

# NSA/CSS Employee Engagement Program

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**Warrior Resilience Conference II: FULL OPERATIONAL CAPABILITY**  
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# Today's Objectives

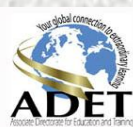
- Provide brief overview of NSA/CSS Employee Engagement Program
- Introduce concepts and principles of full engagement
- Discuss program results and future plans



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# NSA/CSS – America's Codemakers and Codebreakers

- Member of the DoD and Intelligence Community
- NSA established in 1952; CSS added in 1972
- Two-prong mission – provide and protect vital information
- Customers – U.S. policy makers and military forces
- Diverse demographics – four generations of military, civilian, and contractor personnel



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# Employee Engagement Program

High Performance through Resilience,  
Strength, Flexibility, and Endurance

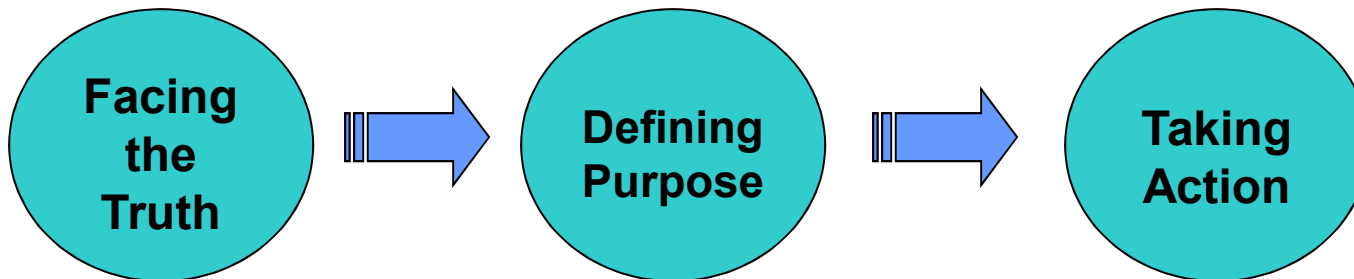
- Origin – Human Performance Institute
- Objectives – build capacity, develop energy management skills; de-bunk myths around multi-tasking, exercise, and nutrition



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# Full Engagement Process

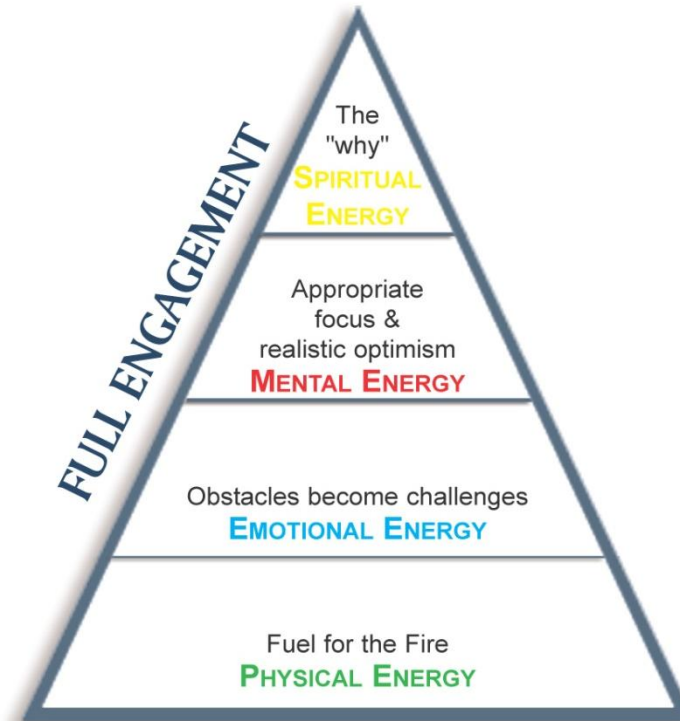
-  Model + Four Principles
- Three-Step Engagement Process



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# Which dimension is most important?

- A. Physical
- B. Mental
- C. Emotional
- D. Spiritual
- E. All are equally important



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# Four Principles

- Energy is 4-Dimensional: *Think energy, not time.*
- Recovery is Key: *Oscillate, Oscillate, Oscillate!*
- Stress for Success: *No growth in the comfort zone, no comfort in the growth zone.*
- Build Full Engagement Rituals: *Habit and routine trump self-discipline.*



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# Which one principle would you like to know more about?

