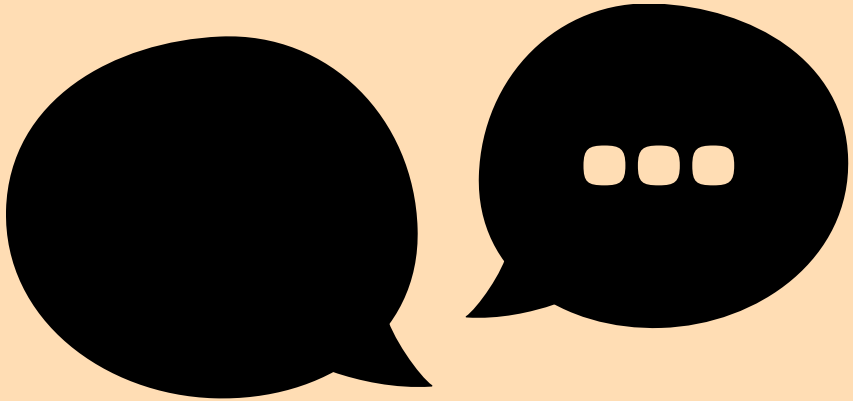
GOOD SHAPE

What your employees aren't telling you:

The truth about wellbeing, openness and absence.



The employee wellbeing and performance experts
goodshape.com

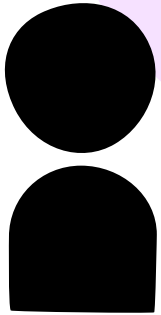
Alun Baker
CEO, GoodShape

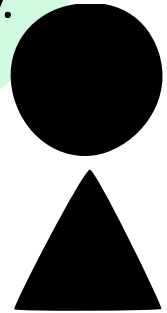
The subject of ‘Employee Wellbeing’ tends to divide audiences...

Motivated by Employee Experience
Ethical, social and moral imperatives.

We are here!

Motivated by Organisational Performance
Commercial, financial and productivity.





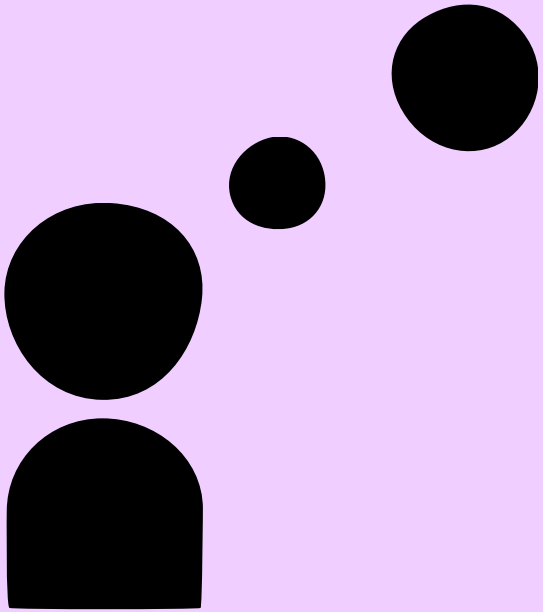
GOOD SHAPE

Have you ever called in sick and hidden the real reason from your manager **because you didn't feel comfortable talking about it?**

GOOD SHAPE

Or have you been that manager, handling a sickness absence call, and felt like you're not getting the full picture?

GOOD SHAPE



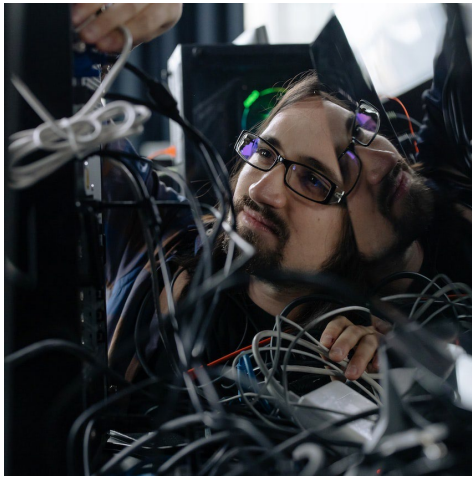
You might have even felt out of your depth, concerned for your employee, or not sure of the best action to take**...**

You’re not alone. Few of us are qualified.

© GoodShape 2023. All rights reserved. ‘GoodShape®’ is a registered trademark.

We expect people in the workplace to be trained to do their job.

Diploma
Level 3 - Vehicle Technology



CompTIA
A+ IT Networks

City & Guilds
Level 3 - Welding

© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

But even healthcare professionals need help!

Supporting employees is time consuming and stressful for busy managers

Images shown are of models.

