

Employee Well-Being

March 2025 | www.futureofbusinessandtech.com

An independent supplement by Mediaplanet to USA Today

"HR professionals and people managers play a crucial role in addressing mental health issues, but they often feel ill-equipped to do so."

Wendy Safstrom, President, SHRM Foundation

Page 04

"With the right benefits technology in place, employers can balance cost containment with employee care for real results."

Jon Shanahan, President and CEO, Businessolver

Page 06

ROBERT HERJAVEC

The "Shark Tank" investor discusses how employee well-being shapes workplace culture

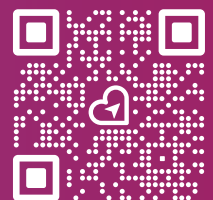
[Read more on Page 10](#)



 **Embody**SM
Mind & Body EAP



Your workers
are human...
Your EAP
should be, too.



Leveraging a Critical Financial Wellness Platform to **Break the Paycheck-to-Paycheck Cycle**

Research shows the majority of American workers are living paycheck to paycheck. They are challenged by an uncertain economy and stubbornly high inflation. They are also facing a changing workforce dynamic amid advancements in AI and automation.

These daunting problems are creating a lose-lose situation for employers and employees alike. The reality is the challenge of paying for gas to get to work or having enough money on hand for childcare could be the difference between making it to work or calling out sick. Employers have the opportunity to do more.

Today's workforce needs and deserves the opportunity to leverage financial wellness tools and solutions that can help them on the path toward financial security. This will reduce stress and help drive more engagement and productivity while at work. Because when your employees feel financially stable, they will stay longer on the job, increasing employee tenure.

Many of America's leading employers have taken action to support their employees by offering the DailyPay platform that is the first thing their daily workers check in the morning and the last thing they check after a shift at night. DailyPay challenges the norm by delivering innovative products that benefit both workers and employers while relentlessly serving the needs of daily workers to optimize their time, maximize their pay, and create opportunities for financial savings and growth.



WRITTEN BY
Stacy Greiner
Chief Executive
Officer, DailyPay



To learn more, visit
dailypay.com

dailypay.

Measuring the Success of Your **Financial Well-Being Program**

Most HR professionals and employees agree that companies have a responsibility to ensure workers are not only mentally and physically well but financially well, too.

The 2024 Employee Benefit Research Institute (EBRI) Financial Wellbeing Employer Survey found that over 90%

of benefits decision-makers who are offering or considering offering a financial wellness program agree their firm is responsible for workplace "wellness." Of those offering financial well-being programs, an average of five different financial well-being benefits are being offered. These offerings range from debt management to payroll advance loans to emergency savings programs and more.

The primary focus areas of employer-sponsored financial well-being programs are retirement planning, investments, and basic financing. However, companies are also looking to address a range of important employee concerns with their financial wellness initiatives, such as healthcare costs, cost of living, financial-related stress, and money management.

Given that 84% of employers pay the full cost of the financial well-being benefits they offer and that the median annual cost per employee is \$1,000, it's not surprising that HR professionals are tasked with ensuring these financial well-being initiatives deliver tangible results.

Examples of the data employers leverage to gauge the success of financial well-being programs include increased employee productivity, higher employee retention, and improved overall worker satisfaction. Improved usage of existing employee benefits, such as retirement plans and health savings accounts, is another important success measure.

Future trends in financial well-being initiatives

However, we know employee needs aren't one-size-fits-all. Companies are taking specific actions to address diversity, equity, and inclusion in their financial well-being initiatives through actions and offerings targeted at different genders, races/ethnicities, and ages. For example, some companies ensure that financial counselors and coaches are diverse in terms of gender or race. To understand the diverse financial well-being needs of their workers, companies use data analysis, employee surveys, and financial wellness needs assessments. Employee resource groups are another valuable source of information on employee well-being needs.

In 2025, we expect companies will add emergency savings programs, child/elder caregiving benefits, and hardship assistance funds to financial well-being programs, based on the EBRI survey. As these programs expand, HR professionals' understanding of how to measure the success of financial well-being programs will be crucial. By tracking key metrics and conducting thorough cost-benefit analyses, employers can ensure financial wellness initiatives are effective and provide a positive return on investment. As these programs continue to evolve, they will play an increasingly vital role in enhancing satisfaction, productivity, and overall well-being for all employees.

