



Pillar 1

Leadership and Management

**Why do leadership and
management matter in
building a culture of health
and well-being?**

Insights from NEXTpert, Andrew Crighton, MD



Why is Pillar 1 – Leadership and Management – important to employers?

“A culture of health and well-being is a critical contribution to an organization’s overall effectiveness. It is important to ensure there are appropriate resources and clear accountability to develop, implement and measure all facets contributing to that culture.”



How does Pillar 1 – Leadership and Management – contribute to a culture of health, safety, and well-being?

“Leadership and Management have a direct influence on what the company values. If leadership is not involved or does not see health, safety, and well-being as a priority, then it will not be implemented at all levels within the organization. There may be pockets that maintain the culture, but it’s not sustainable. This culture needs to be nourished and part of the fabric of an organization in order to survive changes that naturally occur within organizations.”



How does Pillar 1 – Leadership and Management – affect the workforce population?

“Effective leadership and management set an example for the workforce by actively supporting health and well-being initiatives. When leaders prioritize and participate in these initiatives, it demonstrates to the workforce that their well-being is a priority. Leadership’s consistent messaging, actions, and accountability in supporting health and well-being initiatives over time build trust with the workforce. This trust allows the workforce to understand and expect that their well-being is valued and supported.”



Why does sequencing matter for this pillar?

“Effective leadership and management ensure that resources are used effectively, and expectations are properly set. When work is started out of sequence or without proper planning, resources can be wasted, leading to frustration, lack of acceptance, and ultimately failure. When work is organized and planned effectively, it increases the chances of success.”



A NEXTpert's tips on incorporating Pillar 1 – Leadership and Management – into a workplan:

- **Keep Senior Leaders Involved:** It's important to keep senior leaders involved and updated on the progress of the work. This helps in setting appropriate expectations and ensuring that everyone is aligned and informed
- **Measure What Matters:** Measure what is important to your organization. Don't just measure something because another employer does it. This ensures that the measurements are relevant and meaningful



A NEXTpert's tips on incorporating Pillar 1 – Leadership and Management – into a workplan:

- **Use Leaders to Build Trust:** When leaders prioritize and participate in health and well-being initiatives, it demonstrates to the workforce that their well-being is a priority. This builds trust and helps in creating a positive work environment
- **Share Measurements with the Workforce:** When employees are informed about the progress of initiatives and the metrics being used to measure success, they feel more involved and engaged in the process.



“Leadership should require expertise to help guide the organization as well as clear measures to understand the trajectory of their efforts. Like any business opportunity, there must be a clear strategy, adequate budget, resources, and accountability to deliver.” – NEXTpert, Andrew Crighton, MD

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