

WORKPLACE TEST SUMMARY

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TEST SUMMARY

The CalmCircle Workplace Test was mounted by a global company to address the challenges of a specific domestic high stress work environment. The intention was to analyze both the quantitative and qualitative impact that such a program could generate using an existing internal software program that tracks productivity and efficiency. In the launch meetings, workers chosen to participate self-identified a significant stress level and a strong interest in learning methods of stress management. They quickly adopted the routine of utilizing the sessions 5-10 minutes once or twice per day. Six weeks into the test, a follow up survey was sent and user/non-user data was analyzed. Efficiency ratings during the busy quarter end month of September showed that CalmCircle users scored 111% versus 88% for non-users. Follow-up survey comments confirm that the relaxation skills learned through the program curriculum are regularly utilized throughout the day, creating an ongoing method of dealing with workday stress. Included in this report are worker comments that express their ability to take time to breathe, relax and calm themselves under stress which gives them better clarity, focus and energy at work.

CONCLUSION

CalmCircle is a simple, unobtrusive method of stress management that is not overly time consuming but provides significant positive impact. Both the quantitative and qualitative evidence of this workplace test prove that this affordable program would permanently benefit the workers individually and the workplace in general.

THE TEST

THE TESTING ENVIRONMENT

The test workplace is a transaction based environment employing workers who are paid from \$12-15 per hour. The hours vary significantly with some periods requiring 12-14 hour workdays and others where the workload is below standard 40 hours with not enough to stay busy. The workers are assigned to cubicles, some solo and others two to a cubicle. The majority of their time is spent at a computer terminal. There is significant turnover, as is evidenced by the initial test group of 75 being reduced to 65 within the first 1-2 weeks. In anonymous initial surveys, the average self-reported work stress level was 6.2 on a scale of 1-10 with 35 workers reporting a stress level of 7 or higher.

THE WORKERS

Two CalmCircle representatives launched the program with town hall style meetings. The initial group was the older and more mature of the two. They were engaged and interested in the presentation, listening carefully and interacting with questions and comments. A live guided relaxation session was presented to introduce the workers to the kind of experience that CalmCircle will deliver each day. This session was planned for less than 5 minutes but was extended to 8 minutes based on the ease with which the workers moved into the session and their comfort level at the 5 minute mark. The second group was younger, a little less motivated in general, and not nearly as interactive. However, their guided relaxation session was extended in the same manner as the first group for the same reasons.

In their anonymous initial surveys, when asked if stress impacts work performance or motivation negatively, 45 of the 65 workers answered an unqualified “yes”. When asked if stress impacts their health, 60 workers answered “yes”. When asked if it would be valuable to learn ways to better manage stress, 59 workers answered “yes”.

TEST PROTOCOL

Each worker was asked to use the Calm relaxation session on a daily basis. This session is between 4-9 minutes long, is experiential with eyes closed, and promotes relaxation through mental training and physical awareness. They were also encouraged to use the Pause session, a shorter learning tool to address ways in which their relaxation techniques can be integrated into everyday life, thereby broadening the program’s effectiveness. It was also suggested that they utilize the DeskFit sessions, one minute in length, to provide physical support when tired and in need of energy, or when wound up and in need of physical release of tension. Three team leads were assigned to oversee the use of the program and encourage daily participation.

TRACKING USE OF THE PROGRAM

CalmCircle provided weekly use reports to team leads and designated company representatives. The reports track daily use of the program by each worker, including which session(s) they accessed on any given day.

From this report, it was learned that a core group of 44 workers, known as Level 1, have accessed at least the Calm session on a very regular, if not daily, basis. Another 14 workers, identified as Level 2 users, have accessed the program somewhat regularly but not daily. And another 7 workers were identified as Level 3 or “poor users” with little or no regular use.

Even though it was not required, there was significant use of the Pause teaching sessions and moderate use of the DeskFit series. Based on industry standards of an expected 20-25% usage of any Wellness program, we are very proud of the fact that 58 of 65 workers, or 89%, had some level of regular use of the program.



MAKING SENSE OF THE QUANTITATIVE DATA

No non-user control group was set up specifically for the test but we do have efficiency data for CalmCircle test users versus all non-users.