Written by **Barb Marder, President and CEO, Employee Benefit Research Institute**

The 3 Elements of a **Successful Well-Being Program**

Ready to make an investment in the well-being of your people? Learn about three foundational elements you need to help your program succeed.



It's a fact: well-being is inextricably linked to the engagement and productivity of your people. But it's also true that you can't simply offer a few wellness programs and perks and expect to move the needle on health and well-being. You must build a well-being mindset from the ground up and weave it into every corner of your organization.

At WebMD Health Services, we have helped organizations become more strategic and intentional in how they approach well-being. The result? Greater retention and engagement, higher participation in their well-being programs, and improvements in overall health risks. In the long term, organizations will also reap the benefits of improved well-being in the form of better financial performance and positive shareholder return.

So, how do you construct a program that delivers results, transforming workplace well-being and your culture?

Start with three foundational design elements:

1. Comprehensive design

A wellness program must be designed to support a diverse range of well-being needs across all segments of your population. For example, a person managing a chronic condition needs different solutions, resources, and support than someone who specifically wants to focus on staying healthy. Make sure your well-being program includes:

- Solutions to address multiple dimensions

of well-being across a spectrum of needs;

- A wellness mindset integrated into the day-to-day experience; and
- Data to help you continually evolve your program to meet the changing needs of your people and their expectations.

2. Maximized reach

Even the best well-being program won't succeed if your people don't know about it — or worse, don't see a reason to engage with it. Strategic communication that uses data to provide the right message to the right population at the right time is key. Incentives and a great, simple, and engaging user experience can also significantly improve reach and keep people coming back. And don't forget about collecting regular feedback to refine and adjust your offerings. To effectively reach people where they are, make sure your program includes:

- Segmentation capabilities (configuring the program to support all your business segments)
- A seamless technology experience
- Ease of access
- Meaningful incentives
- Strategic and robust communications
- A way to celebrate wins

Cultural alignment

Well-being programs tend to fail if they're seen as just another corporate or HR initiative. Employee well-being must be viewed as a collective responsibility, shared by leadership, HR, managers, and employees themselves.

Put simply, it must be an integral part of your organization's mission, vision, and values.

To achieve this, ensure your well-being program:

- Aligns with company values
- Engages leadership
- Involves managers
- Infuses wellness into day-to-day work
- Offers in-person biometric screenings
- Amplifies employees' voices through feedback
- Incorporates a human element (think wellness champions, employee resource groups, dedicated wellness staff)

Want to take a deeper dive? Scan the QR code below for access to our free Blueprint for Well-Being Program Success.



WRITTEN BY
Melissa Voigt
Group VP,
Customer Success,
WebMD Health



Download our
Blueprint for
Well-Being Program
Success:



WebMD
HealthServices

The Next Step in Advancing Workplace Mental Health: Defining HR's Role

While employers have become more aware of the importance of mental well-being, there remains confusion in developing an effective approach to address mental health challenges.

In recent years, employers have increasingly recognized the critical importance of mental health for both employees and organizational success. In a 2023 survey, 66% of HR professionals identified mental health as a top concern, surpassing even labor shortages and economic slow-downs, and trailing only inflation.

However, only 35% of HR professionals believe their organizations effectively support employees with mental health concerns. The pressure to “fix” employees’ mental health struggles can add to burnout and frustration. HR professionals and people managers play a crucial role in addressing mental health issues, but they often feel

ill-equipped to do so.

While the primary responsibility for mental health falls on employees, employers have the power to assist and support them in sustaining their mental well-being. It will take a clearly defined partnership of workers, employers, and mental health providers to achieve greater effectiveness.

Providing critical tools and resources

Employers, represented by people managers and HR professionals, can act as allies to workers in pursuit of mental wellness. Managers, in particular, bear significant responsibility to support and lead their teams. Fulfilling

this added role requires equipping them with the necessary resources and support.



While the primary responsibility for mental health falls on employees, **employers have the power to assist and support them** in sustaining their mental well-being.

