

Education on healthy screen time and use of Ergocoaches

Tool for line managers



*Growing
a better world
together.*

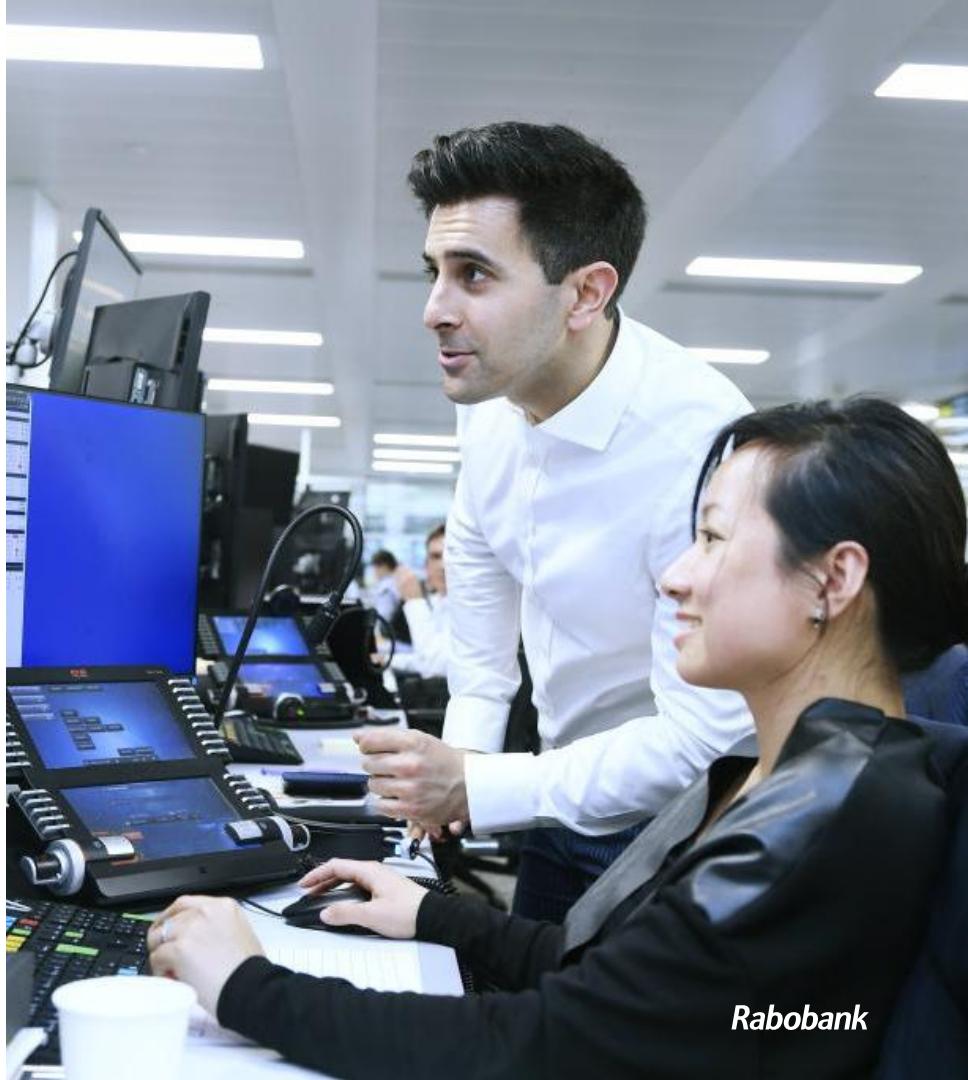
Rabobank

Introduction

Rabobank employees spend most of their day behind their monitors, both at work and at home. An incorrectly configured workspace can result in problems with your arms neck, shoulders, back and eyes. That's why a good posture is important while working. This, in combination with adequate variety and exercise, will prevent employees from developing physical problems and help them remain energetic as well.

As part of continuous improvement, we at HR reviewed the approach to healthy screen time and CANS prevention in 2021. As a result, we are joining forces even more at Wellbeing to organize education on healthy screen time in a contemporary and efficient manner. This eliminates the guideline that departments appoint and train one Ergocoach per 50 to 70 employees.

This document explains your role as a line manager in promoting healthy screen time, when to appoint and train (additional) Ergocoaches and how to make the connection between Ergocoaches and Wellbeing Boosters.