- A. Energy is 4-Dimensional: *Think energy, not time.*
- B. Recovery is Key: *Oscillate, Oscillate, Oscillate!*
- C. Stress for Success: *No growth in the comfort zone, no comfort in the growth zone.*
- D. Build Full Engagement Rituals: *Habit and routine trump self-discipline.*

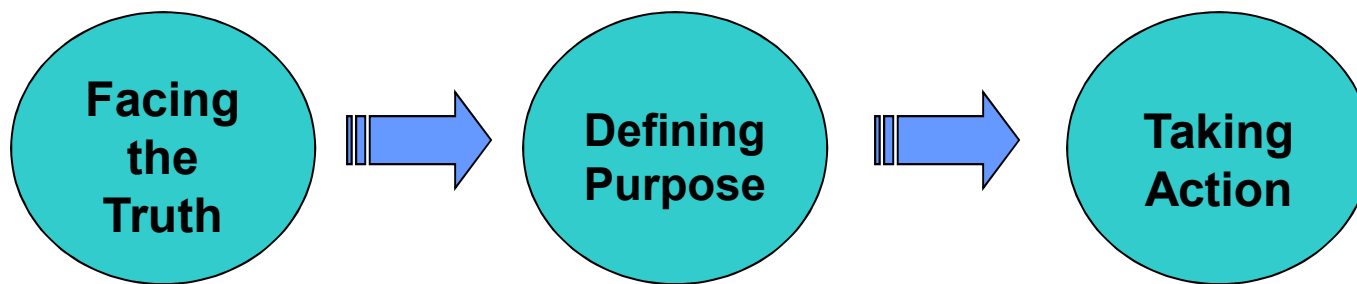


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# Face the Truth

- Biometrics (Total cholesterol, HDL, LDL, Triglycerides, Blood sugar, CHD ratio)
- Health Risk Assessment (Health Status/Quality of Life, 11 Health Categories, Readiness to Change, Preventable Health Risks, Economic Impact )
- HPI Self-profile (Quantification of 4-dimensional model)
- In-class audits by dimension



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# Program Evaluation Results

- Quantitative
  - Health Status/Quality of Life, improvements were shown in:
    - Men/Physical Health – all 7 classes
    - Women/Physical Health – 4 of 7 classes
    - Men/Mental Health – 6 of 7 classes
    - Women/Mental Health – 7 of 7 classes
  - 11 health categories. For our top 6 health risks, improvements were shown in:
    - Stress Management – 6 of 7 classes
    - Coronary Risk, Fitness, and Nutrition – 5 of 7 classes
    - Cancer – 4 of 7 classes
    - Weight Management – 1 of 7 classes



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# Examples of Positive Results

Figure 1 shows that of the 67% of the participants in Cohort 1 who re-assessed their health risks, improvements were shown in the areas of nutrition, cancer risk, and stress reduction.

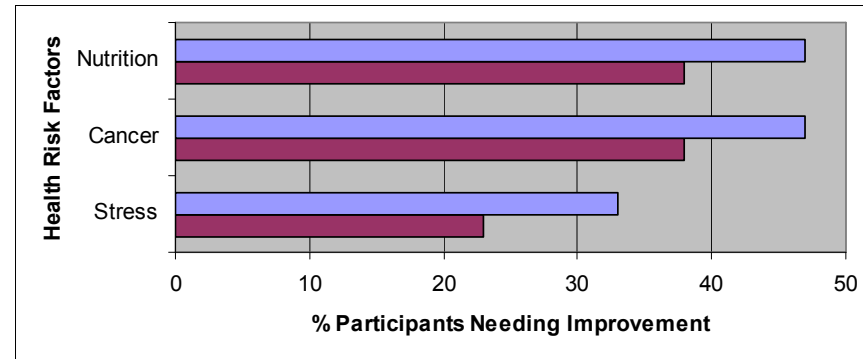


Figure 1. Pilot Cohort 1, FY06

Figure 2 shows that of the 57% of the participants in Cohort 2 who re-assessed their health risks, improvements were shown in nutrition, fitness, and stress.