Access to a spectrum of mental health resources within the workplace and through benefits is essential. Post-COVID, specialty mental health providers are widely accessible via in-net-work health insurance benefits.

Connecting workers with expert providers ensures they receive the specialized care they need.

HR professionals must know how to best support employees, understand what resources to refer them to, and be aware of ADA laws and accommodations. By fostering a supportive environment and providing the necessary resources, employers can advance mental health in the workplace, benefiting both employees and their organizations as a whole.



WRITTEN BY
Wendi Safstrom
President, SHRM
Foundation

Sponsored

Why EAP & HR Professionals Should Offer Alcohol Monitoring Programs

Alcohol use in the workplace is more common than many realize.

A recent study found that 66% of employees admit to drinking during work hours, and 22.5% report using drugs or alcohol on the job. Many of these individuals are high-performing professionals — struggling with alcohol doesn't make someone a bad employee. Without the right support, however, their careers — and their employers — are at risk.

High-functioning alcoholism often goes unnoticed until performance declines, absenteeism rises, or workplace incidents occur. But what if intervention was encouraged to happen sooner?

Licensed professionals, such as doctors and pilots, have long used structured alcohol monitoring to maintain trust and safeguard their careers. These programs boast an 80% long-term abstinence rate, far exceeding traditional treatment outcomes. If monitoring is standard

practice in fields where lives are on the line, shouldn't all workplaces consider it?

A reliable, non-punitive approach to workplace sobriety

For employees navigating recovery, Soberlink provides a discreet, non-invasive way to rebuild trust — without the stigma of traditional blood or urine lab testing. By using facial recognition, tamper detection, and real-time reporting, employees can demonstrate their commitment to sobriety while maintaining their dignity.

One professional shared: “I was on the verge of losing my job. I voluntarily put myself on Soberlink. With facial recognition and the reports coming directly from Soberlink, it's infallible. My team honestly told me that this device saved my job. It really put their minds at ease, that they were glad they stuck with it, and they made the right choice.”

Another employee echoed the same sentiment: “When I talked to my EAP counselor, I knew I couldn't tackle this alone. Soberlink gave me the black-and-white accountability I needed. It wasn't about punishment — it was about proving to myself and my employer that I was serious about recovery.”

Workplace wellness advocates: take action today

HR professionals and Employee Assistance Programs (EAPs) play a critical role in keeping great employees from becoming workplace casualties of addiction. To help, Soberlink offers a free Workplace Recovery Toolkit, including informational materials and a resource guide for supporting employees in recovery.

Written by **Soberlink**



Request your **free Workplace Recovery Toolkit** today:



Employee Assistance Programs: The Frontline for Worker Mental Health and Organizational Success

Employee Assistance Programs (EAPs) have emerged as a vital resource in addressing employees' mental health needs, improving their well-being, and boosting organizational success.

EAPs are employer-sponsored programs offering free and confidential services for employees dealing with a variety of challenges, from stress and anxiety to substance abuse and family issues. They serve as a bridge to professional help, ensuring employees have access to the support they need without fear of stigma or workplace repercussions. Importantly, EAPs operate under strict confidentiality agreements and are legally prohibited from reporting individual cases to employers, safeguarding the trust of the workforce.

The scope of mental health challenges that EAPs address is broad and ever-growing. According to the National Alliance on Mental Illness, approximately 20% of adults experience mental illness annually, and workplace stress is a significant contributor. EAPs support these employees by offering services like counseling, financial advice, and legal assistance, tailoring their resources to meet the diverse needs of the workforce.

Return on investment

Dr. Mark Attridge, a leading expert in workplace mental health, has provided compelling evidence of the value of EAPs through his research on the Workplace Outcome Suite. This tool measures the impact of EAP interventions on key metrics, such as employee absenteeism, presenteeism, work engagement, and overall job satisfaction. Dr. Attridge's findings highlight the financial rewards of investing in EAPs. For every dollar spent on these programs, companies often see a return of up to \$3 through reduced absenteeism, lower healthcare costs, and improved productivity.

Dr. Attridge's work underscores that EAPs are not just a moral imperative

but a strategic business decision. When employees receive the help they need, they are more likely to remain engaged, productive, and loyal to their organizations. This translates into tangible benefits, including reduced turnover rates and a healthier bottom line.



