2ND ENGAGEMENT SESSION OF WELL-BEING CHAMPIONS NETWORK

22 April 2024

WSHCOUNCIL
Tripartite Alliance for Workplace Safety and Health

WELL-BEING CHAMPIONS NETWORK™

Programme

9:00am	**Registration and Breakfast**
9:30am	**Welcome by Mr Akash Mohapatra, Managing Director and Associate General Counsel, Deutsche Bank AG (Venue Host)**
9:35am	**Welcome by Mr Christopher Koh, General Manager, Workplace Safety and Health Council**
9:40am	**Using iWorkHealth to understand Well-being Climate in Your Organisation** *by Mr Jasper Ong, Workplace Safety and Health Council*
10:00am	**Improvisational Drama: *"Scenes from a Chat"* – Illustrating the Need for Well-being First Responder Skills** *by Mr Joseph Kalaivanar, Kaleidoscope Labs, and Mr Jeremy Joseph*
10:20am	**How You can Become a Well-being First Responder** *by Ms Carmen Wong, Singapore Red Cross Society*
10.40am	**Break**
11:00am	**Insights from Well-being Champions Network Discovery Sessions and Strategy Guide** *by Mr Ignatius Quek, Kaleidoscope Labs*
11:30am	**Roleplay: *"This is My Story"* – The Importance of having a Peer Support System in Organisation** *by Mrs Wendy Chua-Sullivan and Mr Albert King, WAND Inspiration Network*
12:00nn	**Well-being Champions Coaching: *"Rise Up Champions!"* – Qualities Needed for Champions** *by Mr Gabriel Suppiah, Score Campus*
12:30pm	**Networking Lunch**
2:00pm	**End of Event**

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WELL-BEING CHAMPIONS NETWORK™

Welcome Address

Mr Akash Mohapatra

Managing Director and Associate General Counsel
Deutsche Bank AG

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Tripartite Alliance for Workplace Safety and Health

WELL-BEING CHAMPIONS NETWORK™

Welcome Address

Mr Christopher Koh

General Manager
Workplace Safety and Health Council

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WELL-BEING CHAMPIONS NETWORK™

Using iWorkHealth to understand Well-being Climate in Your Organisation

Mr Jasper Ong

Senior Manager
Workplace Safety and Health Council

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Workplace Safety and Health

Using iWorkHealth to understand Well-being Climate in Your Organisation

22nd April 2024

Jasper Ong
WSH Council

iWorkHealth helps to identify mental well-being problems

It's Free!

iWorkHealth is a **web-based self-administered** survey tool to identify workplace stressors

1. Organisations will receive an aggregated and anonymised (company and departmental) report identifying presence of work stress and work burnout, symptoms of depression, key workplace stressors and aggregated employees' coping abilities and resilience (i.e. mental well-being)

1. Participating employees will receive an individualised report about their work stressors (only employees themselves gets to see their own report)

1. Recommendations to manage stressors at work are included in the reports and website: www.wshc.sg/iworkhealth

A project by: WSH Institute, WSHCOUNCIL Tripartite Alliance for Workplace Safety and Health, Ministry of Manpower, Health Promotion Board, Changi General Hospital SingHealth, Institute of Mental Health National Healthcare Group

Validated for multi-ethnic Asian working population

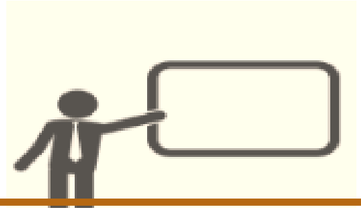
Focus Group Discussions

Face validity:

What do you understand?

Does the phrasing make sense?

What are not relevant?



Pilot questionnaire

Does this work for multi-ethnic workplace like Singapore?

2700+ participants took part in the pilot

PLOS ONE

PUBLISH ABOUT BROWSE

OPEN ACCESS PEER-REVIEWED

RESEARCH ARTICLE

iWorkHealth: An instrument to identify workplace psychosocial risk factors for a multi-ethnic Asian working population

Edimansyah Abdin, Mythily Subramaniam, Angelina Chan, Jo-Ann Chen, Chee Leong Chong, Cheryl Wang, Michelle Lee, Siok Lin Gan

Published: August 7, 2019 • https://doi.org/10.1371/journal.pone.0220566

Article | Authors | Metrics | Comments | Media Coverage

Abstract
Introduction
Material and methods
Results
Discussion
Supporting information
Acknowledgments
References

Reader Comments
Figures

Abstract

Objective

The current study aimed to develop iWorkHealth, a valid and reliable self-administered instrument which identifies workplace psychosocial risk factors in Singapore.

Methods

Paper published on 7 August 2019

Published in PLOS ONE: An international non-profit open-access science, technology and medicine publisher, innovator and advocacy organization

iWorkHealth is a consolidation of scales

iWorkHealth

CGH's iWorkHealth / iWorkHealth Plus (2005)
Web-based psychosocial health self-assessment tool

HPB's Mental Wellbeing Scale (MWBS, 2011)
Web-based self-assessment tool to measure mental wellbeing, resilience, stress, depression and anxiety

Australian Workplace Barometer (AWB, 2009)
Tool developed to identify psychosocial factors at work

Copenhagen Psychosocial Questionnaire (COPSOQ, 2009)
Assessment of psychosocial factors at work, stress, and the well-being of employees and some personality factors

Copenhagen Burnout Inventory (CBI, 2005)
Tool that measures the degree of psychological fatigue experienced

Patient Health Questionnaire-9 (PHQ-9, 1999)
Diagnostic tool specific for measuring depression

Myths and Truths about the iWorkHealth Tool

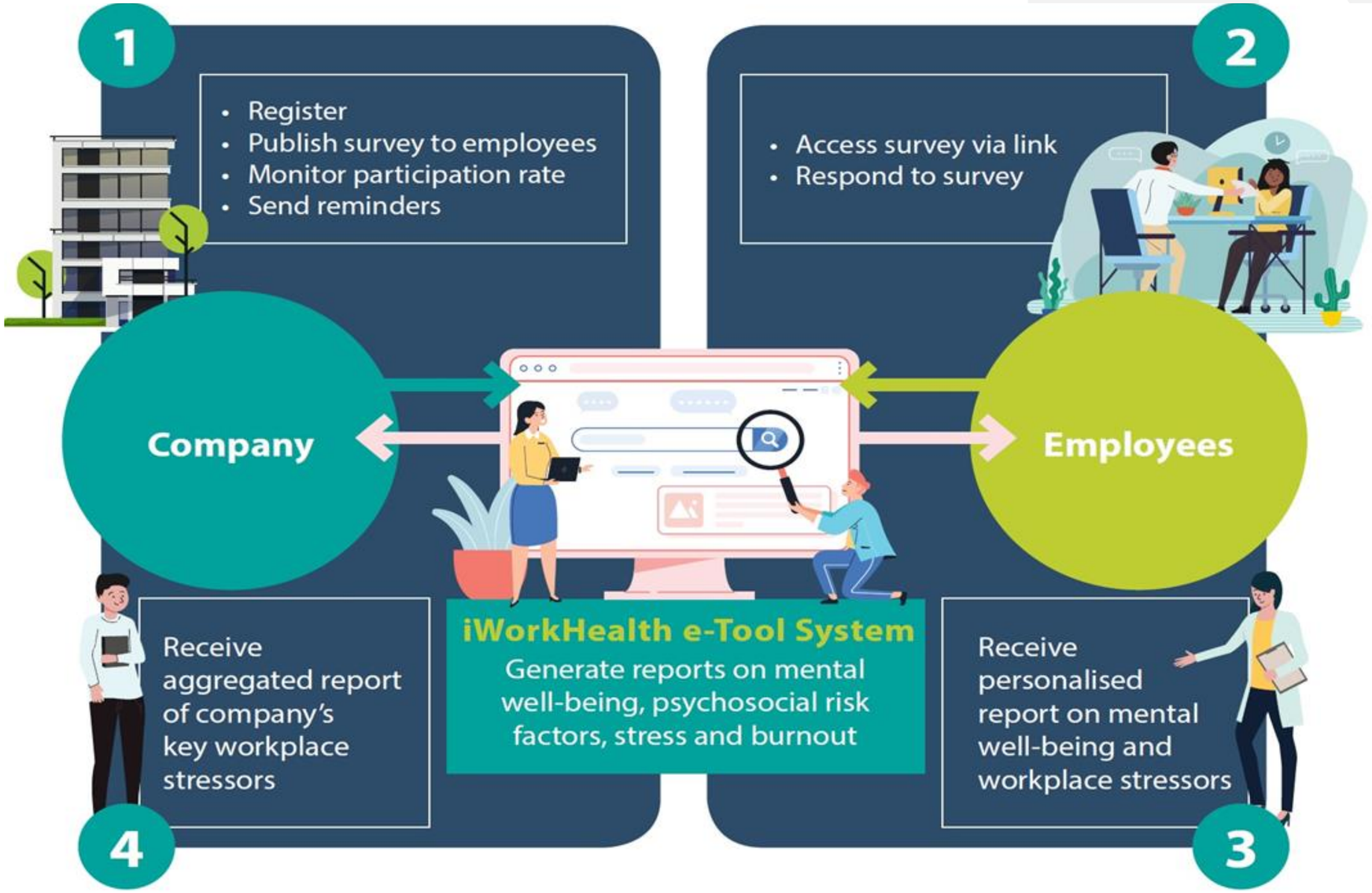
Myth:
It diagnoses mental conditions.

Truth:
It identifies key factors that contributed to work stress for employees.

Myth:
The company can single out the employees that need help.

Truth:
Responses cannot be traced to individuals, or any group with less than 8. Sub-group breakdowns are available only if there are more than 8 respondents per sub-group.