3x

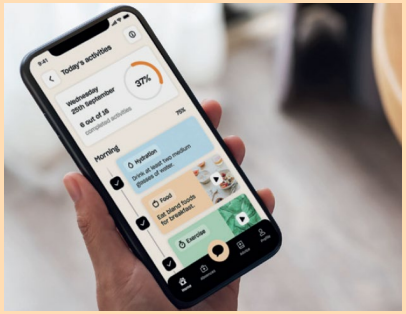
Reduced chance of recurrence of illness / symptoms

Lower Rates of Reoccurrence with intervention from independent clinical support

Data is derived from analyses commissioned by an NHS Hospital Trust between 2019 and 2021 and included both clinical and non-clinical employees.

“The central hub to understand, manage and reduce absence by making wellbeing services more effective.”

Engaged, informed and supported employees.

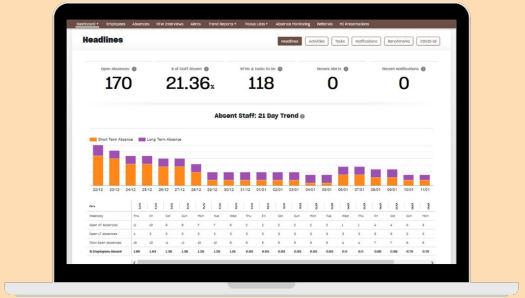


- Simple, reliable absence reporting
- AI-assisted assessment
- Trusted guidance + Advice library
- Personalised Care Plans

Smarter advice and swifter signposting to services.

- NHS-approved triage process
- Clinically-led, 24/7 Nurse support
- Evidence based signposting / referrals
- Impartial, informed gateway to help

Advanced management tools and analytics.



- Real-time resourcing alerts & reports
- Planning and forecasting dashboards
- Reliable Return-to-Work processes
- Accurate health and wellbeing insights

© GoodShape 2023. All rights reserved.
‘GoodShape®’ is a registered trademark.

The relationship between employers and their people is being forced to change...

‘Employee as Consumer’

Employees expect a better ‘experience’, and more personalised support.

?

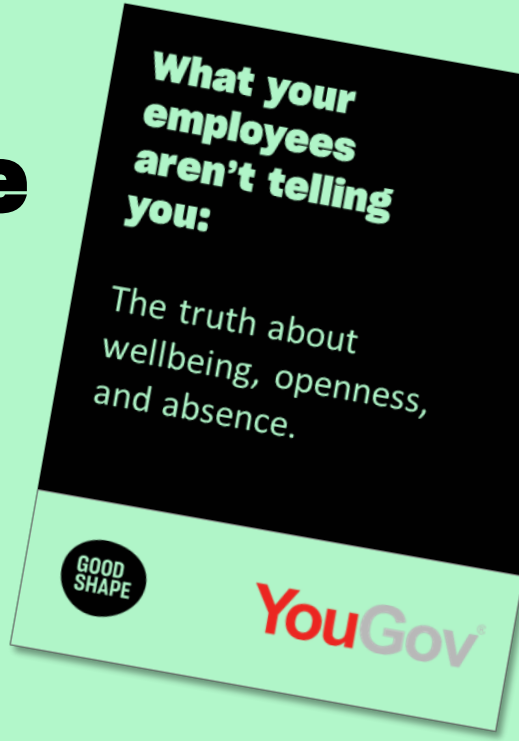
‘The ESG Employer’

Employers are under pressure to show good governance and respect privacy.

© GoodShape 2023. All rights reserved. ‘GoodShape®’ is a registered trademark.

The employee perspective.

A survey of 2,000 employees from a cross section of the UK's organisations and sectors.



© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

There is a stigma. There is reluctance.