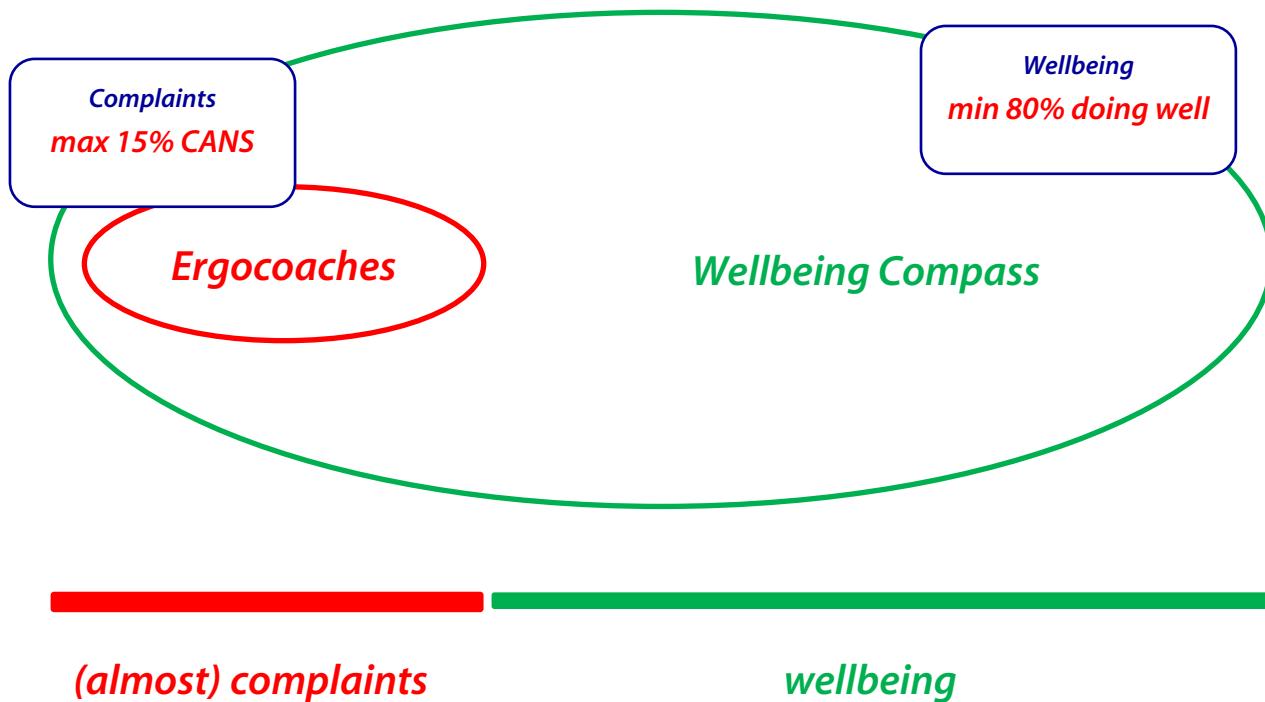
*"Ergocoaches
were our
Wellbeing
Boosters 1.0"*



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Ergocoach = Wellbeing Booster⁺

Ergocoaches and Wellbeing Boosters are merging



In practice, this means:

- If you want to appoint new Ergocoaches, you should recruit within the group of Wellbeing Boosters.
- Encourage Ergocoaches to work with other Wellbeing topics as well.
- Exchange of knowledge and experiences by Ergocoaches takes place in the Teams Wellbeing Booster community, Ergocoaches channel. This is also where communication with the Wellbeing Area takes place.

Education on healthy screen time

Choose Ergocoaches when a supplement to the basics is needed

Basics: Self-help with online tools

Encourage employees from their own domain to use the [tools for healthy screen time](#). To this end, use the [communication tools](#) that the Wellbeing Area offers to the Wellbeing Boosters and line managers.

For example, the CANS newsletter shared with the Wellbeing Boosters in March (see the Teams Wellbeing Booster community, Update Area Wellbeing channel, Files, Q1).

Plus: personal support

Choose [Ergocoaches](#) as the domain/department when employees need personal support with healthy screen time.

Complaints: Professional help

If employees nevertheless have CANS symptoms, then [professional help](#) is available through RaboHub.

For example (online) Workspace Assessment and Training of LIJV or a conversation with the company doctor.

- ✓ Simplify
- ✓ Impact
- ✓ Cost effective

What if CANS > 15%?

Then focus on factors that cause CANS symptoms in addition to healthy screen behavior.
This includes stress reduction, task rotation or increasing control options.

Tips for empowering current Ergocoaches and recruiting new Ergocoaches

Deployment of current Ergocoaches

Broaden the use of the current group of Ergocoaches within the domain (25% of the current Ergocoaches within Rabobank are Ergocoaches for only <30 employees).

Supervise and support the Ergocoaches (and the overall group of Wellbeing Boosters). Make concrete agreements about their deployment, evaluate and adjust.

Encourage Ergocoaches to work with other Wellbeing topics as well (Ergocoach = Wellbeing Booster +).

Training and knowledge sharing

Ensure that new Ergocoaches complete the basic Ergocoach training. Ensure that all Ergocoaches attend refresher training once a year. More info and registration for both training courses can be found [here](#).

Get Ergocoaches to sign up for the Teams [Wellbeing Booster community](#).