How to use the iWorkHealth



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How to use the iWorkHealth

Assessment

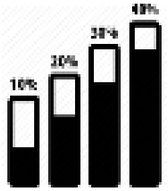
1. **Identify workplace stressors**
   - Employees fill up web-based survey
   - Employee receives individual report
   - Employer receives aggregated department/company report

use iWorkHealth

Intervention

1. **Company rolls out intervention programmes**
   - **Leverage Well-being Champions Network**
   - In-house programmes
   - External programmes

Refer to interventions webpage for details



Monitoring & Evaluation

1. **Monitor and evaluate effectiveness of programmes**
   - Company retakes the assessment

use iWorkHealth again

Stressors covered in the iWorkHealth tool

Job Demand
Physical, social, psychological or organisational aspects of job that require sustained physical and/or psychological effort

Job Control
Aspects of the job that allow control over own work performance

Job Satisfaction
A feeling of fulfilment that a person derives from his/her job

Management Support
Management's commitment and involvement, as seen in organisational values, policies, practices and procedures

Social Support
Relationship with supervisors and co-workers that provide socio-emotional support

Workplace Harassment
Behaviour that causes or is likely to cause harassment, alarm or distress to another party.

Organisational Culture
System of shared assumptions, values and beliefs which governs how people behave in the organisation

Environment & Equipment
Issues relating to the reliability, availability and suitability of equipment and facilities

Job Recognition
Promotion, pay, recognition of work performance, job security

iWorkHealth Full vs iWorkHealth Lite

Features	Full Version	Lite Version
No. of questions	89	20
Time taken to complete	~ 15 to 20 mins	~ 5 mins
Receive company aggregated report	Yes	Yes*
Receive individual reports	Yes	No

Note: While the iWorkHealth Lite version provides a convenient and quick sensing, we recommend companies to alternate the use of iWorkHealth Lite and Full versions to leverage the benefits of iWorkHealth so as to obtain a more comprehensive understanding of your employees' mental well-being and the workplace stressors.

Features	Full Version	Lite Version
Scope of questionnaire	• Aggregated Employees' Coping Abilities and Resilience (i.e. mental well-being) • Organisational Resilience i.e. Workplace Stressors (covers risk factors such as job demands, job recognition and organisation culture) • Well-being at Work (covers work-related stress, burnout and symptoms of depression)	• Well-being at Work (covers work-related stress, burnout and symptoms of depression)
Suitable for companies that wish to	• Identify key workplace stressors • Assess the progress of each workplace stressor after implemented intervention(s)	• Explore iWorkHealth before embarking on the Full version • Identify their employees' symptoms of work stress and burnout on a more frequent basis, as a pulse survey • Assess post-intervention improvements in between iWorkHealth Full version

Sample organisational report

- **WORK STRESS, WORK-RELATED BURNOUT AND DEPRESSION**

Work stress is a person's response when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.

Burnout is the state of physical and psychological fatigue and exhaustion, which is perceived as related to his/her work.

	% of Respondents in Your Company
Experiencing symptoms of work stress over the past 4 weeks	45.45%
Feeling burnout from work over past 4 weeks	27.27%
Feeling depressed over past 2 weeks	13.63%

Note: The results for this section is not to establish a final diagnosis or to monitor burnout/depression severity, but taken as the first step to identify burnout/depression.

iWorkHealth Survey

- **JOB CONTROL**

Aspects of the job that allow control over own work performance.

Analysis:

- Most of your employees feel that they are clear about their job tasks, have the resources to get their job done and find their work meaningful.

- **SOCIAL SUPPORT**

Relationship with supervisors and co-workers that provide socio-emotional support.

Analysis:

- Your employees generally feel that the support from their supervisors and co-workers can be improved.

- **ORGANISATIONAL CULTURE**

A system of shared assumptions, values and beliefs which governs how people behave in the organisation.

Analysis:

- Most of your employees generally feel that the organisational culture needs to be improved.

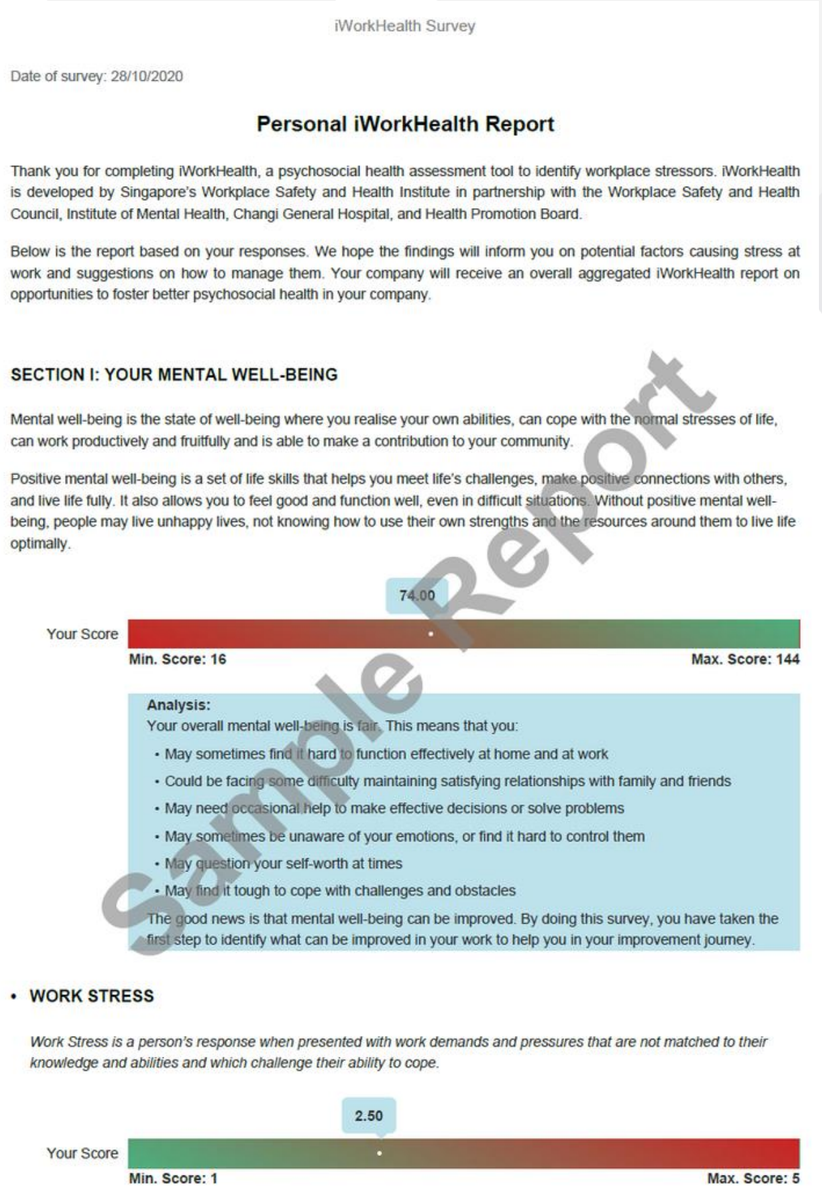
- **MANAGEMENT SUPPORT**

Management's commitment and involvement, as seen in organisational values, policies, practices and procedures.

	% of Respondents in Your Company
Employees who perceive that senior management is committed and involved in the protection of their mental well-being	54.54%
Employees who perceive that the company manages employees? safety, health and well-being at the workplace well	45.45%

Sample individual report

- Each survey respondent will receive an individual report at the end of the survey
- Report is **password protected** and only the respondent themselves receive it – the organisation or administrator will **not** have a copy of the report
- Reports are not stored on WSHC / WSHI's server – they are generated "on-the-fly"



iWorkHealth Survey

Date of survey: 28/10/2020

Personal iWorkHealth Report

Thank you for completing iWorkHealth, a psychosocial health assessment tool to identify workplace stressors. iWorkHealth is developed by Singapore's Workplace Safety and Health Institute in partnership with the Workplace Safety and Health Council, Institute of Mental Health, Changi General Hospital, and Health Promotion Board.

Below is the report based on your responses. We hope the findings will inform you on potential factors causing stress at work and suggestions on how to manage them. Your company will receive an overall aggregated iWorkHealth report on opportunities to foster better psychosocial health in your company.

SECTION I: YOUR MENTAL WELL-BEING

Mental well-being is the state of well-being where you realise your own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to your community.

Positive mental well-being is a set of life skills that helps you meet life's challenges, make positive connections with others, and live life fully. It also allows you to feel good and function well, even in difficult situations. Without positive mental well-being, people may live unhappy lives, not knowing how to use their own strengths and the resources around them to live life optimally.

74.00

Your Score

Min. Score: 16 Max. Score: 144

Analysis:
Your overall mental well-being is fair. This means that you:

- May sometimes find it hard to function effectively at home and at work
- Could be facing some difficulty maintaining satisfying relationships with family and friends
- May need occasional help to make effective decisions or solve problems
- May sometimes be unaware of your emotions, or find it hard to control them
- May question your self-worth at times
- May find it tough to cope with challenges and obstacles

The good news is that mental well-being can be improved. By doing this survey, you have taken the first step to identify what can be improved in your work to help you in your improvement journey.

- **WORK STRESS**

Work Stress is a person's response when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.