The scope of mental health challenges that EAPs address is **broad and ever-growing**.

A culture of care

Employers who implement EAPs send a clear message: they value their employees' well-being. This commitment fosters a culture of care, which is increasingly important to a workforce that prioritizes mental health and work-life balance. Studies show that companies offering robust mental health support are more attractive to job seekers and retain talent more effectively.

In conclusion, EAPs are a cornerstone of workplace mental health initiatives. By addressing a wide range of challenges and demonstrating a proven return on investment, they benefit both employees and organizations. Dr. Attridge's research on the Workplace Outcome Suite reinforces the financial and human value of these programs, making them an essential tool for companies aiming to thrive in today's competitive landscape.



WRITTEN BY
Julie Fabsik-Swartz,
M.S., CFRE, CAP, CEAP
CEO, Employee
Assistance
Professionals
Association

Sponsored

Level Up Your EAP With a Holistic, Personalized Approach to Employee Well-Being

Emotional health goes far beyond just feeling good. It plays a vital role in the continued well-being of employees and has a significant impact on overall health, not to mention engagement and productivity at work.

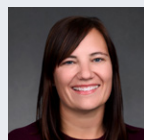
While many Employee Assistance Programs (EAPs) effectively support employees' mental and emotional health, to have true impact, it is critical that employers offer access to more comprehensive, integrated resources that care for the whole person, helping employees achieve more balanced lives where they can truly thrive.

Consider that nothing happens in a vacuum. An employee facing a physical health challenge may also be experiencing stress and financial concerns. Each area of well-being impacts one another, and implementing a holistic approach means meeting employees where they are and helping them take steps toward improved outcomes.

For example, an increasing number of employees are stepping into caregiving roles, stretching themselves thin between professional and personal responsibilities, which often negatively impacts their own health and well-being. In a recent Health Advocate survey, nearly 80% of working caregivers reported experiencing challenges balancing everything on their to-do lists.

Yet, almost 90% of those surveyed shared that expert-led, comprehensive health and well-being support from their employer would improve their quality of life, leading to better outcomes, increased productivity, and more.

Employers who go beyond traditional EAPs can create a culture of care by integrating emotional, physical, financial, and other aspects of well-being into a personalized program. This effectively addresses a wide spectrum of stress-inducing aspects of life, ensuring employees have access to seamless care for a balanced, healthier life, while boosting productivity, enhancing retention, and reducing costs for organizations.



WRITTEN BY
Keri Robertson, D.O.
Medical Director,
Health Advocate



Scan here to learn more and see the full results from Health Advocate's working caregiver survey:



 **Embody™**
Powered by Health Advocate

Balancing Costs With Care: Strategies for Optimizing Benefits ROI and Employee Wellness

Many employers face a formidable quandary: how to balance the rising cost of benefits with growing employee wellness needs. Having the right technology can help.

We're in the business of benefits, but like every organization, we face the dual challenge of delivering meaningful support to our employees while controlling spend. To manage costs from the budget's heaviest line item, companies are often faced with hard decisions and competing priorities around their benefits strategy. But with the right benefits technology in place, employers can balance cost containment with employee care for real results.

In 2024, U.S. employers spent on average nearly \$26,000 per family and \$9,000 per individual on employee-sponsored health insurance — a 24% increase over the past five years¹ — with healthcare costs expected to rise a record 9% this year.² For many employers, this is an unsustainable trajectory that our latest Benefits Insights study shows is compounded by financial

insecurity and persistent benefits confusion: 48% of employees admit they would feel panicked by a \$6,000 emergency room bill and 86% say they're confused about their benefits.

The need for decision support

From deciphering healthcare jargon to picking the right plan, a lack of benefits literacy often results in poor decision-making — leaving employees and employers alike with missed opportunities to manage well-being and see a return on their benefits investment. However, technology is helping employees and organizations alike break through these barriers and optimize both benefits selections and year-round usage for improved outcomes.