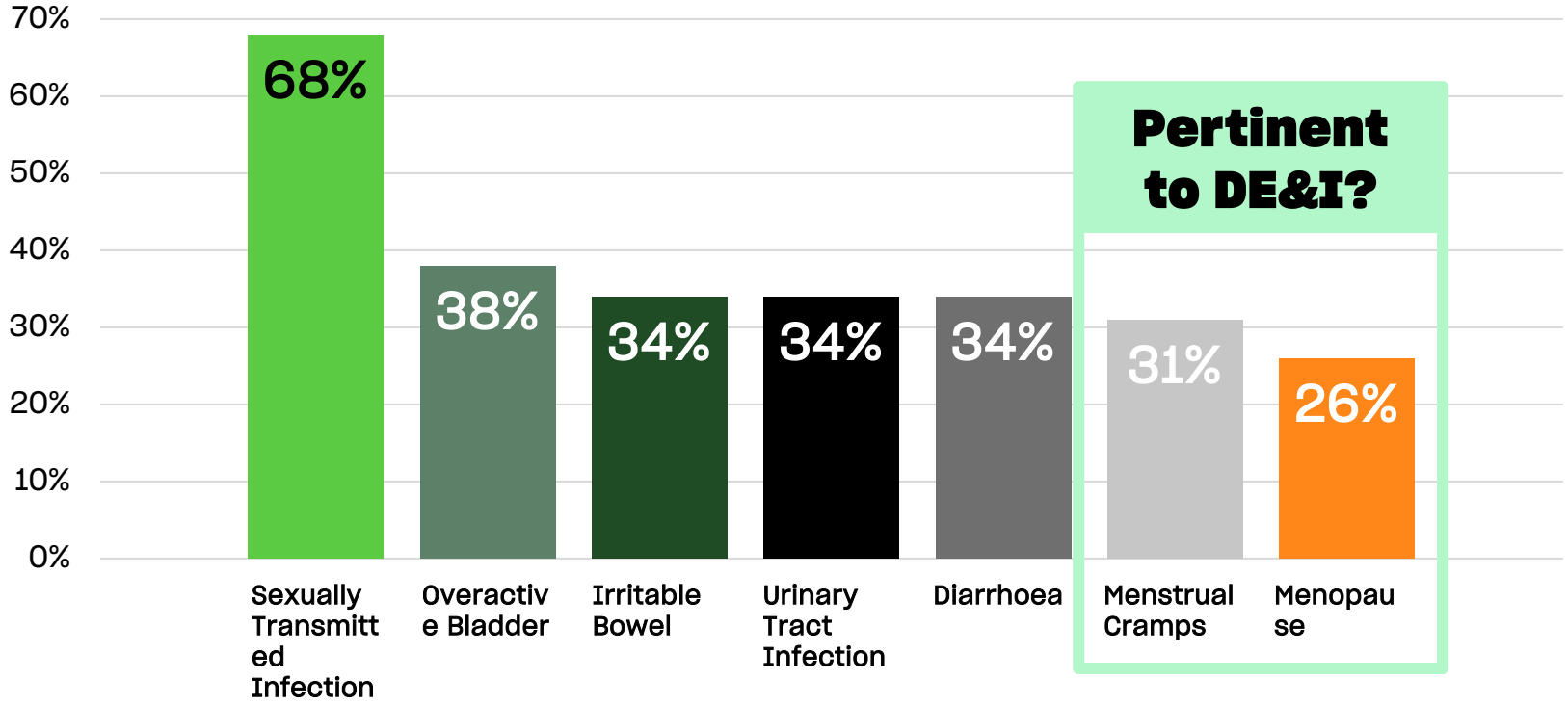
30%
would feel worried to report a PHYSICAL illness from work.

55%
would feel worried to report a MENTAL illness from work.

© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

Talking about PHYSICAL health to your boss.

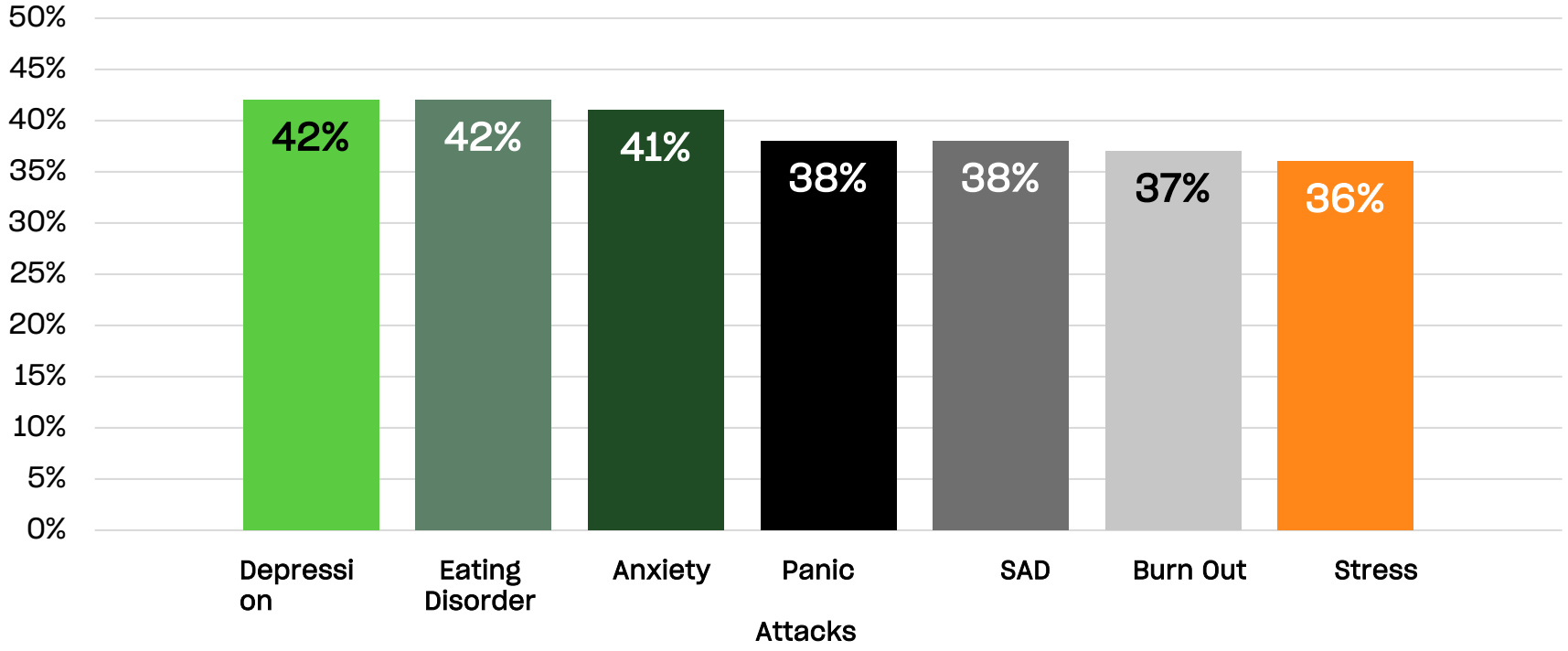
Conditions you wouldn't be comfortable discussing with your manager.



© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

Talking about MENTAL health to your boss.

Conditions you wouldn't be comfortable discussing with your manager.



© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

The link between physical and mental health is clear

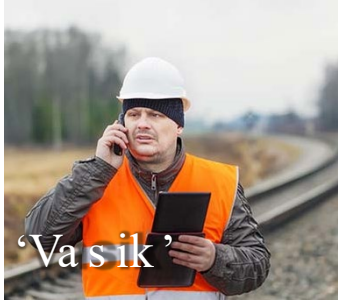
GoodShape's frontline experience during the pandemic yielded some unequivocal insights

- 1 in 7 workers who need time off related to COVID subsequently need time off for poor mental health.
- Mental health-related absences following COVID-related absences last 63% longer.
- 45% of all mental health-related lost working time during the pandemic followed COVID-related absence.

© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

The ‘mind or body’ question is often complex

The right assessment leads to the best intervention, and results in better outcomes.



Recorded reason for Absence:

‘Stress’

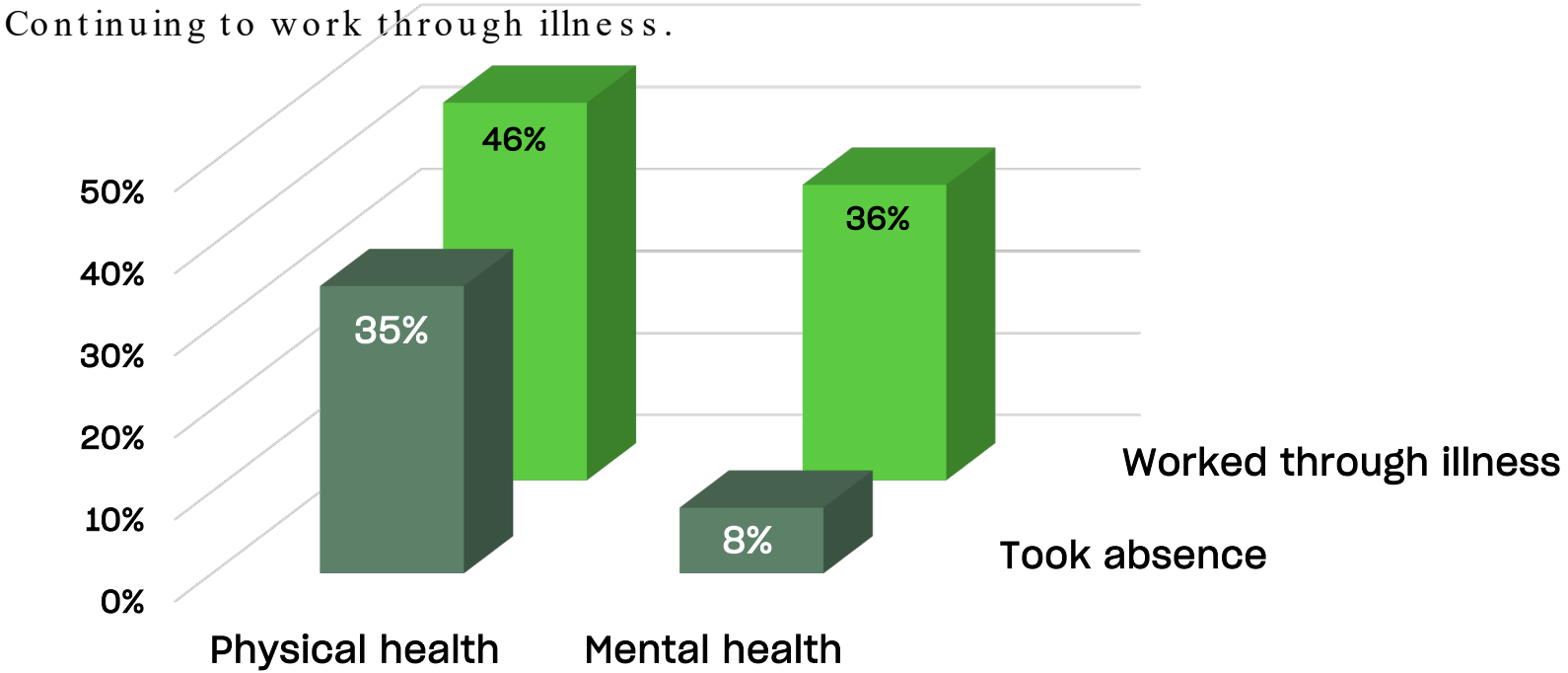
- A 52 year old Engineer
- 28 years of exemplary service.
- 23 absences from work. 15 in the last 12 months
- Has sciatica. Experiencing pain and sleep loss.

