s, changing from focusing purely on physical wellness to growing into more holistic programs, and most recently focusing on Human Performance and Care (HP&C).
- From past experience with backlash of exclusion, current programs are inclusive and offered to all employees regardless of defining characteristics such as BMI.
- The Resilience Program was requested by the executive committee and serves as a way to mitigate the high-level of stress experienced by many during the economic downturn in 2008. The program is based in positive psychology, is voluntary, modules can be modified to best fit the needs of the team, is culturally sensitive and used globally within Shell.
- Pull, not push - Shell did not want the Resilience program to be something the company pushed upon its employees, but rather a pull from the businesses/employees to have these programs as a resource.
- The Resilience Program resulted in increased employee inclusion, engagement, and thriving.
- The Care for People (CfP) program was born from the conditions of a large construction site in the middle east. Leadership stayed in these camps to learn first-hand what improvements needed to be made.
- When people are cared for, they operate more safely. The aim of CfP is to help every individual perform at their best, and have this aim be synonymous with the culture of working for Shell.
- Major business outcomes of CfP are: attraction and retention of employees, increased productivity, improved quality of work, and better Health Safety Security Environment (HSSE).
- Krystal advised that employee advocates/ambassadors are important to the success of wellness programs.
- Shell Health strives to be more than just the "people who give flu shots", but to be an integral part of the organization, contributing to the success of the company and its employees.