For example, when aided by best-match decision support at enrollment, employees are more than twice as likely to elect a high-deductible health plan



(HDHP) with a health savings account (HSA) — a benefits option with long-term advantages for both employee and employer. For one of our national hospitality clients, an 84% increase in HDHP adoption over a three-year period resulted in \$2.2 million in savings.

Empathetic AI

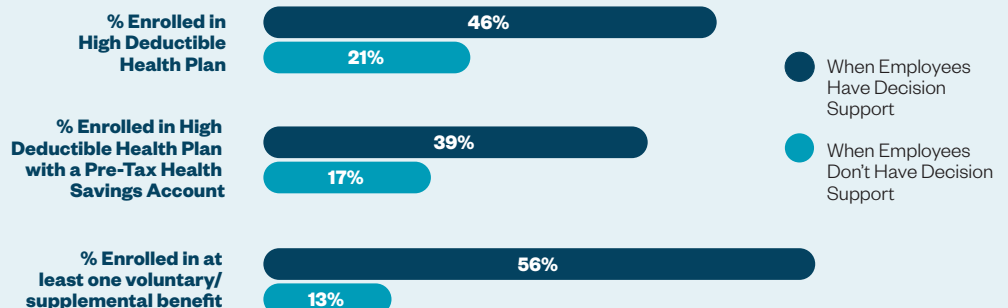
Another lever in the benefits technology arsenal is “empathetic AI” — AI that is purposefully designed to recognize employee sentiment while offering deeply personalized and empathetic support. While there's a lot of hype around AI, our

data demonstrates the real value it brings to the benefits equation, such as a 90% same-day inquiry resolution rate — equating to a tremendous amount of efficiency gains through time saved and satisfied employees.

AI can decode sentiment, summarize interactions, and identify emerging issues. These types of insights don't just drive efficiencies — they empower your business to proactively manage well-being and costs. This is nothing short of a paradigm shift that will redefine how organizations drive sustainable

Employees are 129% more likely to enroll in a cost-effective health plan with a savings vehicle and three times more likely to enroll in a voluntary benefit when aided by decision support

Asking employees about their health history, finances, and planned events helps guide them to the best options for their needs.





cost-management while supporting employee wellness and benefits adoption through data-driven strategies.

Other strategies we see employers embracing include:

• **Scaling benefits personalization with AI:**

The benefits experience can't end at enrollment. True ROI lies in guiding employees toward optimized decisions all year. By leveraging user data, such as call history, searches, and claims, AI anticipates employee needs and delivers

individualized care at scale. Employees recognize this advantage with 89% allowing their claims data to be used for targeted communications.

- **Amplifying HR's strategic value:** Today's data insights free HR from manual administrative burden, empowering them to act as strategists and drive ROI through benefits optimization, employee retention, and talent acquisition. Imagine identifying "delighter" benefits versus "nice-to-haves" to realign

program spending. Or filtering data by generation to forecast emerging preferences and usage trends. The ability to understand and predict value-drivers has never been more accessible.

- **Redefining the meaning of benefits:** Employers are increasingly tasked with supporting employees in every aspect of their lives. From fertility benefits to caregiver programs, employers hold the power to profoundly impact well-being. But perhaps the most decisive shift is the desire for autonomy. Our State of Workplace Empathy report shows employees increasingly seek autonomy over their work, favoring flexible hours (94%) and flexible locations (89%) as key empathetic benefits — even over annual compensation increases (87%).

Balancing costs with care is no easy endeavor. But empathetic AI is proving to be a powerful accelerator in the benefits equation by driving revolutionary insights for HR while scaling the empathy employees need in the moments that matter.

REFERENCES

1. Kaiser Family Foundation (KFF). (2024). 2024 Employer Health Benefits Survey: Summary of Findings.
2. Aon. (2024). Key Trends in U.S. Benefits for 2025 and Beyond.

Employees Rank Flexibility as a Top Empathetic Benefit, Even Over Compensation Increases

Flexible working hours

Strongly Agree (52%)

Agree (42%)

94% total

Flexible work location

Strongly Agree (49%)

Agree (40%)

89% total

Annual compensation increases

Strongly Agree (45%)

Agree (42%)

87% total



WRITTEN BY
Jon Shanahan
President
and CEO,
Businessolver



See how you can drive better outcomes for your business at **businessolver.com**



Here are some of the ways AI-powered benefits technology translated to real ROI for Businessolver's clients in 2024:



AI-Powered Data Analytics:

90% of clients use AI-powered reporting for real-time insights across their entire benefits program, from employee satisfaction to benefits engagement and utilization.