Recorded reason for Absence:

‘Stress’

- A 26 year old Project Manager
- Been with the company for six months.
- Had 7 absences from work since joining,
- Has been prescribed citalopram, (antidepressant).

And our data shows presenteeism is more acute for mental health problems.



© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

If you don't understand and address 'absenteeism', you simply get more 'presenteeism'...

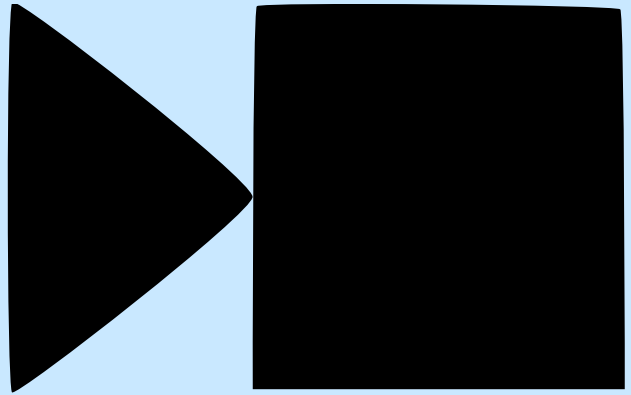
"Some 35 productive days are lost per worker each year because of presenteeism."

VitalityHealth

© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

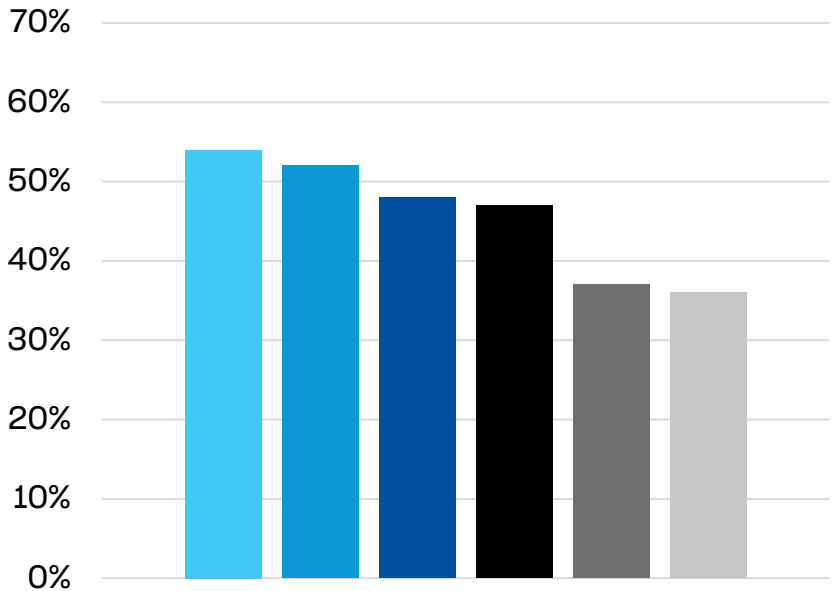
GOOD SHAPE

What stops people opening up about illness?

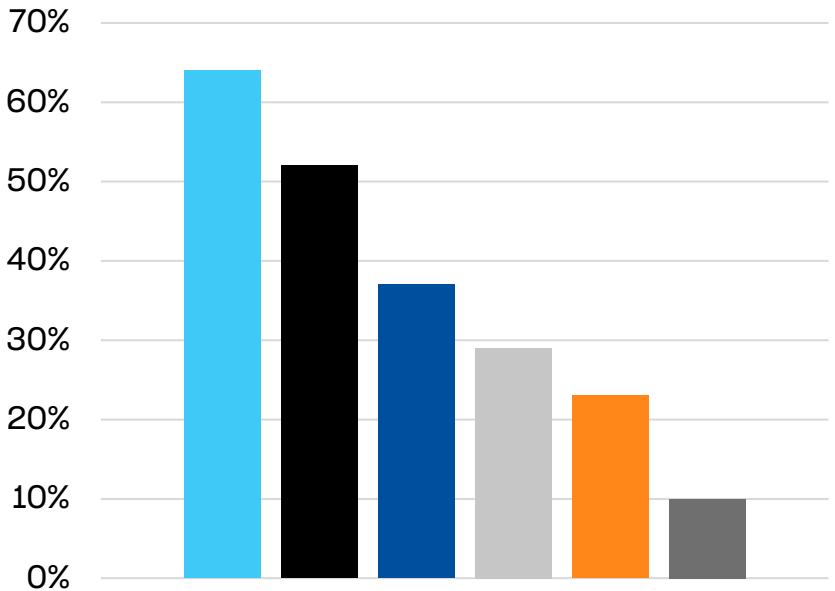


What stops people opening up about illness?