2.50

Your Score

Min. Score: 1 Max. Score: 5

Sample Report

Closing the gaps: Interventions

- More recommendations and interventions for both employers and employees are available on WSHC's website: https://www.tal.sg/wshc/programmes/iworkhealth/recommended-interventions

Recommendations to address specific workplace stressors

Find out what you can do to address the workplace stressors identified in your iWorkHealth report:

- Workplace Harassment
- Job Satisfaction
- Job Recognition
- Job Demands

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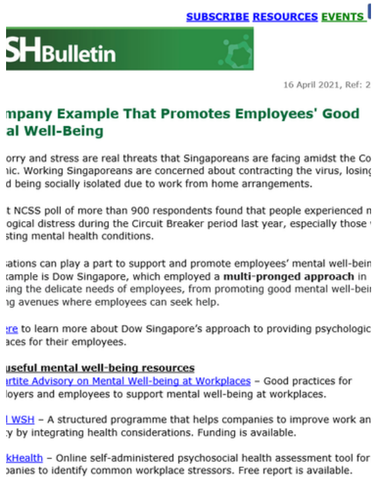
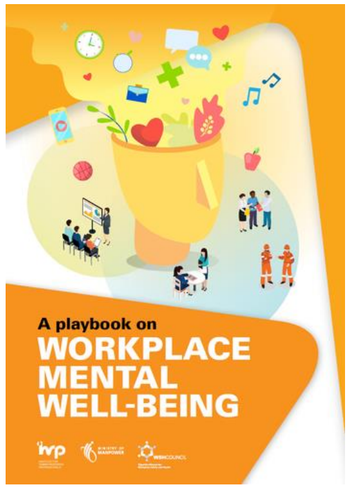
Closing the gaps: Resources

Articles

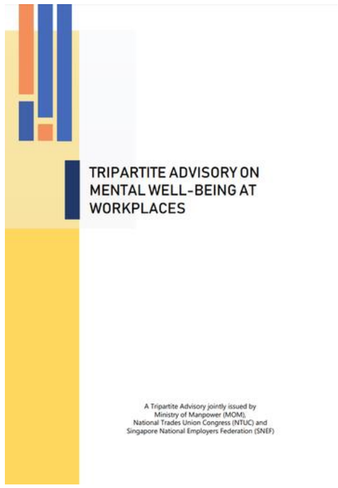


Posters

Playbook on Workplace Mental Well-being



TA on Mental Well-being at Workplaces



Well-being Champions Network

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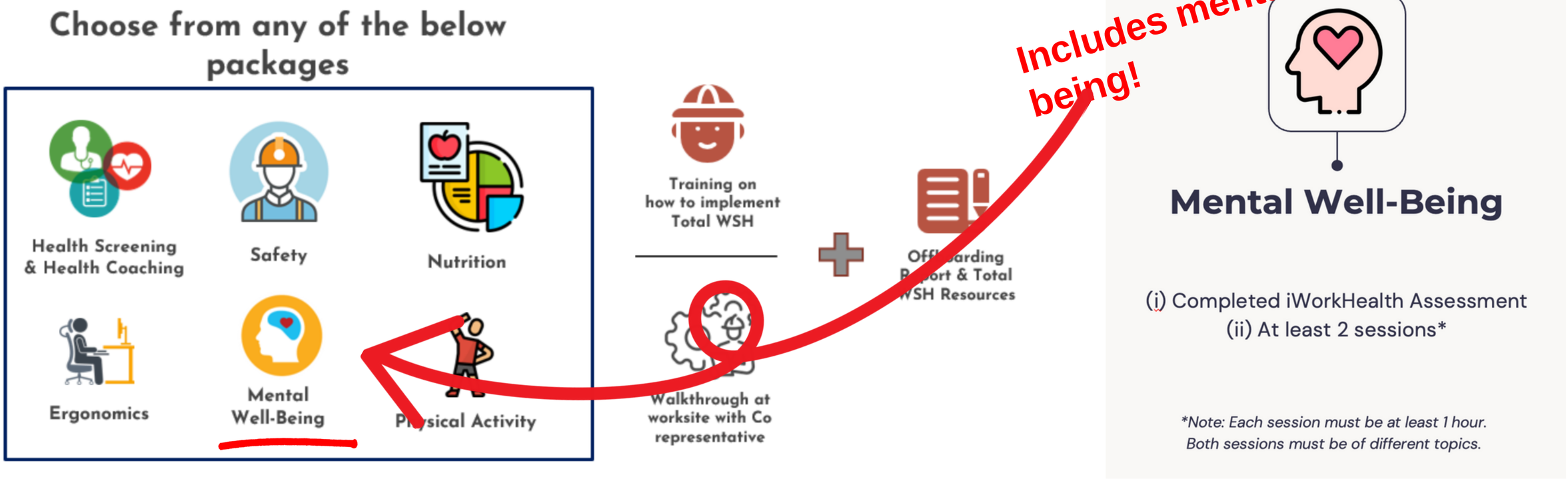
Closing the gaps: Total WSH Programme

- Organisations can build basic awareness through the Total Workplace Safety & Health (Total WSH) programme
- Free version not eligible for public agencies



Mental Well-being topics

- Combating Workplace Stress and Burnout
- Psychology: Overcoming the Vicious Cycle of Negative Thinking
- Understanding Common Mental Health Issues
- Anger Management
- Converting Stresses to Success
- Holistic Self Care
- Stress Away in a Fun Way: Relaxation
- Fighting Fatigue: Mindful or Mind Full
- Somatic Mindfulness

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If you have any questions, please reach out to us:

Business Development Team, Workplace Safety & Health Council

Email: contact@wshc.sg

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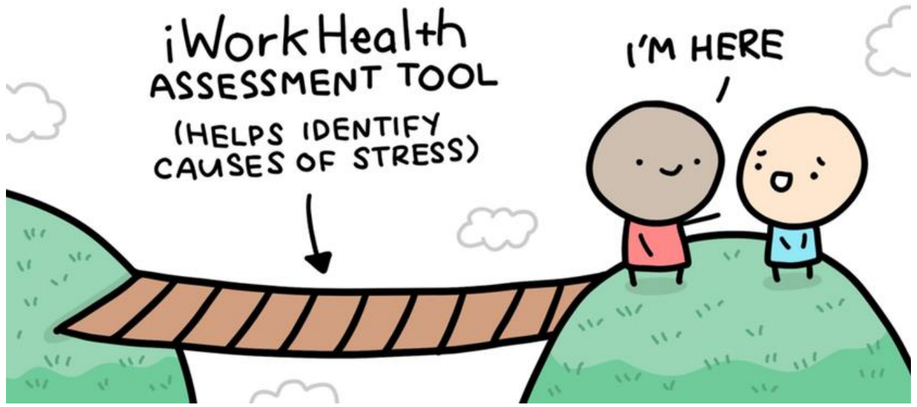
Thank you

STRESSED EMPLOYEE
EMPLOYER WHO WANTS TO HELP
#MOMBudgetHighlights2021


iWorkHealth ASSESSMENT TOOL
(HELPS IDENTIFY CAUSES OF STRESS)
I'M HERE

ARRANGE iWORKHEALTH DEMO

Step 1: Enter this link
https://44873715.hs-sites.com/rise-up-champions

Step 2: Scroll down to the iWorkHealth tile and click **LEARN MORE**

Step 3: Fill in the form and click **Submit**.

We'll get back to you on a demo soon!

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WELL-BEING CHAMPIONS NETWORK™

How You can Become a Well-being First Responder

Ms Carmen Wong

Head of Centre for Psychosocial Support
Singapore Red Cross Society

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SINGAPORE RED CROSS ACADEMY

WELL-BEING FIRST RESPONDER™

OFFERED BY THE WELL-BEING CHAMPIONS NETWORK
IN PARTNERSHIP WITH SINGAPORE RED CROSS

Singapore's largest network for
Workplace Mental Health and Wellbeing.

wellbeingchampions.sg
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Improvisational Drama: “Scenes from a Chat” – Illustrating the Need for Well-being First Responder Skills

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Tripartite Alliance for Workplace Safety and Health

WELL-BEING CHAMPIONS NETWORK™

Mr Joseph Kalaivanar

Co-founder and CEO
Kaleidoscope Labs

Mr Jeremy Joseph

CASE SCENARIO 1

David is an operations manager of a logistics company. He has worked in the organisation for over 10 years and has consistently delivered good performance and has been a strong mentor to his subordinates. Unfortunately, there was a workplace accident at one of the factories and a few workers sustained injuries and were warded in the hospital. The accident was caused by human error. David was under tremendous pressure after the accident while assisting with internal investigations. Although he was not directly involved in the accident, his reporting officer's harsh responses led him to self-blame and affected his confidence at work. The accident affected him emotionally and he became irritable all the time. In addition, he has been reporting to work late. Jason, from the same division noticed changes in David's behaviour and mood and arranged to speak with him to:

Affected Person (David)

- Became easily irritable and anxious.
- Declines lunch gatherings with other colleagues.
- Spends more time taking smoke breaks.
- Has been reporting to work late due to insomnia issues caused by stress.

PFA Provider (Jason)

- Observed the changes in David and wanted to provide support.

CASE SCENARIO 2

Jerry is a sales director at a water technology company. He is usually analytical and sharp at work and conducts frequent meetings with the marketing team to discuss strategies to enhance their work. Recently, he appears to be more anxious and restless at work. He does not seem to be able to concentrate of focus on tasks at hand. His peer, Roger, from the marketing department noticed that he is constantly on the edge and have not been initiating the usual meetings with the managers from both departments.

Affected Person (Jerry)

- Was recently diagnosed with a serious condition that may impact his ability to work.
- Is anxious over the uncertainties surrounding his condition and ability to perform at work.

PFA Provider (Roger)

- Notice changes in Jerry's behaviour.
- Decides to check in with him during a coffee break

CASE SCENARIO 3

Alex has a panic attack episode prior to a crucial meeting with a client.
His supervisor, Johnny, noticed the signs and arranged for a colleague to take over the presentation while he attended to Alex.

Affected Person (Alex)
- Experiences occasional episodes of panic attacks.

PFA Provider (Johnny)
- Had provided support to his own family member who has history of panic attacks.
- Wants to support Alex in this situation.