EFFICIENCY:

Non User ratings increased **6%** from August to September

CalmCircle User ratings increased **10%** from August to September*

*(CalmCircle was put into place the last week of August)

Non User ratings for the quarter end month of September were **88%**

CalmCircle User ratings for the quarter end month of September were **111%***

*(CalmCircle was in place the entire month of September)

69% of total workers (users and non users) are assigned to one of three departments. These three departments also represent the most compatible groupings of non-users and CalmCircle users. (51 CalmCircle users and 57 non users) In this one **combined super group:**

Non User ratings for August: **70%**

Non User ratings for September: **79%**

An increase of 9%

CalmCircle User ratings for August: **98%**

CalmCircle User ratings for September: **114%**

An increase of 16%



QUALITATIVE FACTORS

The worker population presented in late August as a group who self-reported a significant work stress level and an even more significant interest in learning ways to better manage the inevitable stress that comes with this particular job. Some of the workers informally responded to their team leader's request for feedback after one week of program use:

“ I feel pretty good. The CalmCircle is helpful when something is on my mind and I have issues trying to get rid of it.”

KASSIDY

“ Honestly, these CalmCircles have been great. I've felt a lot more energized since the 2nd day of doing these.”

NICHOLAS

“ I believe this morning routine is extraordinary. Although these sessions are short, they help me achieve a sense of calm I was not obtaining before. I love this new feature. I think it should be an essential in the workplace because not only does it release tension but it refreshes your mind for the day.”

DALLAS

“ It's a great way to start the day with a calm refreshed mind, especially after traffic.”

DAWN

“ I think it is a great program. I noticed that I am more relaxed during the day.”

MARY

“ The exercises have been helpful after long research sessions into difficult and large cases.”

DANIEL

FOLLOW UP SURVEY

After six weeks of program use, a follow-up survey was sent out by email with 44 workers responding.

33 of 44 workers reported their overall work stress level to be moderate or higher (14 at moderate and 21 between 6 and 10 on a scale of 1-10). It was not expected that the stress level would change. The purpose of CalmCircle is to provide quality techniques for management of the inevitable stress that accompanies this type of employment.

61.36% of the respondents reported that CalmCircle has helped manage stress in general.

36 of 44 workers found it valuable to have the opportunity to take relaxing breaks during the workday, including 21 who “strongly agreed” with that statement.

65.9% of workers found CalmCircle to be an effective workplace tool including 20.5% who found it “very effective”.



The following are a variety of anecdotal comments provided by the workers on the surveys:

The first narrative question was about the Pause session which is the shorter teaching session, not the experiential Calm session. It was not required but encouraged.

“ I feel they are very valuable because they do help me to relax.”

MAYRA

“ Relaxing and worthy.”

ALECIA

“ Pretty good sessions. I can definitely calm myself even in the work environment. The breathing exercises I use frequently throughout my day.”

JULIE

“ Helps you after you have been at work for day or longer to ground you back to feeling more calm.”

PHILIP

“ Pause is just the extra you need when something gets you stressed in the middle of the day and you can just take a second and listen to it.”

JESSICA

The second narrative questions was to describe any benefits you have experienced by using CalmCircle.

“ I find that my levels of stress have decreased.”

MAYRA

“ I feel calmer.”

MARY

“ I have a moment to myself where I can cast away the physicality of the world for a few minutes and settle into my inner world.”

DANIEL

“ It makes me focus after using CalmCircle.”

TONI

“ If I am rudely interrupted, I can deep breathe and answer calmly.”

JULIE

“ It helps when the day is overly stressful to be able to take a moment to gather my thoughts.”

CHRIS

“ It has helped me to manage my stress not only at work but in my personal life as well.”

JOHANNA

“ In general a few minutes just to breathe and not get interrupted makes me feel refreshed and have more energy to push through.”

VICTORIA

“ Breathing and calming prior to starting the day.”

DAWN

“ It's just relaxing. It is like a nice pillow after the hammer for the work flow of things.”

ELIAS

“ Relaxing and soothing, feels good to be using CalmCircle in between work sessions, makes it easier on work.”

ROBIN

“ I have learned breathing techniques that I find useful in and out of work.”

RJ

“ I am less irritated at work. I feel my head is clearer and I can think about issues better.”

COURTNEY

“ If I find myself getting overly stressed at work, usually I just take a few minutes and breathe like in the CalmCircle sessions. It helps clear my head.”

GREYSON

“ I regularly apply my breathing techniques.”

ALECIA

“ When I use it I feel more calm and when I don't I can tell I haven't used it.”

JESSICA