

A Role for EAPs in Supplementing Traditional Work Engagement Intervention
September 25, 2019

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The Workplace Outcome Suite

(WOS) developed by Lennox & Sharar (2010) *Journal of Workplace Behavioral Health*, Vol. 25, April-June, Pages 107-131.

- Workplace focused (not a clinical measure)
- Validated with demonstrated psychometrics
- Short but precise (sensitive to change)
- FREE with signed license agreement
- EAPA has endorsed "super" short 5-item version.

5

Workplace Outcome Suite

Original – 5 scales, 25 items

OCP WORKPLACE OUTCOME SUITE

General Instructions: Below is a series of statements for which you will indicate how much you are affected by the personal problems you work to solve at the end of the day. Please read each item carefully and answer as accurately as you can.

Instructions for Items 1-5:
How often during the last 30 days have you had each of these personal problems?

Item	1	2	3	4	5
1. Checked you or others work schedule					
2. Made you late for work					
3. Caused you to take off work					
4. Ruined your day when your personal issue occurred					
5. Required you to be on the phone, e-mail or internet, while at work					

Instructions for Items 6-8:
How often during the last 30 days have you been able to do each of these? Please indicate how often you are able to do each of these activities for the last 30 days.

Item	1	2	3	4	5
6. I have a hard time doing my work because of my personal problems					
7. I have a hard time concentrating on my work because of my personal problems					
8. I have a hard time doing my work because of my personal problems					

5-item version of the Workplace Outcome Suite (WOS)

Selected the best item from each scale in the 25 item version, except for absenteeism

WORKPLACE OUTCOME SUITE – 5 ITEM VERSION

GENERAL INSTRUCTIONS
Below is a number of statements that refer to aspects of your work and life experience that may be affected by the personal problems you want to address at the EAP during the past 30 days. Please read each item carefully and answer accordingly in your own words.

Item	Statement	NUMBER OF HOURS
WOS 1	For the period of the past 30 days, please list the number of hours your personal concerns caused you to miss work. Include complete eight-hour days and partial days when you came in late or left early.	

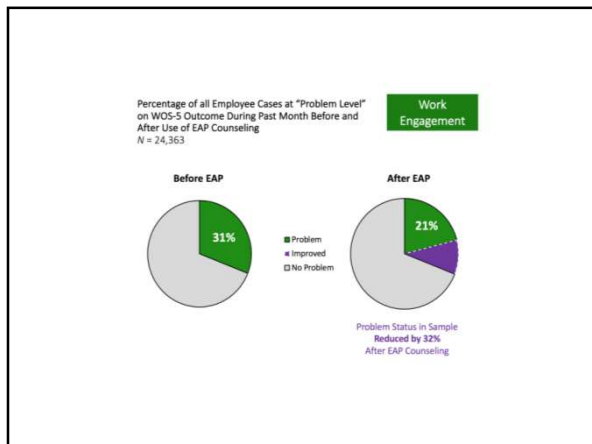
INSTRUCTIONS FOR ITEMS 2 - 5
The following statements reflect what you may experience on the job or at home. Please indicate the degree to which you agree with each of four statements for the past 30 days. Use the 5-point response key for the right.

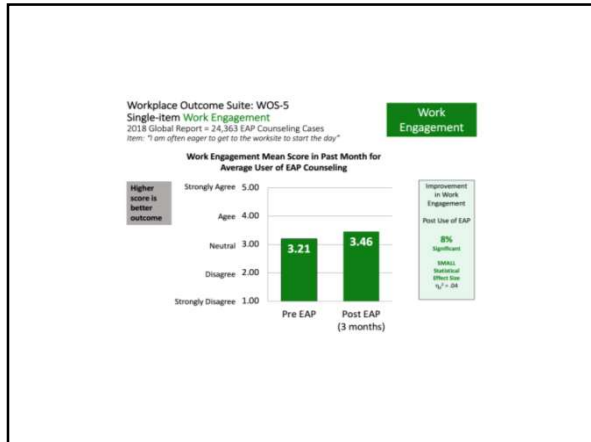
Item	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
WOS 2	My personal problems keep me from concentrating on my work.					
WOS 3	I am often eager to get to the work site to start the day.					
WOS 4	So far, my life seems to be going very well.					
WOS 5	I dread going to work.					

WOS Constructs

5 constructs, one item per construct

- **Absenteeism** (# hours away from work in past 30 days)... can also use this scale to monetize
- **Presenteeism** (proxy for productivity: extent to which problems inhibit work)
- **Engagement** (measure of "over" involvement with the job)
- **Life Satisfaction** (affective sense of well-being)
- **Workplace Distress** (looks at "distress at work")





Work Engagement - WOS Items

WORK ENGAGEMENT	11. I feel stimulated by my work.
	12. I often think about work on my way to the work site.
	13. I feel passionate about my job.
	14. I am often eager to get to the work site to start the day.
	15. I often find myself thinking about my work at home.

Response: Rate level of agreement on 1 to 5 Likert type scale

Single Item: #14 above

What EAPs can do...

- WE remains a “hot topic” – over 53% of organizations measure it.
- EAP intervention “moves” WE but improvement is low compared to other scales.
- Impact of EAP on WE is indirect or “distal”.
- EAP have an opportunity to impact WE with organizational interventions.

Superstar

- Designed around the Self Concept
- Work Self is the basis of PWE
- Training involve developing PWE
- Uses cognitive behavioral tools

Superstar Scales

- Work Self Scale
- Psychometrically based
- PWE For Job
- PWE for Organization

Superstar Curriculum

- A new approach to work
- Developing the work self
- Cognitive behavioral for managing work self
- Measurement scale
- Uses cognitive behavioral tools
- Tracking PWE job and organization

Superstar Section I

- A new approach to work
- Developing the work self

Superstar Section II

- Building the Work Self
- Tracing work experiences

Superstar Section III

- Cognitive Behavioral tools
- Recall
- Reflecting
- Imaging

Superstar Section IV

- Focus
- Focusing on good experiences
- Managing bad experiences
- Forget the mistakes of the past

Superstar Section V

- Tracking progress in building PWE
- Work Self Scales
- PWE for the job
- PWE for the Organization

Conclusions

- EAP have a training role for work engagement
- Training can be sold a way to supplement tradition WE interventions that don't work
- Can be group administered or as an individual
- A web based platform is also used to allow users to refining their work self concept.