CHAMPIONS/PEER SUPPORTERS - FOUNDATIONAL SKILLS DEVELOPMENT

(NATIONAL MENTAL HEALTH COMPETENCY TRAINING FRAMEWORK - MINISTRY OF HEALTH)

STRATEGIC GOAL: ACQUIRE IMPORTANT KNOWLEDGE FOR AWARENESS, RISK MANAGMENT, AND ACCESS TO RELEVANT RESOURCES

TIER	KNOWLEDGE & ETHICS	SUPPORTING SELF	SUPPORTING OTHERS	MANAGING CRISIS & RISK INTERVENTIONS	APPLICATION OF SKILLS
1	Mental Health Awareness	Basic Self-Care	Supporting individuals with mental health needs	Understanding psychological first aid	Launching in April 2024. **S$400 sponsorship for Tier 1 for each organisation UEN!**
2	Psychological well-being advocacy Ethics and medico-legal considerations in mental health	Practicing Self-Care	Facilitating Mental Resilience and Well-Being	Providing psychological first aid Understanding of mental health crisis Suicide risk assessment	Knowledge of mental health conditions Counselling skills
3	Psychological well-being advocacy & engagement Forensic Implications in Mental Healthcare	Nurturing & Supporting the Self	Promoting & Advocating for Mental Wellbeing	Providing psychological first aid Management of mental health crisis Suicide risk assessment and intervention	Assessment of mental health conditions Counselling and psychosocial intervention skills

WELL-BEING CHAMPIONS NETWORK
SINGAPORE RED CROSS ACADEMY

TIER 1 LAUNCHING IN APRIL 2024.

WELL-BEING FIRST RESPONDER™

OFFERED BY THE WELL-BEING CHAMPIONS NETWORK
IN PARTNERSHIP WITH SINGAPORE RED CROSS

WELL-BEING CHAMPIONS NETWORK™

SINGAPORE RED CROSS ACADEMY

An exclusive partnership between the Singapore Red Cross and the Well-being Champions Network to equip organisational Well-being First Responders (WFRs) with the critical knowledge, skills and attitudes to:

- Empathise with individuals who are experiencing mental distress.
- Promote mental well-being in their context or environment.
- Challenge common stereotypes and negative attitudes towards persons with mental health conditions and be socially inclusive.
- Recognise the need for early intervention and appropriate referrals for individuals with mental health needs, including in a mental health crisis such as feeling suicidal.
- Practise within the limits of one's abilities and refer to other service providers if unsure how to manage.
- Foster and maintain collaborative relationships with other professionals, and therapeutic relationships with their clients/patients and caregivers.

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WHAT YOU WILL LEARN AS A WFR UNDER TIER 1.

KNOWLEDGE	SKILLS	INDIVIDUAL BENEFITS	ORGANISATION BENEFITS
Understand what constitutes mental well-being and how to promote good mental health.	**Identify individuals with coping difficulties, burnout or emotional distress.**	**Build your EQ as you gain awareness of your emotions and your co-workers state of well-being.**	Improved Employee Well-being and Resilience reduces absenteeism, presenteeism, increased productivity, higher engagement and morale.
Understand range of behaviours signalling coping difficulties, burnout or emotional distress, and how self-care can help.	**Practise and teach self-help techniques.**	**You feel more regulated even during stressful situations.**	Enhanced organisational reputation through prioritising mental health demonstrates social responsibility improving talent attraction and retention.
Understand what a Well-being First Responder (WFR) is, and when and how you can play a critical role.	**Communicate effectively and sensitively with individuals in distress.**	**Support your co-workers effectively and build lasting relationships.**	Risk mitigation and crisis preparedness enables swift intervention and appropriate referrals.
Community support and resources on WCN platform.	**Apply WFR skills to aid individuals in distress.**	**Know how and when to help someone out, and identify when intervention is needed.**	**Enhanced company culture by fostering a psychologically safe workplace where employees valued, supported and respected.**

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POST-TRAINING SUPPORT - 6 MONTHS.

Enhance your Tier 1 training experience with our comprehensive series of engaging post-training sessions, focusing on essential topics such as:

- Exploring various mental health assessments
- Cultivating resilience in challenging circumstances
- Understanding wellness dimensions and implementing effective self-care practices
- Mastering the art of active listening with dos and don'ts
- Assessing distress levels via phone and text communication
- Creating a psychologically safe workplace environment
- Establishing a Peer Support network within your organisation
- Unlock the potential for personal and professional growth with our diverse range of sessions and empower your team to thrive. Join us for these enlightening discussions and pave the way for a healthier, happier workplace culture.

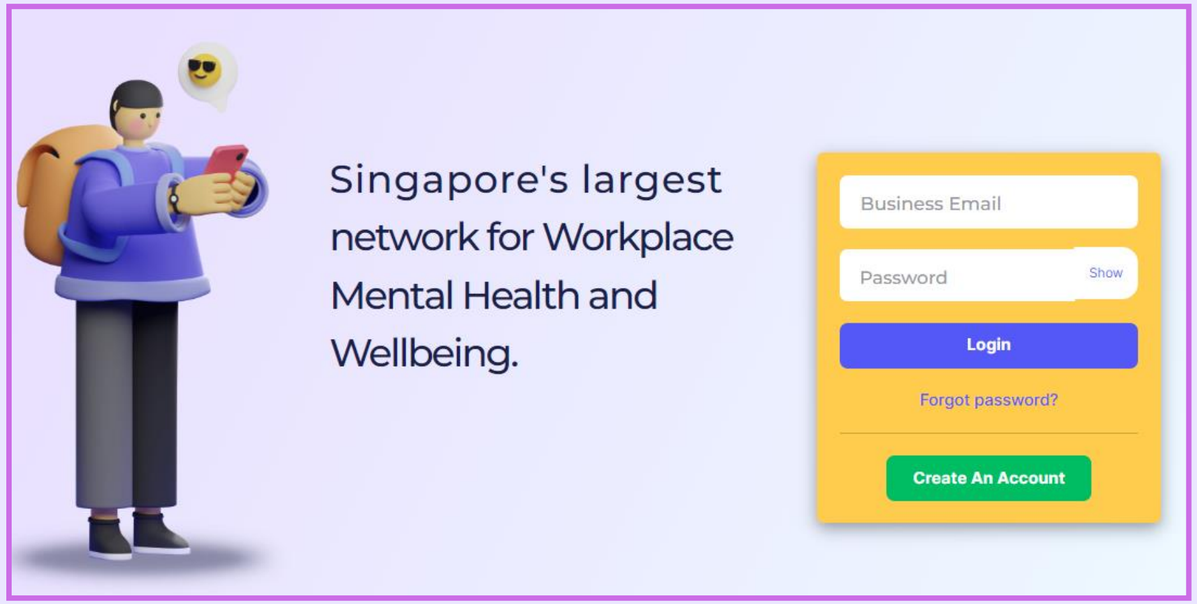
...and many more

WELL-BEING CHAMPIONS NETWORK™ SINGAPORE RED CROSS ACADEMY

FREE ACCESS to the WCN platform.

All participants of the WFR programme will get complimentary access to the WCN platform for 12 months!

The platform will serve as the **Community of Practice** for all certified WFR participants with ongoing support, group coaching, circle facilitation, materials and other resources!



Click **HERE** to learn more about the platform.

WELL-BEING CHAMPIONS NETWORK™ SINGAPORE RED CROSS ACADEMY

OTHER BENEFITS FOR TRAINED WELL-BEING FIRST RESPONDERS.

- Priority progression to WFR Tier 2 programme.
- Complimentary invitation to Champions Networking events.
- Complimentary WCN platform onboarding webinars.
- Support in the setup and facilitation of Company WFR circles.
- Exclusive access to coaching for trained WFRs.
- Visible recognition on the Network.

VISIBLE RECOGNITION ON THE NETWORK AND BEYOND.

ORGANISATION

Sariku Holdings

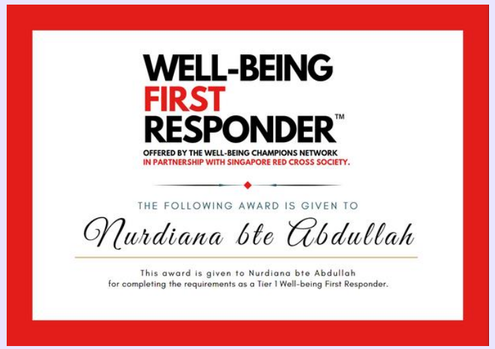
CHAMPION

Nurdiana Binti Abdullah

PEER SUPPORTER

Bennet Chang

Physical & Digital certificates



LinkedIn Licenses & Certificates

Providing visible identification through badges gives Organisations and nominated Champions and Peer Supporters greater visibility and credibility within the network. They also serve as an inspiration and motivation to other Orgs and Individuals to take progressive steps forward. In future, we could explore credentialing and CPD requirements.

WELL-BEING CHAMPIONS NETWORK™ SINGAPORE RED CROSS ACADEMY

WFR PROGRAMME	BASIC	PREMIUM	OFFERS
TIER 1 TRAINING (WITH CERTIFICATION)	4 HOURS (VALUE: S$400)	4 HOURS (VALUE: S$400)	S$400 Voucher for Tier 1 per UEN
POST TRAINING SUPPORT	6 MONTHS (VALUE: S$1,000)	6 MONTHS (VALUE: S$1,000)	20% DISCOUNT FOR GROUPS OF 5+!
ACCESS TO THE WCN PLATFORM (COMMUNITY OF PRACTICE, SKILL BADGE)	FREE FOR ALL WFR learners	FREE FOR ALL WFR learners	Register HERE for the WFR Programme!
SETUP OF ORGANISATION WFR COMMUNITY + RESOURCES	-	Organisation community setup and engagement post-training. (VALUE: S$200)	
PAID WCN EVENTS	NON DISCOUNTED	FREE/DISCOUNTED	
LAUNCH DISCOUNT! (FOR FIRST 50 ORGANISATIONS)	~~S$1,400~~ S$400	~~S$1,600~~ S$600	

Redeem your S$400 voucher and register for the WFR Programme!