- In the “Ergocoaches” channel they can exchange knowledge and experiences with other Ergocoaches. Communication with the Wellbeing Area also takes place here.*
- Wellbeing Boosters (including Ergocoaches) of a domain can create their own channel for mutual coordination.*

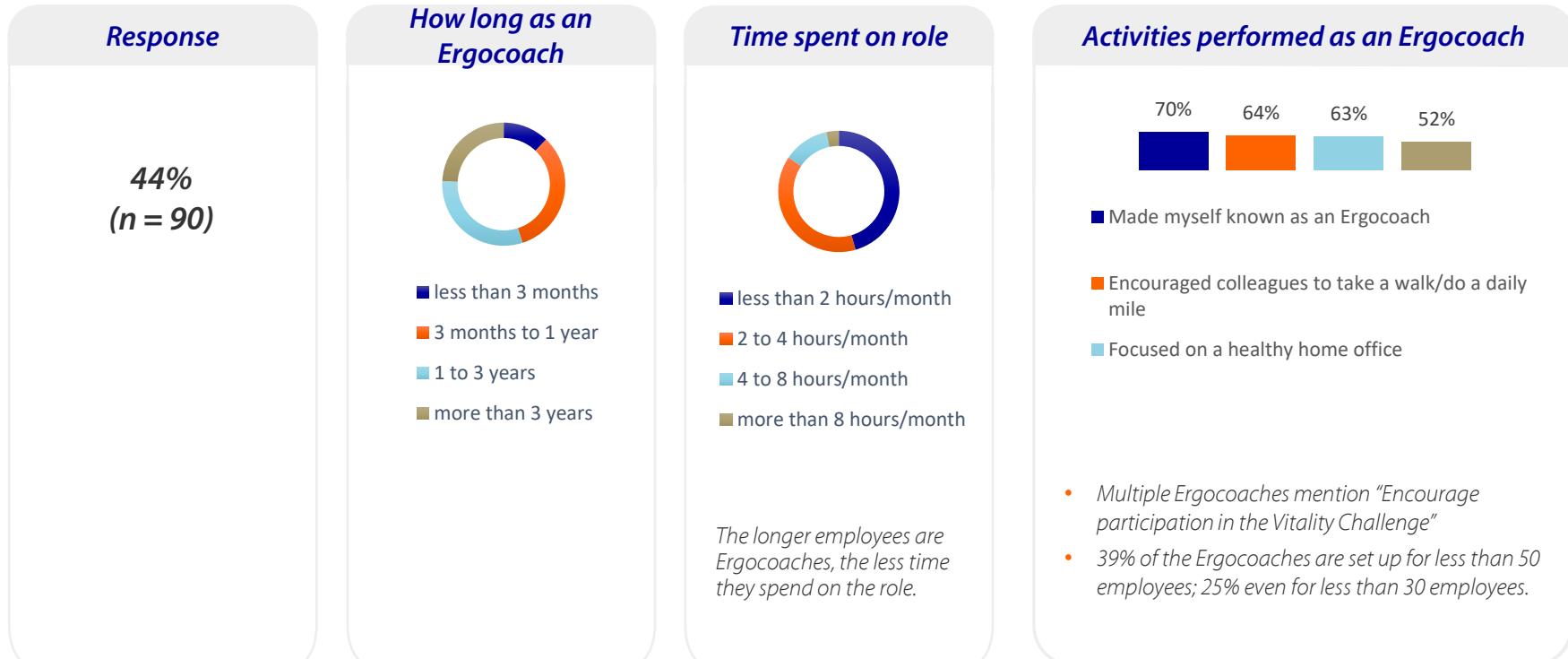
Recruitment of new Ergocoaches

If there is a need within your domain for (more) personal support with healthy screen time, recruit new Ergocoaches within the Wellbeing Boosters group.

Appendix: Survey of Ergocoaches

March 2021

Survey of Ergocoaches



Survey of Ergocoaches

What helped you fulfill your role well?



Are you currently missing something to properly fulfill your role as an Ergocoach? If so, please specify what.

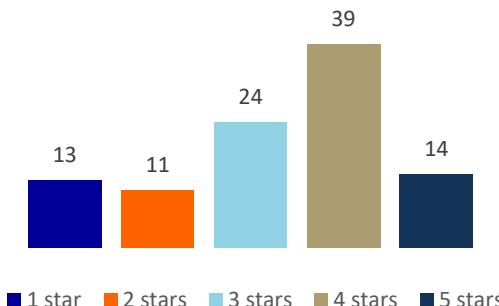
- *Being in the office: Seeing colleagues working and meeting spontaneously, being visible yourself as an Ergocoach*
- *Supporting the internal communication campaign*
- *I hardly ever get questions from colleagues*
- *Getting/taking time for it*
- *Management and collaboration with other Ergocoaches, Vitality Boosters and HR Wellbeing*

Survey of Ergocoaches

Impact of Ergocoaches on wellbeing of employees



Average rating 3.3



What do you think is needed for more frequent/earlier prevention of CANS symptoms in employees?

Working conditions and behavior

- Good home office, healthy sitting posture
- Ability to work in the office if you cannot create a good workspace at home
- Sufficient (mini) breaks
- More physical activity
- No work pressure but healthy tension
- Addressing causes of work stress

We achieve this by:

- Awareness through the power of repetition
- Movie, quiz, campaign, poster, challenge
- Discussion in the teams, so that there are also tips from the teams themselves
- Emphasizing the importance to line management
- Incorporation into onboarding of new employees