

HEALTH AND SAFETY

KPIs for employee health and wellness

Appropriate indicators offer tangible method of measuring staff satisfaction

By Charles Benayon

Since employees are the most valuable aspect of any business, the success of an organization is contingent upon their health and wellness.

Key performance indicators (KPIs) can help businesses promote employees' wellness and work satisfaction by incorporating metrics to measure performance.

If an organization wants to ensure it is valuing the physical, mental and emotional well-being of employees, KPIs are a sustainable source for measurement, highlighting any potential areas for improvement.

Although typically used in business strategies, KPIs can be measured to lend value to workplace culture, employee satisfaction, and an organization's overall success.

Choosing the right KPIs

First, the overall objective of the KPIs needs to be established.

Then an organization must discuss their implementation and review subsequent results on either a weekly or monthly basis, depending on their performance. These KPIs must be actionable and subject to future updates, depending on their overall performance.

It's crucial to not only develop valuable KPIs, but to establish the right ones to boost wellness programs. To achieve results, the organization's values must be defined



and measured in conjunction with the overall business goals. These indicators must therefore be attainable and quantifiable.

For example, if the goal is to boost employee job satisfaction 20 per cent by the next quarter, KPIs will help employees maintain a clearer vision of what they must set out to accomplish. This in turn helps them feel more valuable to the organization as a whole.

Improving and tracking employees' collective sense of well-being is a process that requires cumulative efforts from all HR professionals. KPIs must ensure that HR professionals remain on the same page in terms of goals for both the organization and its employees.

Additionally, KPIs should give insight into further business solutions that are actionable and reflect the flexible nature of the

organization.

KPIs for wellness

While it is advisable to ensure all KPIs are tailored to fit a specific business' needs, there are certain measures that should be taken to accurately track employee wellness. This is essential to the health, growth and well-being of any organization.

Key areas of focus include:

- employee satisfaction (how happy employees are with their positions in the company)
- employee retention (how likely it is that employees will remain within the company for an extended period of time)
- employee motivation (how driven employees are to succeed in their positions, and how personally invested they are in the overall success of the company)
- management satisfaction (how satisfied employees are with management style)
- peer satisfaction (how satisfied employees are with their co-workers)
- work environment (how happy employees are with their overall office dynamics).

All of these factors should be tracked, monitored, and re-evaluated based on employee responses.

Always maintain an open door policy in regards to employee feedback so employees feel free to make suggestions, as well as speak to areas that they believe can be improved.

This will create a better sense of overall wellness for employees and

encourage open, constructive communication with human resources.

Strategic insights

KPIs offer strategic insights for employees to more clearly identify and manage expectations. In regards to their performance, a KPI will help an employee to better understand what her employer expects of her.

A clear direction and concise communication of goals offer employees peace of mind, reducing any potential stress and confusion related to any delegated tasks, while enhancing a sense of wellness.

For example, if the goal is to find out how employees are responding to a change in leadership within a company, a KPI can be established for the leader to delegate tasks to each employee, before documenting their feedback to the initial direction.

This will help HR professionals and employers understand how they can best enhance their employees' sense of well-being, as well as manage their expectations in leadership.

In terms of tracking progress,

KPIs provide an optimal basis for providing relevant feedback between HR professionals and employees.

This feedback increases their level of engagement with the organization as a whole, and maintains an elevated level of enthusiasm for their job.

In many ways, employees may feel that their valued contributions make them feel more like a part of the team, as opposed to a small fish lost in a corporate sea.

To gain additional clarity around the health and wellness within an organization, a wellness tracker is a valuable option for tracking employee progress and satisfaction.

It also works to create a better sense of overall employee wellness, and is a highly effective option for implementing programs that enhance employee well-being, track trends in wellness, and then measure the subsequent results.

Paving the way

Above all things, the collective efforts of HR professionals must put employees on the best path towards their well-being.

Although several factors in an organization may fluctuate in time, using KPIs to ensure workplace health and wellness will help employees realize their full potential.

As a business changes, KPIs should be made to reflect any important progress in the mental health of the organization. This will help employees adjust to their new expectations, which will ultimately nurture better confidence in their performance.

Tracking employees' health and wellness through KPIs provides numerous benefits in offering an inclusive, open method of communication between HR professionals and employees.

By measuring employee wellness and discovering potential gaps in existing programs, human resources professionals will be able to facilitate better initiatives between an organization and its employees.

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