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Scan QR or click this link to register:

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WSHCOUNCIL
Tripartite Alliance for Workplace Safety and Health

WELL-BEING CHAMPIONS NETWORK™

Insights from Well-being Champions Network Discovery Sessions and Strategy Guide

Mr Ignatius Quek

Head of Client Success
Kaleidoscope Labs

WELL-BEING CHAMPIONS NETWORK™

WELL-BEING STRATEGY GUIDE

AGENDA

WARM UP, INTRODUCE THE STRATEGY GUIDE, INSIGHTS, STRATEGY COACHING

wellbeingchampions.sg
hello@wellbeingchampions.sg

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MINISTRY OF MANPOWER

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National Trades Union Congress

SNEF

Warm Up: Thinking Fast and Slow

SITUATION

An organisation did the iWorkHealth survey and a major issue was **burnout and stress.**

Task: Propose a solution to senior management.

THINKING FAST

What thoughts and ideas intuitively come to mind to address the problem?

Reflexes: Norms, Habitual, Historical, Memorable Examples. Emotional ...

THINKING SLOW

What are some factors I should consider?

Anything else?

Reflection: Problem-solving frameworks /method, fact-finding, data gathering, alternatives...

Well-being Strategy Guide Warmup

WELL-BEING CHAMPIONS NETWORK

1. Go to wooclap.com
2. Enter the event code in the top banner

Event code
DCMSXM

Warm Up: Thinking Fast and Slow

REFLECTION	THINKING FAST	THINKING SLOW
Anchoring bias? Availability bias? Confirming evidence trap? Framing trap? Sunk cost trap? Status quo? ...	What is the problem? What are my assumptions? How do I test the hypothesis? What's the question? What's the solution? What is the need? ...	

Our focus in Well-being Champions Network.

WHAT THE ORG NEEDS

- Maturity matrix
- How to level up

WHAT THE CHAMPION NEEDS

- Upskilling
- Goals + Actions

WHAT THE PEOPLE NEED

- Experiences
- Activations
- Support

WHAT THE ORG NEEDS: Our best practice Well-being Strategy Guide.

We can arrange discovery sessions and propose how and where your organisation can start the journey.

COMPETENCIES	EMPLOYEE ENGAGEMENT & AWARENESS	SUPPORT SERVICE & PRODUCTS	BEST PRACTICES & CULTURE	INTERNAL WELL-BEING CHAMPIONS	LEADERSHIP INVOLVEMENT	EVALUATION & IMPROVEMENT	
LEVEL 4	PROCESS-DRIVEN WELL-BEING EDUCATION EMPLOYEE ENGAGEMENT AT TEAM LEVEL	PEER-LEVEL SUPPORT PREVENTATIVE SUPPORT CUSTOMISED TOOLS FOR COHORTS	DEVELOPING & SHARING BEST PRACTICES & INTEGRATING WELL-BEING OF EMPLOYEES IN ESG STRATEGY	EMPOWERING WELL-BEING CHAMPIONS AND CELEBRATING THEM	LEADERS REPORT IMPACT & ROADMAP AS PART OF THEIR ESG PLAN	GREATER FOCUS ON ESG-COMPLIANCE & FUTURE READINESS BY COMMITTMENT TO TANGIBLE OUTCOMES	PRACTICE
LEVEL 3	STAKEHOLDER SKILLING EMPLOYEE ENGAGEMENT INITIATIVES	WELL-BEING TOOLS & PRODUCTS OFFERED TO EMPLOYEES	BEST PRACTICES ADOPTED AS CULTURE AT TEAM-LEVEL WITH FOCUS ON PSYCHOLOGCAL SAFETY	RESOURCING CHAMPIONS & FOSTERING CHAMPIONS NETWORKS	LEADERS DRIVE IMPLEMENTATIOF BEST PRACTICES & CULTURE	WELL-BEING INDEX IMPLEMENTED	ADOPTION
LEVEL 2	STRUCTURED WELL-BEING PROGRAMS & ACCESS TO KNOWLEDGE REPOSITORY	PROACTIVE WELL-BEING SUPPORT	HR / EHS BEST PRACTICES ADOPTED INTEGRATION OF BEST PRACTICES	TRAINED WELL-BEING CHAMPIONS	LEADERS ACTIVELY PROMOTE WELL-BEING & NORMALISE COMMUNICATION	WELL-BEING ASSESSMENTS DONE ANNUALLY	ENGAGEMENT
LEVEL 1	AWARENESS PROGRAMMES	ON-DEMAND COUNSELLING OR EAP SUPPORT	WELL-BEING IS AN HR/EHS PRACTICE	HR/EHS DRIVEN INITIATIVES	LEADERS UNDERSTAND THE NEED & PLAN TO INVEST TIME & EFFORT	FOCUS ON UTILISATION DATA & ITS IMPROVEMENT	AWARENESS

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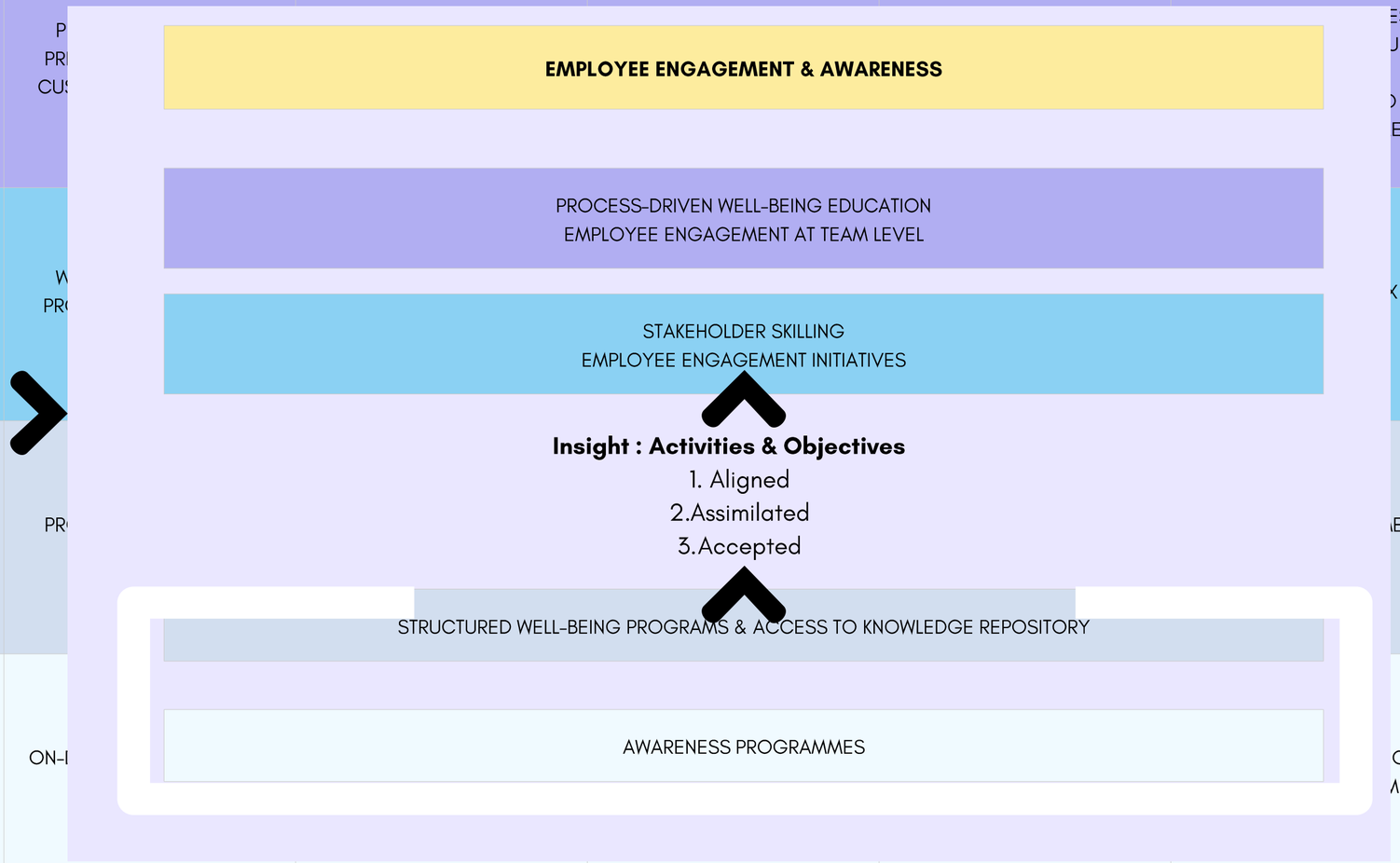

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INTERNAL WELL-BEING CHAMPIONS	LEADERSHIP INVOLVEMENT
EMPOWERING WELL-BEING CHAMPIONS AND CELEBRATING THEM	LEADERS REPORT IMPACT & ROADMAP AS PART OF THEIR ESG PLAN
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Insight : Mapping Needs to Strategy

1. Awareness of needs & strategy
2. Alignment with stakeholders
3. Activated post-equipping

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Insight : Engagement & Sustainability

1. Awareness of needs & strategy
2. Alignment with stakeholders
3. Activated post-equipping

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LEVEL 4	PROG BE EMPL				T & E	GREATER FOCUS ON ESG-COMPLIANCE & FUTURE READINESS BY COMMITTMENT TO TANGIBLE OUTCOMES	PRACTICE
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LEVEL 2	STRUC PROG KNOW				&	WELL-BEING ASSESSMENTS DONE ANNUALLY	ENGAGEMENT
LEVEL 1	AWARE				THE ST	FOCUS ON UTILISATION DATA & ITS IMPROVEMENT	AWARENESS

EVALUATION & IMPROVEMENT

Insight : Engagement & Sustainability
1. Awareness of insights
2.Availability of feedback / metrics
3.Acceptance of feedback

GREATER FOCUS ON ESG-COMPLIANCE & FUTURE READINESS BY COMMITTMENT TO TANGIBLE OUTCOMES

WELL-BEING INDEX IMPLEMENTED

WELL-BEING ASSESSMENTS DONE ANNUALLY

FOCUS ON UTILISATION DATA & ITS IMPROVEMENT

WELL-BEING CHAMPIONS NETWORK™

WHAT THE CHAMPION NEEDS: Champions Empowerment Coaching.