Employee Self-Service and Fast Inquiry Resolution:

89% of chats with Businessolver's virtual agent, SofiaSM, are resolved real time, saving employees and HR 10,000,000 minutes in 2024.



Dollars Saved:

Up to \$3 million saved annually on average per employer with AI self-service and automation tools such as document verification and benefits information summarization.



Wellness Without Limits: **Engaging Older Workers**

Today's workforce is unlike any we've seen before. For the first time in history, we have six generations working side by side, each bringing to the table a unique set of experiences, expectations, and needs.

Each generation approaches the workplace with its own perspective, especially when it comes to personal well-being. The problem, however, is many employers make the mistake of focusing their policies and benefits — employee well-being included — solely on the needs and wants of Gen Z and Millennials, assuming these generations comprise the bulk of the workforce.

However, contrary to popular belief, the data tells us Gen X, Baby Boomers, and Traditionalists combined make up more than half of the working population in the United States today. With older workers increasingly delaying retirement, they should not — and cannot — be excluded from consideration. In fact, the Bureau of Labor Statistics tells us Americans over the age of 55 will take roughly half of all new jobs created in the

next decade, and the biggest jump in near-term labor force growth will come from those age 75 and older, an age group where overall employment is projected to nearly double by 2030.

This raises a critical question: How do we engage and support older workers in a meaningful way? Notably, our older employees are more at risk of leaving as they are near, or past, traditional retirement age. With that in mind, there are several ways companies can leverage or augment their benefits to better appeal to this valuable demographic.

Strategies for engaging older workers

Employee wellness is central to this effort. However, wellness must be seen as holistic — spanning physical, mental, and even financial well-being. Older workers, in particular, tend to

value traditional benefits, such as employer-sponsored health, dental, and vision insurance, as well as life and disability coverage. They also appreciate access to accident and critical illness plans, as well as company contributions to health savings accounts.

Flexibility is another important consideration. Many older workers are seeking ways to remain in the workforce while embracing a less demanding pace, whether through part-time opportunities, flexible hours, or remote work arrangements. Providing this flexibility can prove to be a game-changer for retention. With retirement on the horizon, financial wellness programs — such as 401(k) and Roth IRA matching — can provide additional peace of mind.

At the end of the day, older workers are an indispensable part of our workforce. They bring critical skills, experience, and

wisdom, and it's time we recognize their value by investing in their wellness and engagement. Keep in mind this means not only offering tailored benefits but also actively communicating the value of these offerings to ensure they're understood and taken advantage of.

By prioritizing the inclusion and well-being of older employees, we can tap into an underleveraged pool of talent and strengthen our workforce for the future. Together, we can build workplaces where every generation thrives, contributing to better outcomes for employees and organizations alike.



WRITTEN BY
Johnny C. Taylor, Jr.,
SHRM-SCP
President & CEO,
SHRM

Taking HR From Administrative to Strategic With Smart Tech Tools

Human resources has entered a new era — one where AI-driven technology is revolutionizing the function by automating busy work and freeing up practitioners to focus on human connections and the employee experience.

Photo credit: Shutterstock

HR departments juggle a wide range of priorities — from compliance to career-development and everything in between — often approaching this workload in one of two ways: tactical or strategic. Tactical or administrative HR teams focus on ensuring minimum compliance is met and business risks are averted, but they are not actively driving toward the company's broader strategic goals. They often find themselves reacting to employment challenges rather than anticipating and preempting them. Despite working to the point of burnout, they still battle the stigma that they are siloed paper pushers rather than embedded business partners.

A strategic department, meanwhile, shifts away from manual, repetitive tasks by embracing automation. These teams use predictive analytics to spot and analyze workforce trends related to engagement, burnout, retention, benefit adoption, and other key metrics, allowing them to intervene early and proactively address talent challenges. With more time to focus on high-impact initiatives, strategic HR teams can plan and implement thoughtful people best practices that directly contribute to the organization's ability to exceed its overall goals.