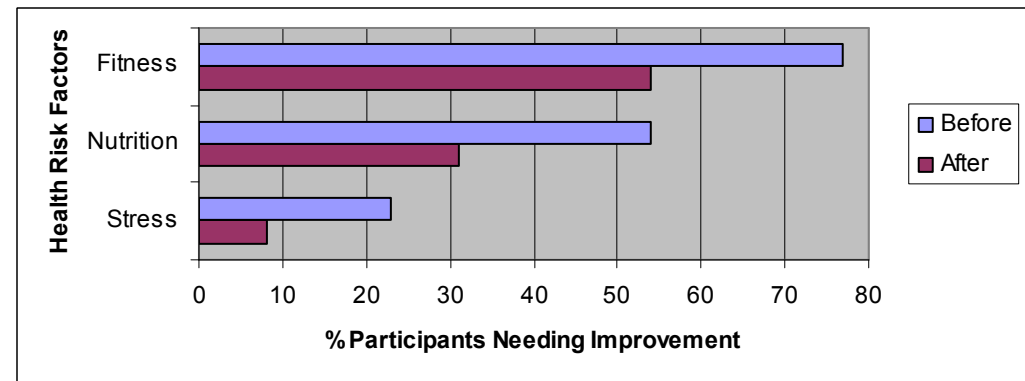
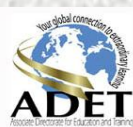


Figure 2. Pilot Cohort 2, FY06

↓ = Good



# More Positive Results

Figure 3 shows that of the 38% of the participants in the Sep07 Class who re-assessed their health risks, improvements were shown in the areas of cancer risk and fitness.

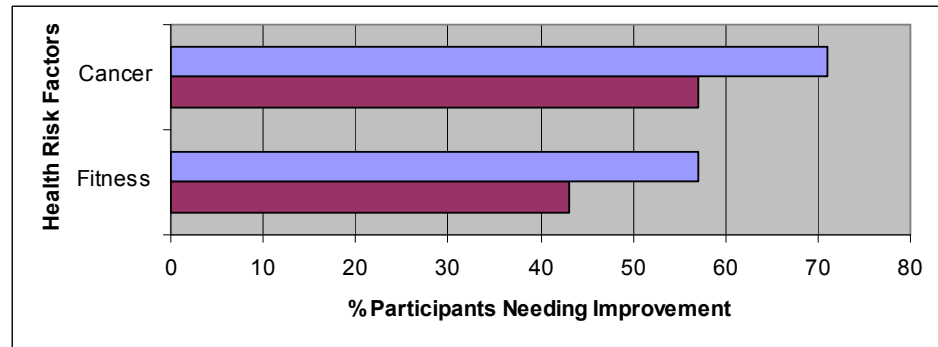


Figure 3. Sep07 Class, FY07

Figure 4 shows that of the 45% of the participants in the Feb08 Class who re-assessed their health risks, improvements were shown in nutrition, fitness, and stress.

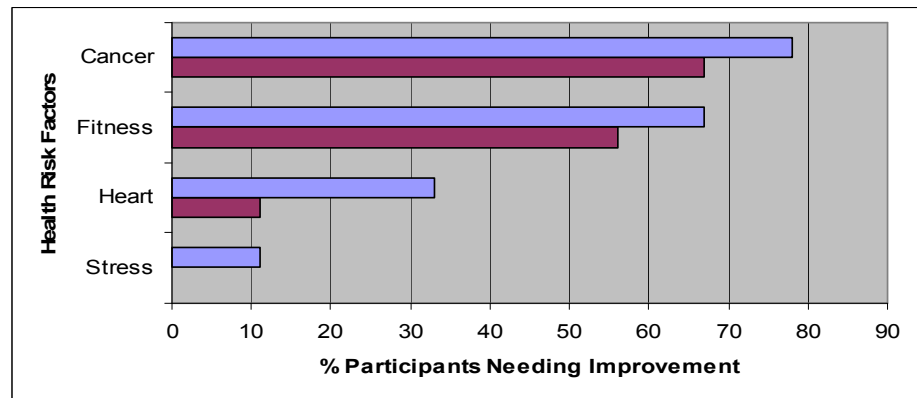


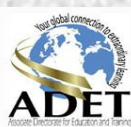
Figure 4. Feb08 Class, FY08

↓ = Good



# Program Evaluation Results

- Quantitative (con't)
  - Readiness to change
    - General trend toward upper levels of readiness (planning, action, maintenance vice pre-contemplation, contemplation),
  - Preventable health risks
    - General trend toward fewer preventable health risks
  - Economic impact
    - Based on projection of average medical claim per person and savings that could be achieved if preventable health risks were decreased: Average of \$866.59 per person

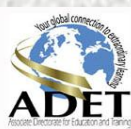


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# Program Evaluation Results

- Qualitative

- Post-class feedback survey: 90% of respondents said the class was excellent or good; 95% of respondents would recommend it to a co-worker or friend
- Program evaluation survey: 10 items asking about value of the program in retrospect.



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# Future for EEP

- Complete program evaluation
- Continue to expand the EEP worldwide
- Use technology smarter – online courseware and telecasting
- Build partnerships with other like-minded organizations



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