Employees' concerns about calling in sick.



Employees' perceptions of MANAGERS' concerns.



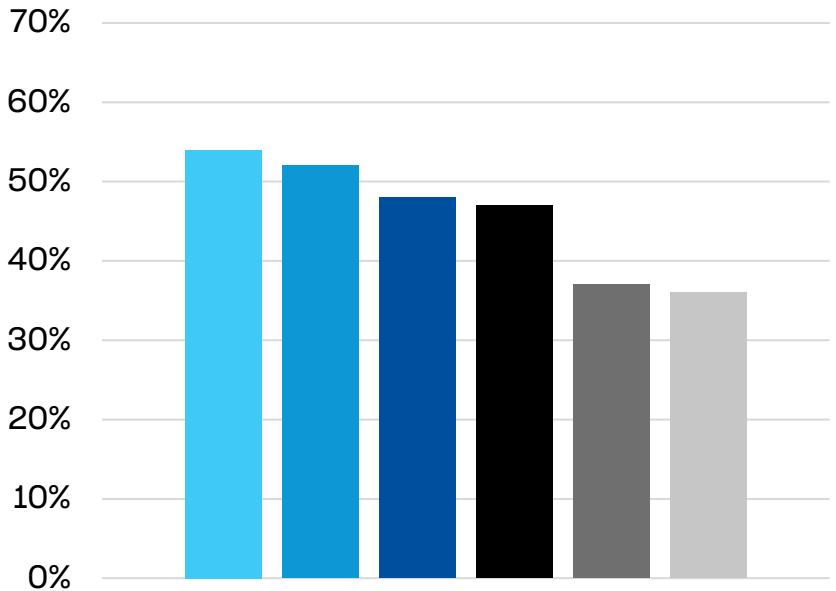
Key to Concerns

Length of absence	Financial implications	Manager perception	Impact on work	Colleague perceptions	Getting back to health	Providing support

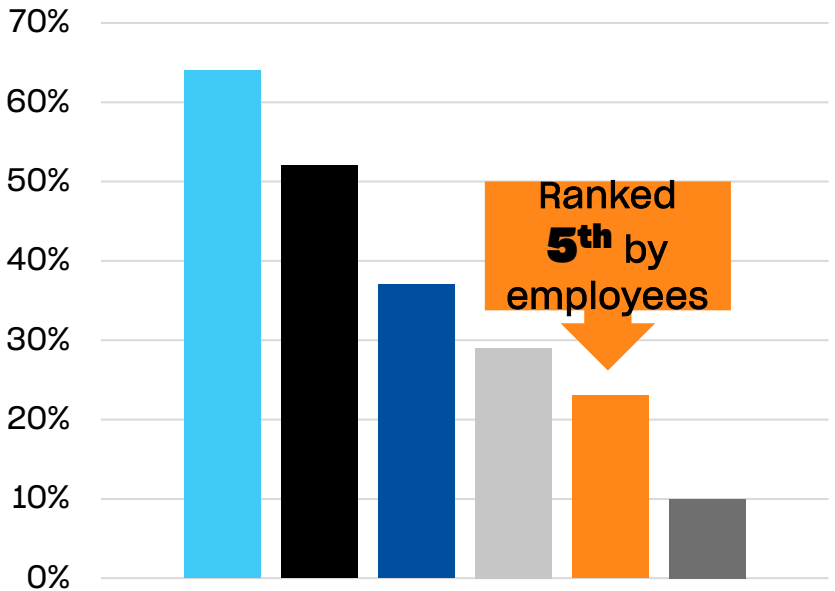
© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

What stops people opening up about illness?

Employees' concerns about calling in sick.



Employees' perceptions of MANAGERS' concerns.