STRATEGIC GOAL: DEVELOPMENT OF CHAMPION'S CRITICAL SKILLS TO PLAN, LEAD, AND RUN EFFECTIVE WELL-BEING PROGRAMS

LEADERSHIP (ROLE 1)	STRATEGIC FOCUS (ROLE 2)	OWNERSHIP & RESPONSIBILITY (ROLE 3)	TEAM, CULTURE & CHANGE MANAGEMENT	EXECUTE, MANAGE, INNOVATE
Leadership Fundamentals Leadership Styles Influential Leadership Leading Well-being Well	The HOW A Vision for Well-being Well-being Programs for Org Develop a 5 Year Plan	Ownership Understand Owner's Roles Define Team's Roles Clarify All Responsibilities	Comms Preparation Communication schedule Finalise Program Details Prepare and Provide FAQ	Execute Program Program Launch Promote Programs' Benefits Rally Buy-In & Commitment
Tripartite Partnership Organisation Vision/Mission Org / TA Guidelines Alignment	Set SMART Goals Types of Goals Timelines & Milestones Resources & Support	Executive Support Prepare Proposal /Biz Case Presentation to Org Leaders Secure Required Resources	Communication Programs Launch Dates Introduce Well-being Team Articulate Benefits	Manage Staff Engagement Org Culture Transition Reports & Resources
The WHY Build Case for Well-being Good Well-being Policies Key Benefits for Org	The WHAT Clear Action Steps Identify Team Members Crystalise the Plan	Activate Plan Form and Equip Your Team Change Management Plan Craft Corporate Message	Change Management (CM) Manage Org Expectations Promote and Advocate Support & Empower Team	Innovate Org Cultural Shifts Design /Critical Thinking Continuous Improvement

WELL-BEING CHAMPIONS NETWORK™

REDEEM THE FREE STRATEGY GUIDE + 1 HOUR FREE CONSULTATION

RSVP: LIMITED TO 30 ORGANISATIONS!

Step 1: Enter this link
https://44873715.hs-sites.com/rise-up-champions

Step 2: Scroll down to the Well-being Strategy Guide tile and click **GET YOUR COPY**

Step 3: Fill in the form and click **Submit**.

We'll send you the GUIDE and arrange the free consultation soon!

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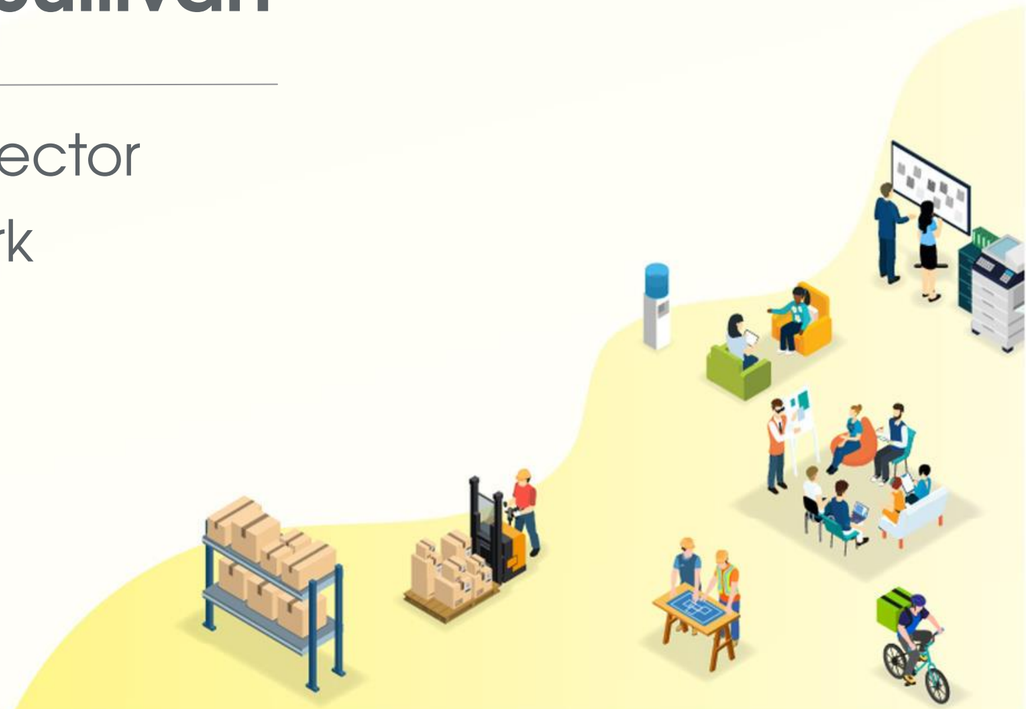
Roleplay: "This is My Story" – The Importance of having a Peer Support System in Organisation

Mrs Wendy Chua-Sullivan

Founder & Managing Director
WAND Inspiration Network



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PEER FORWARD

BUILD PEER TRUST IN YOUR ORGANISATION

Offered by the Well-being Champions Network in partnership with

Wand Inspiration Network
Resilience Relationships Results

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What problems does the PeerForward programme solve?

EAP Underutilisation

by complementing these services by offering informal support. Peers can provide empathetic listening, practical advice, and emotional support based on their own experiences, serving as a supplement to formal counseling and therapy.

Reducing Stigma

Some employees may be hesitant to seek support through traditional EAP channels due to concerns about stigma or confidentiality. Peers can serve as relatable role models who openly discuss their own challenges and encourage others to seek help when needed.

Early Intervention

Peers are often the first to notice changes in behavior or mood among their colleagues. Early intervention facilitated by peers can help prevent issues from escalating and encourage individuals to seek professional help when necessary.

In short, the PeerForward programme helps build a culture of trust within the organisation, where employees feel comfortable reaching out for help and supporting each other.

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Resilience Relationships Results

Objectives of the Programme.

- Deepen skills in listening, affirmation and coaching.
- Learn and practice psychological models and tools relevant to creating psychological safety and mental well-being.
- Inspire resilience and commitment to caring for well-being especially during organisational transformation .
- Activate trained participants in a "Pay it Forward" model - using the Giving Module on the WCN platform.
- Mobilise other PeerForwarders in the organisation and effect trust-building and cultural change from the ground-up.
- Gamify the process and make it fun using the Quests module.

Wendy Chua
Founder at Wand Inspiration since 2003

Facilitated by: Wendy Chua

Over 20 years experience in psychology, coaching, organisational change and board member, including coaching top leaders in organisations to transform selves and culture.

Each cohort has 20 participants.

<u>Programme includes</u>

- Two half-day workshops
- Two-hour graduation session
- Practicum that takes about an hour between W1 and W2 and after W2.

Each participant is to find another colleague to be their peer (not a Care Champion).
They will be sharing and applying the tools with this peer between workshops and by graduation.

WELL-BEING CHAMPIONS NETWORK™ Wand Inspiration Network Resilience Relationships Results

Key benefits.

Emotional Trust: offers a trust-based system where team members can lean on each other for emotional support, validation, and understanding during times of change and uncertainty.

Fostering Collaboration and Innovation: fosters a culture of collaboration and innovation, encouraging employees to collaborate effectively, share ideas openly, and contribute to problem-solving efforts despite uncertainty.

Sharing Knowledge and Experience: facilitate knowledge sharing and mentorship opportunities, enabling employees to learn from each other's experiences and perspectives to navigate change effectively.

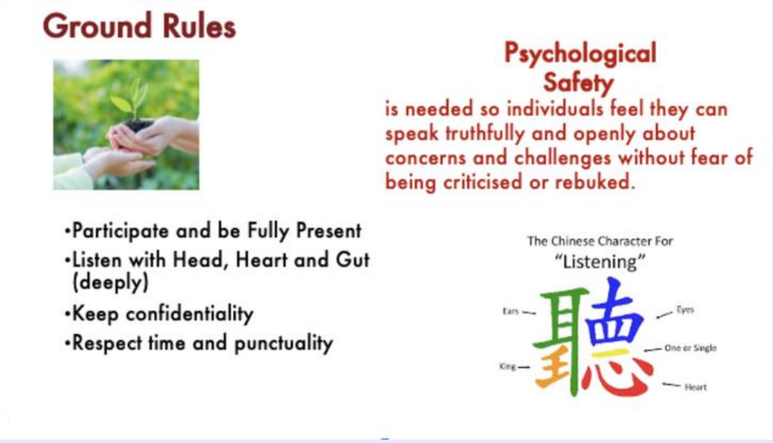
Enhancing Communication and Transparency: facilitate communication among team members, encouraging open and honest dialogue about challenges, concerns, and opportunities, thus improving communication and transparency within the organisation.

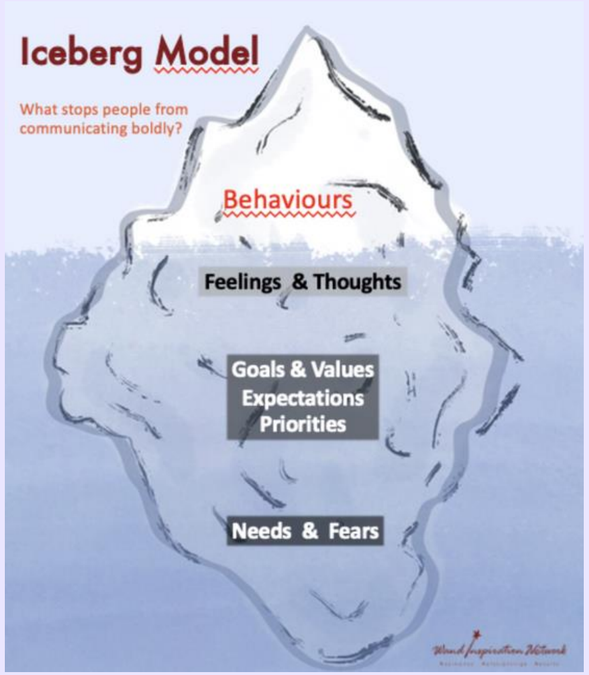
Building Resilience: contribute to the development of resilience within the organisation, helping individuals cope with challenges, setbacks, and uncertainties more effectively.