To evolve into strategic HR mode, practitioners don't need a bigger team — they need to embrace today's AI-powered tech solutions.

"The introduction of AI has been a game-changer. I would love to see more HR departments optimizing the technology that exists and building it into best practice as a regular part of their decision-making," shared Amy Mosher, chief people officer of *isolved*, a

human capital management (HCM) technology provider helping businesses transform workforce management through AI-powered automation and analytics.

Choose your own (benefit) adventure

For HR practitioners, predictive analytics can be like a crystal ball, providing insights into both current and future workforce needs. Research suggests benefits are a key area where employees may be seeking change. *isolved*'s fourth annual "Voice of the Workforce," survey of full-time US workers, revealed that nearly 3 in 4 employees plan to explore new job opportunities in the coming year, and about 1 in 4 job seekers cited better benefits as their motivation for applying elsewhere. Similarly, *isolved*'s fifth annual "HR Leaders" report found that 1 in 4 HR decision-makers identified a need for better communication around benefit offerings.

AI tools do more than help HR identify talent management gaps—they also enable personalized, flexible solutions that meet employees where they are. Mosher shared, "strategic programs let employees create their own experiences, offering flexibility and a range of options."

Self-service, AI-driven benefits platforms make it easy for employees to access benefits that align with their individual needs. One employee's gym membership may be another employee's smoking cessation program. Some may opt for reiki training, while others prioritize financial literacy courses — all from their smartphones. For today's restless workforce, this kind of choice is empowering — and a powerful reason to stay put.

Making time for human connection

Ultimately, when HR departments lean into technology and shift to a strategic approach, they free themselves up to focus on the human part of human resources. "The more you can automate, the more time you can spend developing relationships, talking to your employees," Mosher said.

As both an HR leader and an *isolved* customer, Mosher has seen firsthand the power of a cutting-edge HCM platform. She shared, with a smile on her face, "When we make proactive decisions based on good data, when we build the experience our employees want, we see the return on investment in real time. Engagement is high, productivity is high, the people that leave come back. The numbers don't lie."

Written by **Emily Rose**



INTERVIEW WITH
Amy Mosher
Chief People Officer,
isolved



Scan the QR code to access *isolved*'s fifth annual "HR Leaders" report:



isolved

Robert Herjavec on Leadership, Well-Being, and Workplace Culture

Entrepreneur and “Shark Tank” investor Robert Herjavec discusses how leadership, culture, and well-being shape a thriving workplace.

How has your perspective on employee well-being evolved throughout your career, and what specific moments or challenges shaped this viewpoint?

The biggest change for me, over the many years of leading high-growth tech companies, has been the realization that people need to recharge. Our culture, and that of probably most tech companies, was to run at 100 miles per hour, and we almost wore that motto as a badge of honor. It took me a long time to realize that running that hard burns people out and, over time, becomes ineffective. Great people need time to stop and recharge.



Keeping your foot on the pedal all the time burns out the car and wears it out. **A company cannot compete when its troops are exhausted and tired.**

What role does leadership play in creating a workplace culture that encourages employees to stay and grow within the organization?

There is an old saying: “The pace of the pack is determined by the speed of the leader.” While I am all about speed and full steam ahead, I have been forced to realize that does not mean 24 hours a day. Keeping your foot on the pedal all the time burns out the car and wears it out. A company cannot compete when its troops are exhausted and tired.



Robert Herjavec

I now expect people to take care of the company and our teams — but take care of themselves first. I used to think our No. 1 priority was our customers, and we are an extremely customer-driven culture, but our No. 1 priority is our people and their well-being.

What innovative solutions have you seen companies adopt to support employees' financial health?

Some of the companies we have worked with have begun to

implement an education series about financial health. The first step in that is understanding your 401K and your retirement plans. Most people, sadly, are ill-prepared for that phase of their life and greatly underestimate how much money they will need for retirement. If you can't speak the language of money, you will get left behind. Education is key. The second part of that is offering people the option of savings within their retirement funds and giving them access to that level of advice.

How can HR leaders leverage data and AI to better understand and meet the needs of their employees?

