

What Gets Measured Gets Done

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Culture, wellbeing, positive mental health, positivity, teamwork, engagement are no longer the “soft” part of the business.

These domains underpin retention, performance and success in an ever-growing competitive corporate environment.

They are historically seen as “soft” because it was difficult to make a case for direction enough correlation with bottom-line. In addition, such topics, even though increasingly discussed, are genuinely difficult to effectively integrate into staff thinking, practices and ultimately, the workplace.

Part of the solution begins with data. What gets measured, gets done is a time-old adage, but still rings true. Universal data collection on staff, for some people and organisations is a difficult concept to embrace. To settle the debate, anonymity can be maintained, while data is collected for an organisation to benchmark how their staff as a whole, or groups are functioning, and in-turn, how the organisation is operating, managing and developing their workforce. It is too important to overlook any longer.

Another challenge with data collection relates to defining wellbeing and choosing what to assess. Good practitioners, researchers and leaders will tell you that any universal assessment should be multi-dimensional, not unidimensional. The data collected should be a combination of positive psychology, mental health and engagement factors.

Some good reasons to build a data-base of staff wellbeing include:

- Data helps to create a baseline – and then monitor wellbeing over time and track any changes to your organisation wellbeing
- In turn the data creates an accountability and opportunity to assess your programs and interventions.
- Data also facilitates conversations with groups and individuals, even if specific individuals are not identified.
- Data helps direct energy for programs
- For Departments or sub-groups with data, it can be useful as both a feedback and coaching tool for Team Leaders
- Data can facilitate a change in the narrative around your workplace ... wellbeing, resilience and engagement become more common language. In turn, they become more concrete concepts, enabling people to build skills and look to find solutions and opportunities to enhance these areas at work, as well as within themselves.

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