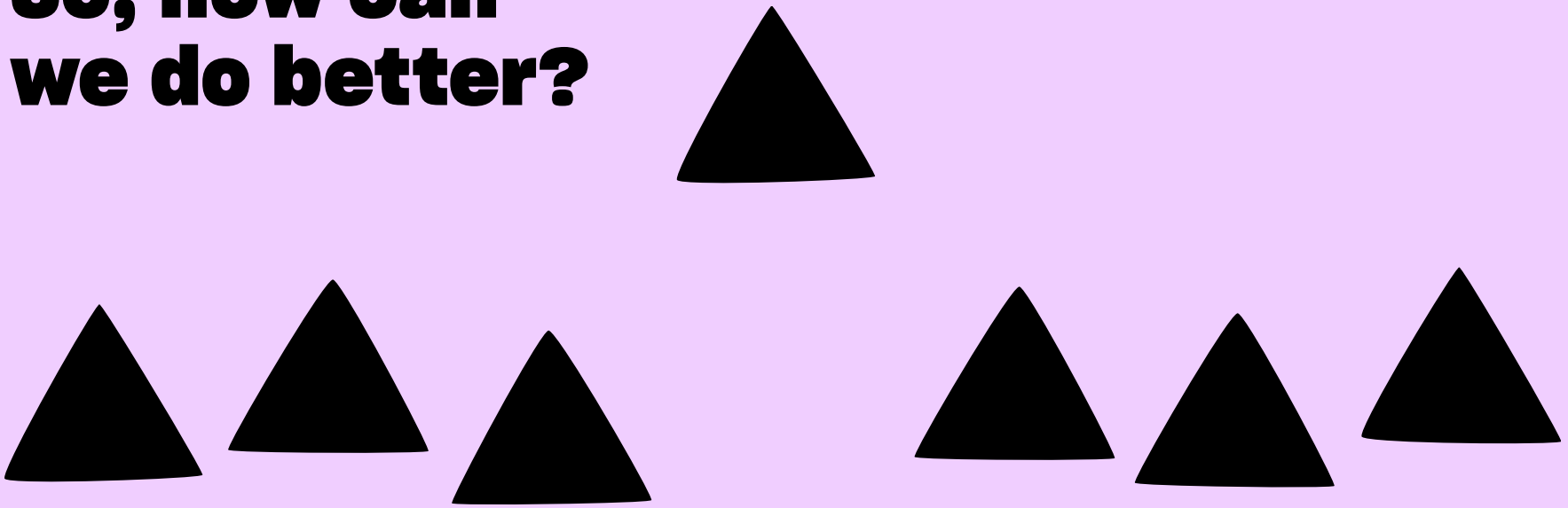
Key to Concerns

Length of absence	Financial implications	Manager perception	Impact on work	Colleague perceptions	Getting back to health	Providing support

© GoodShape 2023. All rights reserved. 'GoodShape®' is a registered trademark.

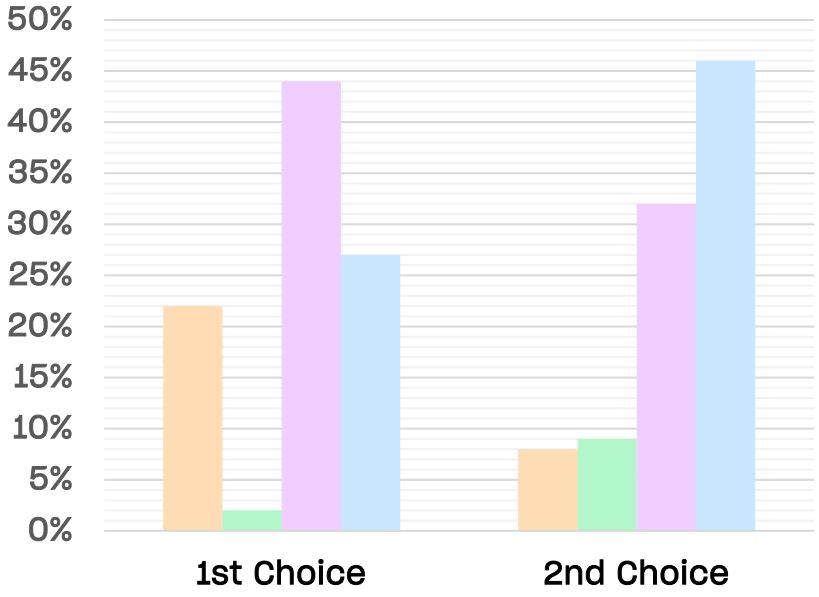
GOOD SHAPE

So, how can we do better?