Promoting organisational Stability: contribute to organisational stability by maintaining productivity, morale, and cohesion, fostering commitment to the organisation's goals and objectives, even amidst uncertainty.

Workshop 1.

ACTIVITY	INTENTION
Welcome, Introduction and Context Setting • Wendy introduces herself in an authentic and vulnerable way, to immediately make it a safe, open and inspiring space. • Check-in – feeling, any distraction, intention • Objectives, ground rules, what is psychological safety	• Create psychological safety to be sharing openly.
Problems vs Possibilities Visualisation that demonstrates the power of our minds on levels of energy, our bodies and emotions.	• Reframe problems to possibilities and opportunities, as a mindset for resilience
Personal stories- Self-portrait exercise Learn to tell stories to create psychological safety, to listen and to affirm	• Raise self-awareness and self-appreciation • Practise deep listening and giving affirmation
What drives human behaviours – introduce the Iceberg model Wendy to present the model, and to have participants reflect on their Automatic Negative Thoughts and Performance Enhancing Thoughts, their needs and fears	• Learn to reframe negative thoughts to PETs
Resilience Map Identify your red flags (when you are feeling stressed), your resources and rituals that will help you get back to well-being.	• Be ready with resources and rituals to prevent and/or restore us to equilibrium.





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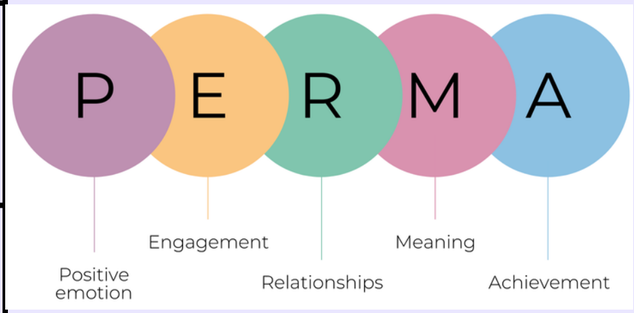
Resilience Relationships Results

Workshop 2.

ACTIVITY	INTENTION
Check-in: what have you discovered as you share about iceberg model and resilience map with your Peer?	• Reinforce the relevance of sharing with another colleague
PERMA + model of mental well-being • Introduce this model that emphasizes on Positive emotions, Engagement, Relationships, Meaning and Accomplishment + (sleep)	• Learn that mental well-being is everyone's responsbility
GROW coaching • Introduce the GROW coaching model – Goals, Reality, Options, Will • Wendy demonstrates how this model works by coaching a participant • Participants practice the model with a fellow participant. • Debrief on the experience on coaching and being coached. • Tee- up homework to practice this with their Peer, and reflect on how they were listening, asking questions and creating psychological safety. • how they can use the model to coach self and others during the year.	• Learn a way to coach self and others to achieve results • Build openness, empathy and support



Caring better, together - graduation and celebration.

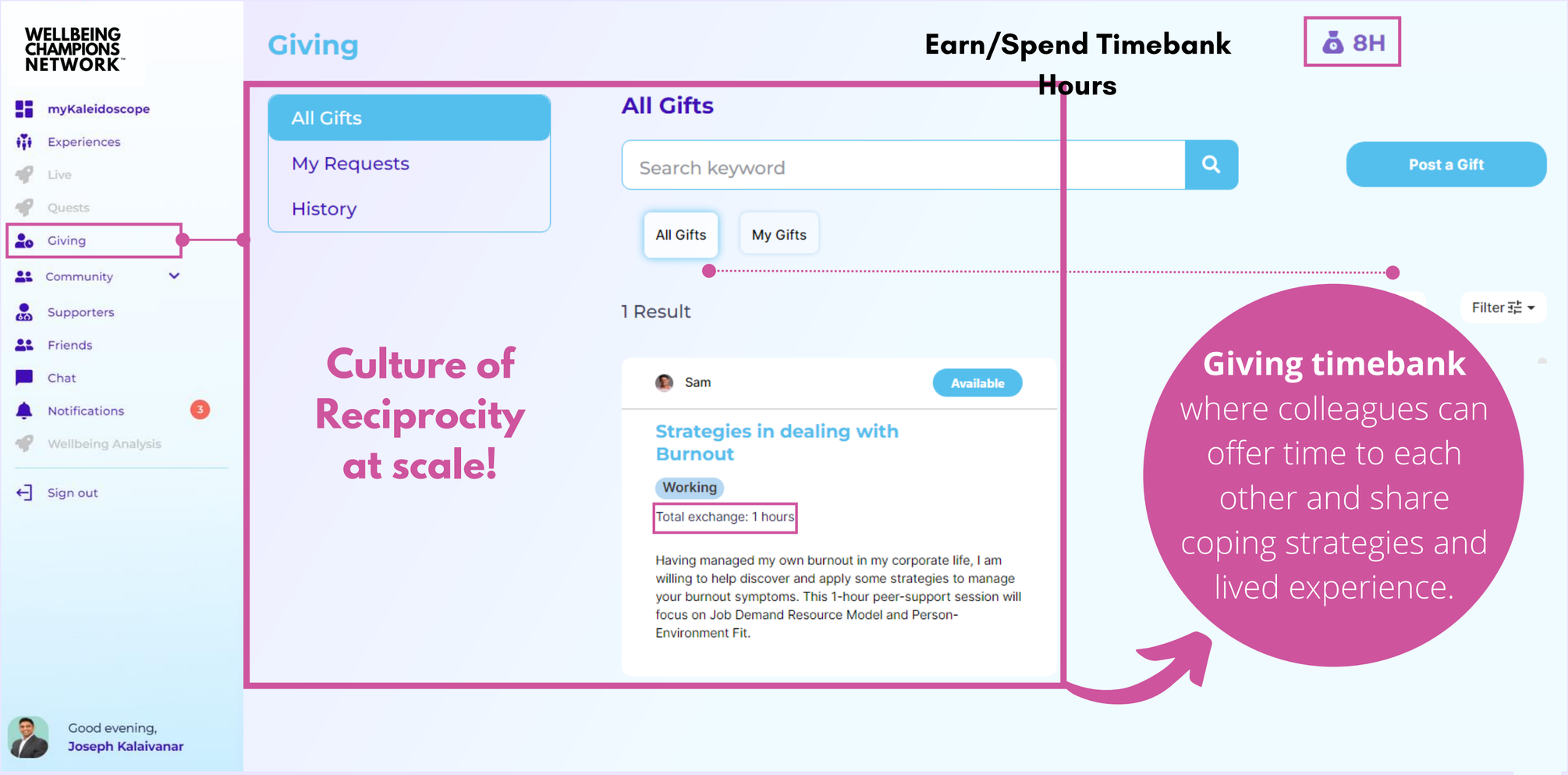
Each participant will invite their Peer.

This is a time of affirming one another: and celebrating.
What has the Peer learnt and experienced with the participant's sharing and caring?
What has the participant gained from sharing and coaching the Peer?

<u>Making a stand</u>
What are my insights about supporting others in their well-being?
What am I committed to as a PeerForwarder?

A senior leader to give out certificates or a token of appreciation.

ACTIVATION - We empower colleagues to share acts of kindness to each other (Pay it Forward).



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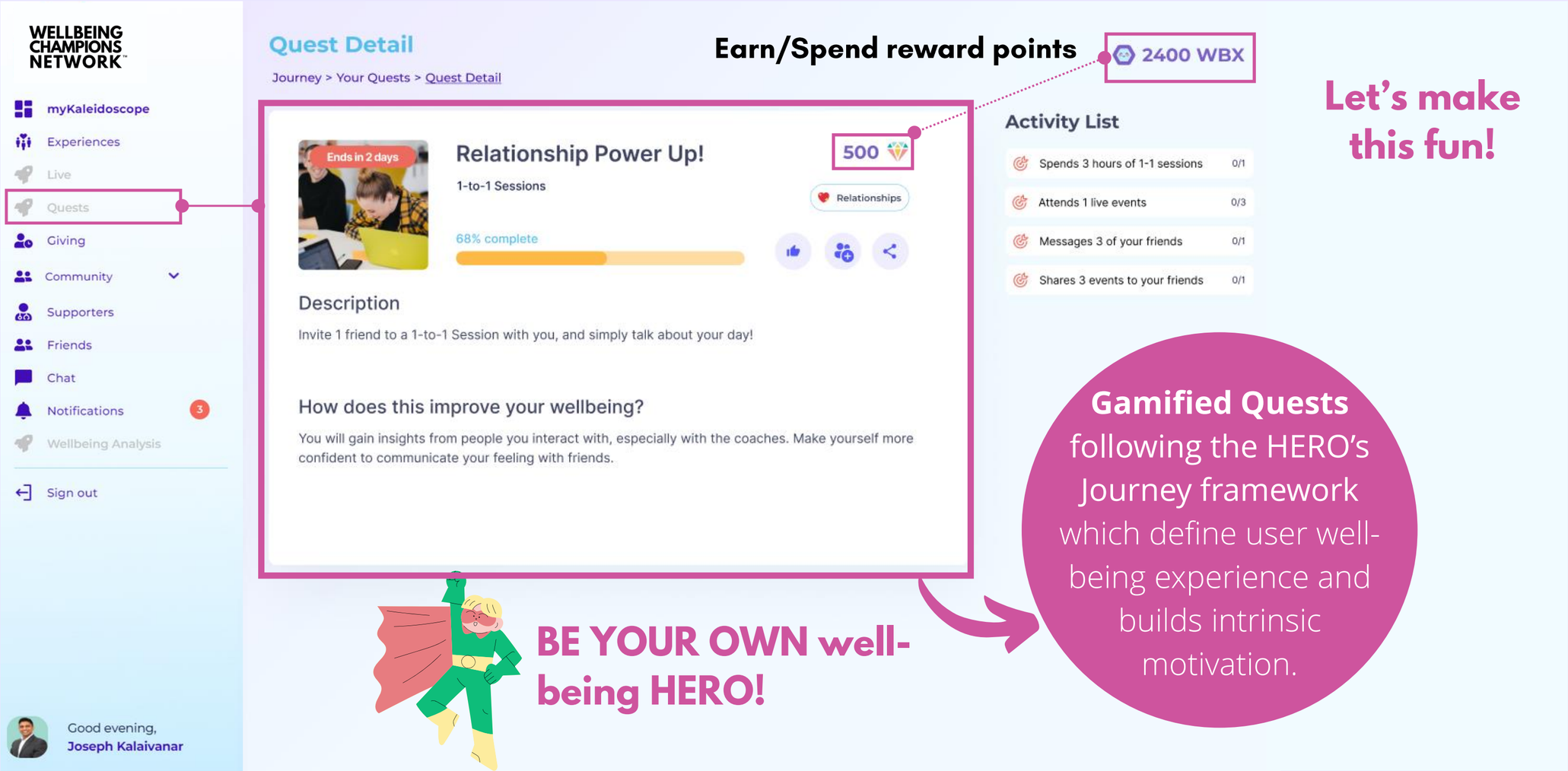
GAMIFICATION - Motivates employees to build intentional habits (coming later this year).



