

Slide 2



Slide 3

Mental Health Impact on Businesses Worldwide - According to the World Health Organization, approximately - 12 billion workdays are lost each year worldwide due to depression and arbeity. - This leads to a massive decrease in productivity at an estimated cost of productivity at an estimated cost of \$1 trillion

Your Business/Life Affected?



- Employees who frequently call out sick?
 Managers that consistently struggle to meet
- their productivity targets?

 A high turnover rate?

 Concerns about stress among your employees?

Slide 5

Something "You're" Doing?

- "YOU're" DOING?
 under-use of skills or being under-skilled for work
 excessive workloads or work pace, understaffing;
 long, unsocial or inflexible hours;
 lack of control over job design or workload;
 unsafe or poor physicall working conditions;
 organizational culture that enables
 negative behaviors;
 limited support from colleagues or authoritarian supervision;
 violence, harassment or bullying;
 discrimination and exclusion;
 unclear job role;
 unclear job role;
 unclear job role;
 indee-or over-promotion;
 job insecurity, inadequate pay, or poor investment in career development; and
 conflicting home/work demands.

Slide 6

What were the "Warning Signs" again?

- Losing interest in all or most activities
 Reduction or increase in apportite or sleep
 Having difficulty concentrating
 Feelings of worthlessness
 Thoughts of <u>switches</u>
 Loss of Productivity
 Increase of Sick days
 Increased tension/anxiety

- High turnover



_			

GOOD	NEWS
(A) (A) (A)	Lan Do
152 22	9/11/3

- ALL OF US DEAL WITH MENTAL STRESS AND HEALTH-- majority of time we can cope
- With proper care, including therapy, skill building, and medication, 80% of employees treated for mental illness report improved levels of work effectiveness and satisfaction.
- "When employees receive effective treatment for mental illness, the result is lower total medical costs, increased productivity, lower absenteeism, and decreased disability costs."

Slide 8

GOOD MENTAL HEALTH/SUPPORT look like?



- Chick-fil-A is one of the most successful fast-food chains in the US. Mike Steward Associated Press
 Chick-fil-A openated \$16.7 billion in sales in 2021 and is the third largest restaurant chain in the United States behind Starbucks and McDonald's.

 Chick-fil-A has experienced an impressive level of growth, growing annually at \$5% between 2010 2018 while the restaurant industry as a whole only grew by 3.4% during that time period.

Slide 9

How is it done?



- Chick-fil-A is celebrated for its peerless
- <u>customer service</u> that the company maintains thanks to dedicated support of its employees
- We keep the needs of Operators, their Team Members and customers at the heart of our work, doing what is best for the customers are the heart of our work, doing what is best for the control of the customers are the customers.

 Once-First employees are so happy for a few reasons, such as individual personality, company culture, and job requirements. When hiring, Chick-title blocks for individuals who have odds anding outromer service stills and are pleasant and happy individuals.

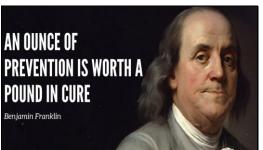
ĺ			

START WITH VALUES



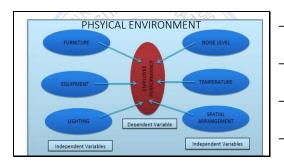
- We're here to serve. We keep the needs of Operators, their Team Members and customers at the heart of our work, doing what is best for the business and best for them.
- business and best on them.
 "We're better together. It's through teamwork and collaboration that we do our best work. We're an inclusive culture that leverages the strengths of our diverse talent to innovate and maximize our care for Operators, their Team Members and customers.
- We are purpose-driven. We model our Purpose every day, connecting our work and daily activities to our business strategy, supporting each other's efforts to be good stewards who create positive impact on all who come in contact with Chick-fil-A.
- We pursue what's next. We find energy in adapting and re-inventing how we do things, from the way we work to how we care for others.

Slide 11



Slide 12





Slide 14



Slide 15





Slide 17



Slide 18

- Danger to Self or Others— call 9-1-1 immediately

