



Comcast Leader Playbook

meQuilibrium is a breakthrough personalized online stress management program that is designed to help you (and your team!) feel resilient, balanced, and capable—no matter what your day brings. Because when you change the way you respond to stress, you can change everything.

Comcast is proud to offer meQuilibrium, a FREE program to all employees and spouses/partners (even if you don't have Comcast benefits.) We believe that individual resilience is fundamental to the success of our Customer Experience Associates. That's why we've teamed with meQuilibrium to help support each and every person from their first day at work through their first year and beyond.

Below is the complete playbook you need as a leader to introduce meQuilibrium to your team. All the tools and resources referenced in this playbook can be found in your Leader Portal.

URL: <https://www.mequilibrium.com/comcast-leader-portal/>

PW: ComcastFortCollins

The First 8 Weeks

As part of the eight-week training of new Customer Experience Associates, there will be four group sessions on meQuilibrium every other week. Here is the schedule:

Week	Session	Objective	Duration
Week 1	Session 1	Introduce program, employees enroll and complete the meQuilibrium Stress Assessment	30 Minutes
Week 3	Session 2	Resilience, meQuilibrium and How it works	15 Minutes
Week 5	Session 3	How to use and engage with meQuilibrium	15 Minutes
Week 7	Session 4	Trap It, Map It, Zap It	15 Minutes

Follow these steps for each session.

STEP 1: Describe	STEP 2: Watch	STEP 3: Distribute	STEP 4: Share Suggested Activity
Describe the goal of each session to your team.	Watch videos and/or view PowerPoint slides with your team.	Distribute a handout at the end of each session.	Share a suggested activity the team can do during or after the session.

SESSION 1: Introduce meQuilibrium and Get Started

STEP 1: Describe

- meQuilibrium is a breakthrough personalized online stress management program that is designed to help you feel resilient, balanced, and capable—no matter what your day brings. Because when you change the way you respond to stress, you can change everything.
- Comcast is proud to offer meQuilibrium, a FREE program to all employees and spouses/partners (even if you don't have Comcast benefits.) We believe that individual resilience is fundamental to the success of our Customer Experience Associates. That's why we've teamed with meQuilibrium to help support each and every person from their first day at work through their first year and beyond.
- We'll start by watching two short introduction videos on what the program is and how it works. Then we'll have time to enroll and take the online meQuilibrium Stress Assessment.

STEP 2: Watch

Video 1: *Welcome Video*

Video 2: *What to Expect* [2:02]

Slide 1: Enrollment and assessment process. [**Leader Note:** allow approximately 15 minutes for employees to go online, complete the registration/enrollment process, and take the short assessment. *Print and distribute the FAQ handout to answer any questions that might arise during this process.*]

- *The assessment will take less than 10 minutes and the results are kept completely confidential.*

Slide 2: meQuilibrium Profile and Personalized Journey

Slide 3: Detailed breakdown of meQuilibrium Profile

STEP 3: Distribute

Handout 1: *Stress Personality Types* - Describes the five Stress Personality Types and will help each participant learn more about his/her own Stress Personality and see the details about the other four.

Handout 2: *meQuilibrium FAQ's*

STEP 4: Share Suggested Activity (During Session)

- **Leader note 1:** It is important to note that no one personality type is better or worse than the other. As noted in the handout, each stress personality has an upside and a downside. It is also noteworthy, that each individual is likely to have a combination of personalities. The meQuilibrium Stress Assessment determines the most dominant personality type and one that the individual "goes to" during stressful times. That personality can either help or hinder in that moment. Which is why it is helpful for each of us to know those upsides and downsides.
- **Leader note 2:** Comcast has made meQuilibrium available to spouses/domestic partners, which is noted in the meQuilibrium FAQ's handout. This is a good opportunity to call attention to this benefit. The spouse/partner uses the same URL to enroll and participate: mymeq.com/comcastnbcu
 - Optional Discussion Topic: Are any of you surprised by your Stress Personality Type? *You as a leader can also share your own to spark conversation!*

SESSION 2: Resilience, meQuilibrium and How It Works

STEP 1: Describe

- In this session we will watch two short videos.
- In the first one, meQuilibrium's co-founder and Chief Science Officer, Dr. Andrew Shatté, [*pronounced SHA-TAY*] describes how resilience helps people maintain calm focus in the face of life's challenges.
- The second video explains how the meQuilibrium online program works.

Step 2: Watch

Video 1: *What is Resilience?* [1:27]

Video 2: *How meQ Works* [2:15]

Step 3: Distribute

Handout: *The 7 Habits of Resilient People* - Now that Dr. Andrew Shatté has explained resiliency, your team can walk away with this list of 7 ideas for how to become more resilient.

Step 4: Share Suggested Activity (During / Post Session)

meQuilibrium has an app! If you haven't already, download the meQuilibrium app before Session 3.

- The meQuilibrium app is free
- After downloading the app, you will need to log in using the email and password you used to enroll in the program.
- The meQuilibrium app makes it easy for you to find calm throughout your day.

SESSION 3: How to fit meQuilibrium into your life

Step 1: Describe

In this session we will learn about all the different ways we can use the meQuilibrium program.

Step 2: Watch

Slide 1: The meQuilibrium app

Slide 2: Try an activity

Slide 3: Get your dose of calm.

Step 3: Distribute

Handout: *10 Things to Do with meQuilibrium.*

Step 4: Share Suggested Activity (Post Session)

There is a skill titled "Change Your Mind, Change Your Life" and we recommend you complete the skill, or at least watch the video before our next session. You can find the skill when you log into your Dashboard. If you are having trouble finding it, you can search under 'My Journey' or contact: support@mequilibrium.com

SESSION 4: Trap It, Map It, Zap It

Step 1: Describe

- In today's session, we'll learn about a powerful tool to manage stress in the moment.
- *Trap It, Map It, Zap It* is a technique that lets you take back control when you feel a surge of negative emotions.
- It helps you (1) get in touch with what you're thinking that is triggering such a strong feeling, and (2) helps assess whether your reaction is accurate, or just a habitual response that's likely making the situation worse.
- We're going to watch two videos. Let's get started.

Step 2: Watch

Video 1: *Trap It, Map It, Zap It with Dr. Andrew Shatté* [1:35]

Video 2: *Trap It, Map It, Zap It. How it Works* [1:43]

Step 3: Distribute

Handout: *What is Trap It, Map It, Zap It* – Now that your team has been through the meQuilibrium sessions, this is a cheat sheet team members can keep at their cubicle.