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Resilience Relationships Results

What techniques do we use?

RIGHT BRAIN
Processes like visualisation and art that tap into intuition and creativity

REFLECTION
Time to pause and think, to increase self-awareness and application

PEER COACHING
Practise self-expression, inquiry, listening and feedback

ROLE PLAYS
Practise communication techniques and receive feedback

VIDEOS
Pre-module or during module to explain concepts or share a story

GROUP ACTIVITY
Discussion, Case studies, Brainstorm, Plenary

PLANNING
Application of concepts to real work and life situations

Where this programme has been tested.

The PeerForward programme is based on psychological research and tools, verified with more than 20 years of impactful design, facilitation and application across different organisations.

1	1FSS Pte. Ltd.	30	DBS Bank Ltd	59	Ministry of Defence	88	Singapore Police Force	117	Wen Ken Drug Company Pte Ltd
2	A.T. Kearney Pte Ltd	31	DKSH Management Pte Ltd	60	MSF	89	Singhealth	118	Woodlands Health Pte Ltd
3	Aberkyn South East Asia	32	Dove Medical Press Ltd	61	Nanyang Girls' High School	90	SingHealth Community Hospitals	119	Xaxis Asia Pacific Pte Ltd
4	ADDX Pte Ltd	33	Dramalysis Ltd	62	National Heart Centre of Singapore Pte Ltd	91	SingHealth Polyclinics	120	Young and Rubicam Hong Kong Limited
5	Agnus Consulting Ltd	34	East West Seed International Ltd	63	National Dental Centre Singapore	92	Singlife Finance	121	Young Living Singapore Pte Ltd
6	AIG Asia Pacific Insurance Pte. Ltd.	35	Euler Hermes Singapore Services Pte Ltd	64	Network for Electronic Transfers (Singapore) P	93	St Andrew's Junior College	122	Zalora South East Asia Pte Ltd
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10	Apple South Asia Pte Ltd	39	Frasers Property	68	NUS	97	Stryker Singapore (APAC HQ)		
11	Asia Group Advisors Pte Ltd	40	GIC Private Limited	69	Ogilvy & Mather (Hong Kong) Private	98	Syngenta Asia Pacific Pte Ltd		
12	Asian Infrastructure Investment Bank (AIIB)	41	Grab	70	Open Colony Pte Ltd	99	Talent Academy		
13	Avvartes Partners GmbH	42	Heart of Celebration Pte Ltd	71	Paycheck Ltd	100	Tampines Meridian JC		
14	Bank Julius Baer & Co Ltd	43	Heidrick & Struggles Singapore Pte Ltd	72	PERTAPIS Centre for Women & Girls	101	Tampines Sec Sch		
15	BASF South East Asia Pte. Ltd.	44	Herbalife Asia Pacific Services Limited	73	Pilcher Associates Limited	102	Taylor and Francis Asia Pacific		
16	Bridging Talents Pte Ltd	45	Ibanx Asia-Pacific Pte Ltd	74	Prime Structures Engineering Pte Ltd	103	TD Williamson		
17	Bright Vision Hospital	46	INSEAD	75	RJ Media Pte Ltd	104	Temasek Polytechnic		
18	Bruker Singapore Pte. Ltd.	47	Institute of Advertising Singapore	76	Rohde & Schwarz Asia Pte Ltd	105	Teneo Asia Pacific Pte Ltd		
19	CampVision	48	Institute of Technical Education	77	RSM Singapore	106	Teras Offshore Pte Ltd		
20	Carl Zeiss Meditec AG	49	Isenschmid Consulting GmbH	78	Rutledge Omni Services Pte Ltd	107	The Lo & Behold Group Pte Ltd		
21	Carousell Pte Ltd	50	Keystone Cable (S) Pte Ltd	79	SAF	108	The Mapping Academy Pte. Ltd.		
22	Changi Airport Group	51	LEGO Singapore Pte. Ltd.	80	Sariel Group	109	Tolaram Group		
23	Changi General Hospital	52	Life Technologies Holdings Pte Ltd	81	SGK APAC	110	Transform People International		
24	Cheng Meng Furniture Group Pte Ltd	53	LinHart Group Pte Ltd	82	Signet Armorlite (Essilor)	111	Tsao Foundation		
25	Clementi Town Sec Sch	54	Lufthansa Group	83	Singapore General Hospital	112	Tucows		
26	ComPsych Corporation	55	M-DAQ Global	84	Singapore Health Services Pte Ltd	113	UBS Global Wealth Management		
27	Corporate DNA Consulting Pte Ltd	56	Maha Chemicals (Asia) Pte Ltd	85	Singapore Institute of Power and Gas Pte Ltd	114	Unilever Asia Pte Ltd		
28	Crownn Company Pte Ltd	57	Mas Investments Pte Ltd	86	Singapore International Foundation	115	Urban Wisdom Learning Pte Ltd		
29	Daughters of Tomorrow	58	McKinsey & Company	87	Singapore National Eye Centre	116	VISA Worldwide Pte Ltd		

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Resilience Relationships Results

LEARN MORE ABOUT THE PEERFORWARD PROGRAMME FOR YOUR ORG!

Step 1: Enter this link
https://44873715.hs-sites.com/rise-up-champions

Step 2: Scroll down to the PeerForward tile and click **LEARN MORE**

Step 3: Fill in the form and click **Submit**.

We'll get back to you soon.

PEER FORWARD

An exclusive partnership with WAND Inspiration Network, the PeerForward programme helps build a culture of trust...

LEARN MORE

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WELL-BEING CHAMPIONS NETWORK™

Well-being Champions Coaching: “Rise Up Champions!” – Qualities Needed for Champions

Mr Gabriel Suppiah

Founder

Score Campus

Your Journey of Self Discovery Starts Now!

Mental Health Challenges and living a life filled with gratitude, happiness and outstanding results are extremely challenging in today's world of distraction. While globally connected, many of us are living our loneliest and darkest lives.

This is why we recommend that you work with the coaches on this personal discovery journey.

This will ensure you build a trusting relationship and have time to work through any limiting beliefs or other inner blocks that hold you back.

This journey uncovers **the 38 values and characteristics** that you exhibit that are building of foundational belief of life.

Know where you are right now and you can then set the journey to go where you desire to!

WELL-BEING CHAMPIONS NETWORK™

01

Identify your values and characteristics!

During the first 2 hours with your coach, you will identify **the 38 characteristics** that acts as feedback and this data is backed by peak performance science. These 120 minutes will give you a clear understanding on what drives you to be who you want to be and what holds you back

02

Beliefs and Attributes in action!

Learning is change in behaviour as a result of an experience. Contrary to popular belief, experience does not shape character; it reveals it! During this experience coaches work with you in language patterning, being a social magnet, communicating effectively and leading.

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03

The Gratitude Code!

The Good, the bad and the ugly! There is the inner voice in all of us some of us call it our first coach. Conditioning the voice of this coach in your head is called **"The Gratitude Code"**. Looking at the Iceberg effect, coaches will help you uncover the 90% of your hidden greatness that you are grateful for. This leads to decisions!

04

Your Game Plan!

Now we get to your purpose, goals, and action. Your next level! Focus on reinforcing your new patterns and using them to achieve the goals you have set here. As you achieve goals, celebrate your success with your coach and set new goals to tackle.

The Journey!

What can you expect from **The First Step Coaching Start?** The best personal coaches have a good sense of the challenges you're facing, which allows them to design with you a journey that helps you be the best version of you. Your Coach needs to be sure you will **RISE UP** to face the challenges ahead, and therefore the daily regimen with accountability will be clearly defined for you to outperform yours goals.

The best coaches, athletes, and business leaders have both the experience and intuition to understand what the mental and physical limits of themselves and their teams are, and just like that the best coaching experiences are able to get a sense of exactly where you are in your academic and personal journey. Coaches use their experiences to coach you to be prepared emotionally, mentally, tactically and technically for each and every challenge you face.

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LEARN MORE ABOUT THE 8-HOUR COACHING RISE UP CHAMPIONS PROGRAMME!

Step 1: Enter this link
https://44873715.hs-sites.com/rise-up-champions

Step 2: Scroll down to the Rise Up Champions! tile and click **LEARN MORE**

Step 3: Fill in the form and click **Submit**.

We'll get back to you soon!

RISE UP CHAMPIONS!

An exclusive partnership with Score Campus, the Rise Up Champions! 8-hour coaching journey will...

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