AI has the ability to completely transform the HR experience, as with so many other business applications. As the companies get larger, the feeling of personalization becomes even harder to achieve. People want to be part of a team and feel that the company is meeting their needs and requirements. AI has the ability to take massive amounts of data and do predictive analysis of the needs of each individual. We are seeing that across all sectors of enterprises, where AI is usurping the traditional models.

What strategies can businesses use to ensure employees have access to personalized learning paths that align with their career goals?

This will be one of the greatest benefits of AI — the ability to create custom programs and help predict the needs of employees on an individual basis (with some great HR guidance, of course). Great HR companies help get the most out of their people. Along with mission and purpose, employees want to know where they fit and how they can progress their careers within the organization.

There is such a shortage of talent today — great companies need to ensure that their employees can continue to grow within the company. Otherwise, they will look for greener pastures elsewhere.

The Future of Employee Well-Being: Trends Shaping Workplace Benefits in 2025

Our panel of experts discusses how data-driven insights and cultivating company culture are enhancing employee benefits and well-being in 2025.



Melissa Voigt
Group Vice President,
Customer Success,
WebMD Health
Services



Jon Shanahan
President
and CEO,
Businessolver



Stacy Greiner
CEO,
DailyPay



Arianna Huffington
Co-Founder,
The Huffington Post;
Founder and CEO,
Thrive Global

How is new tech making employee benefits more personal and effective in 2025?

Melissa Voigt: We see great potential in using artificial intelligence (AI) to enhance the well-being experience. It's going to allow us to provide unique data-driven recommendations to individuals based on individual health goals, such as exercise, nutrition, and mental health support. We'll also be able to give users more information about their progress to keep them motivated and engaged.

Jon Shanahan: We're witnessing a paradigm shift in benefits administration driven by AI and empathetic UX across every employee touchpoint, from mobile and web to AI-assisted human interactions. This, alongside advanced insights for HR, has elevated benefits personalization to a precision level. For instance, if an employee asks about their deductible, AI can leverage user data to address the "question behind the question," such as navigating benefits after having a child or planning for surgery. This proactive intelligence, along with the ability for employees to self-serve 24/7 from any device, ensures fast, quality resolution while delivering empathetic care at every interaction.



What key insights can leaders gain from benefit data to improve employee well-being?

Stacy Greiner: Business leaders can gain key insights from benefit data to gain a competitive advantage in recruiting, retaining, and increasing worker productivity. The goal is to connect employee well-being to drive measurable business outcomes, such as productivity and retention.

MV: Using data about employee health gives us great insights into what employees want and need to live well across their whole lives. Together with our clients, we look at healthcare claims data and health assessment results to spot trends. For example, we may see a high incidence of stress in certain work locations and therefore recommend specific coaching programs.

Why is company culture so important for employee well-being?

Arianna Huffington: Well-being isn't just a perk; it's a competitive advantage. There's a direct connection between the health of a company's bottom line and the health and well-being of every company's most important resource: its people. So, in the same way that well-being boosts our immune system, culture serves as a company's immune system, giving it the resilience to meet inevitable challenges.

SG: Company culture is a critical element for employee well-being because it directly impacts how employees feel valued and supported in and out of work. It's important to be focused on your company mission and connect your culture to your mission.

Which tools are best for supporting and engaging remote and hybrid teams?

JS: We believe workplace flexibility is a key factor in our success. Since offering a fully remote option, we've seen double-digit growth and improved morale. Our State of Workplace Empathy study shows a consistent desire for autonomy: 94% of the U.S. employees surveyed view flexible work hours as the top way companies can demonstrate empathy, along with flexible work location (90%).

MV: As a well-being provider, we know that it's important to meet people where they are — both in terms of their desire to interact with a well-being program and, quite literally, where they're spending time during the workday. So, we are starting to offer well-being solutions within these collaboration tools, such as Microsoft Teams. This way, there's no need to switch between multiple platforms to engage with a well-being program.

Having these tools at their fingertips is a boost for everyone, particularly remote workers, as this constant and easily accessible support system can combat feelings of isolation and help them feel more engaged and cared for.



To learn more about Employee Well-Being,
visit **futureofbusinessandtech.com**

