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WORKPLACE OPTIONS

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The business case for psychological safety: essential insights for leaders across industries

A workforce under pressure: how healthcare leaders can prevent incivility, improve culture, and reduce errors

Incivility is not an isolated problem, limited to a few bad actors. The problem is widespread and persistent.

Positive, psychologically safe workplaces lead to high-performing teams—a principle that applies across every industry and sector. From healthcare to education to hospitality, leaders who prioritize psychological safety see measurable improvements in performance, engagement, and outcomes. Yet unprofessional behavior and systemic workplace risks continue to undermine individual performance, team cohesion, and organizational results.

Our new guidebook explores the risks associated with incivility and equips leaders with practical strategies for addressing contributing risk factors and building a respectful, collaborative culture.

[Download the guidebook](#)

Why family wellbeing matters for student success

As K-12 schools and higher education institutions grapple with rising student mental health concerns, campus leaders are being called to invest in stronger support systems.

In a recent episode of @E&I's podcast Cooperatively Speaking, WPO Vice President and General Manager of Emerging Solutions **Sarah Wood, MSW** explores a proven solution: holistic, integrated, whole-family care.

Listen as Sarah shares insights on rising mental health needs, teacher-parent burnout, and how integrated wellbeing services can strengthen student success, staff resilience, and family engagement across educational communities.

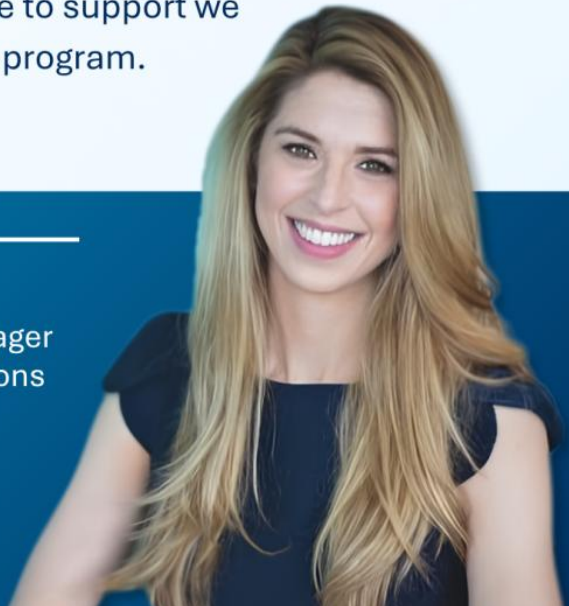
[Stream the full podcast](#) to discover how family-centered approaches transform campus wellbeing.



Child and Family Wellbeing enables stronger coordination, shared understanding of what's happening, and greater continuity of care.

Someone is there holding everything together, connecting that journey, and making sure that the family is aware of all available resources and the direct line to support we offer through the program.

Sarah Wood,
VP & General Manager
of Emerging Solutions



Strengthening risk governance amid escalating enforcement

To help organizations strengthen their approach to psychological risk management, [The Center for Organizational Effectiveness](#) has developed a new training series designed to build capability where it matters most.

The psychosocial risk training series, or PSR capsule, empowers organizations to master four critical areas:

1. Managing intra-team conflict
2. De-escalation skills
3. Responding to PSR incidents
4. Hierarchy of controls

Through these four interconnected modules, leaders learn how to:

- Address early signs of risk proactively and constructively
- Build robust mechanisms for incident reporting and response
- Equip managers with tools to identify and escalate risks appropriately
- Take a holistic, systems-level approach to risk management

The PSR Capsule: 4 Interconnected Modules



Module 1: Managing Intra-Team Conflict

Learn to identify, address, and transform workplace conflicts constructively.

Recognize early warning signs

Develop effective communication skills

Turn conflict into collaboration



Module 2: De-Escalation Skills for Aggression

Equip managers with the tools to handle challenging interactions calmly.

Analyze triggers

Apply de-escalation techniques

Build emotional resilience



Module 3: Responding to PSR Incidents

Build mechanisms for incident response and learning.

Establish clear reporting channels

Apply consistent analysis frameworks

Take corrective action with care



Module 4: Hierarchy of Controls

Take a holistic, systems-level approach to psychosocial risk management.

Expand beyond individual care

Design proactive controls

Create sustainable, resilient workplaces

[Explore the full curriculum to build psychological risk expertise across your organization.](#)

Why U.S. leaders can't ignore psychological safety

Organizations have never invested more in employee wellbeing, yet rates of emotional distress and chronic stress remain persistently high. The reason? Most initiatives treat symptoms rather than causes.

While counseling, stress management, and mental health resources are important, they often fail to address systemic issues. Psychosocial risk (PSR) management takes a different approach. It examines how work is designed and experienced, and how day-to-day demands contribute to stress and burnout. Instead of helping employees cope with an unsafe environment, PSR management treats the underlying causes.

This distinction is critical. By building psychologically safe workplaces, organizations can strengthen employee mental health, drive stronger performance, enhance resilience, and improve operational effectiveness.

Learn how PSR management transforms organizational culture and delivers measurable business results.

Workplace learning that takes root: the case for customized training
Workplace training programs are, in many ways, like gardens. With the right foundation and careful cultivation, they create the conditions employees need to grow and thrive. But when neglected or poorly managed, their potential withers before it can take root.

As leaders face mounting pressure to contain costs, even the strongest training programs are coming under scrutiny. What organizations need are trainings tailored to their specific needs—not copy-and-paste models that generalize deeply human topics.

For organizations seeking to enhance their benefits packages in 2026, customized learning solutions offer a sustainable path forward. They allow leaders to build the skills and competencies their business strategies demand while creating personalized learning journeys that resonate with employees.

When trainings reflect workers' lived realities and workplace experiences, they drive engagement and lasting culture change.

[Discover how WPO's global learning solutions deliver training at scale while maintaining relevance and impact.](#)

The 33-day productivity gap: solving the food service mental health crisis

The restaurant industry is projected to reach 15.8 million jobs in 2026, making it one of the largest private-sector employers in the United States. However, the sector continues to experience above-average turnover, and workers' wellbeing remains underrepresented in industry conversations.

Recent [TELUS Health](#) Mental Health Index data found that the food service sector scored 62.8, placing workers in the "strained" range and well below most other industries. This is reflected in significant productivity impacts—workers losing an average of 33.4 days per year due to presenteeism and mental health-related challenges.

In a recent Modern Restaurant Management article, **Paula Allen**, Global Leader of Research & Client Insights at TELUS Health, explores the factors driving these challenges and outlines practical strategies organizations can implement to support employees:

- Manager training programs
- Psychological safety initiatives
- Tailored employee assistance program (EAP) support
- Workplace cultures that encourage open conversations around mental health

[Read the full article](#) to understand how evidence-based approaches can build healthier, more sustainable food service environments.

Thanks for reading.

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