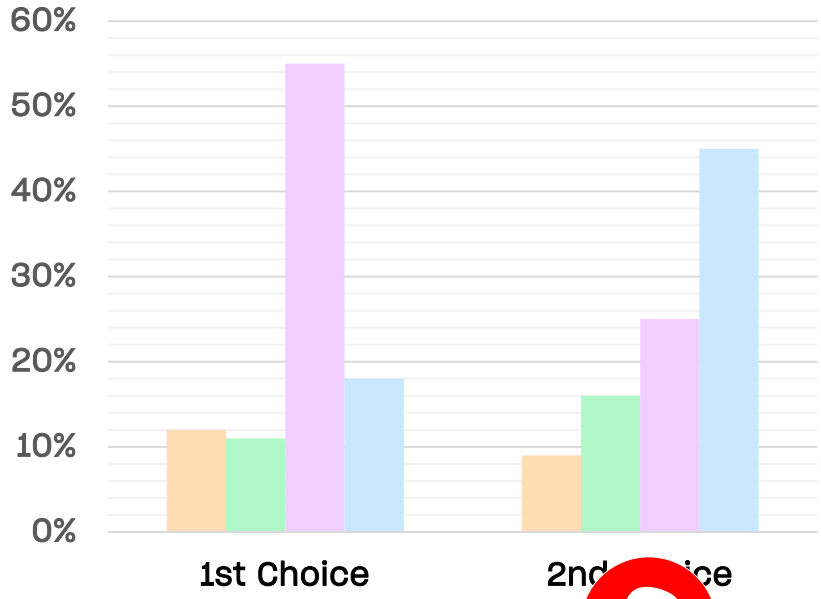


What do employees want?

Preferred support for PHYSICAL health.



Preferred support for MENTAL health.



Manager | Work support group | Independent MH/ clinical specialist | UK registered nurse | Mental Health First Aid colleague

What do employees want?

GOOD SHAPE

51%

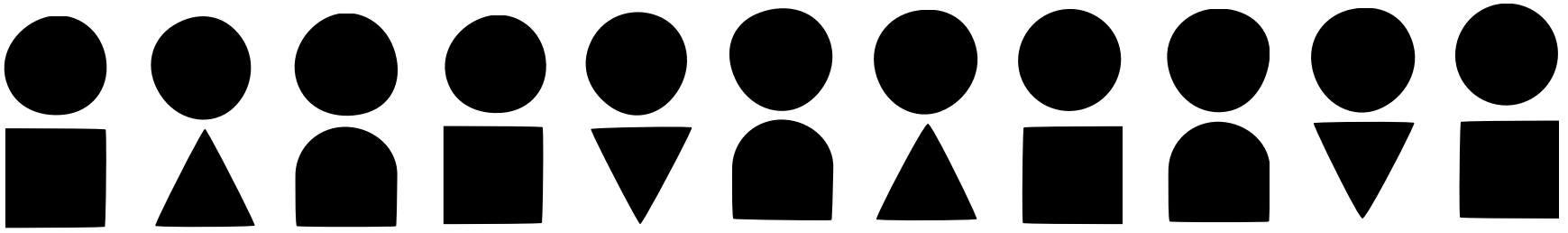
"Specialist independent advice and guidance."

63%

"Support to get me back to work safe and healthy."

67%

"Confidentiality."



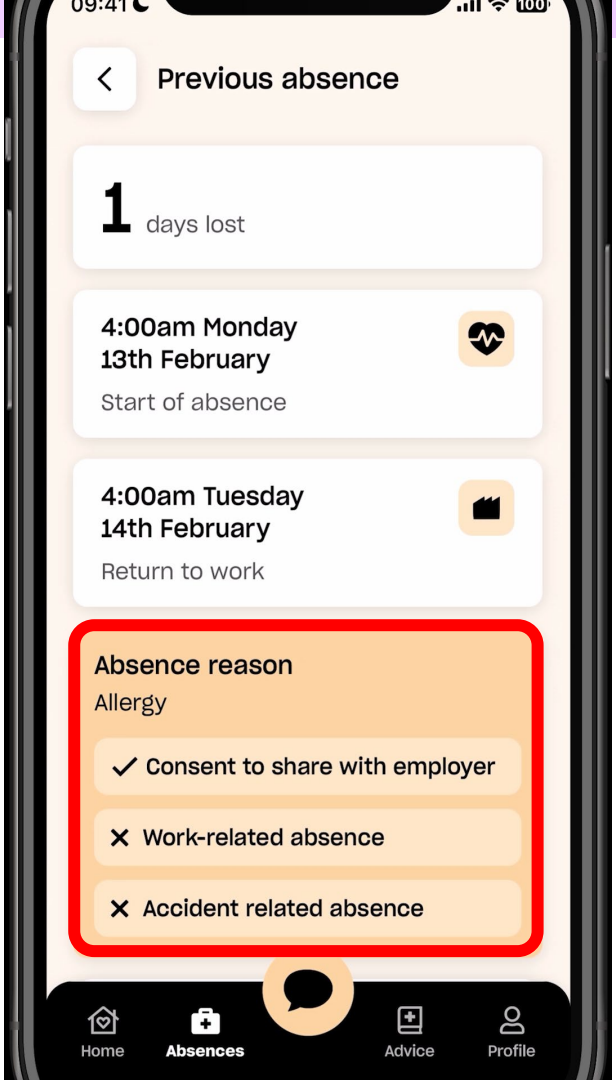
Choice, control and confidentiality are key to better employee support

Choose to talk on the phone.

Choose to Use the App.

Choose what private information you disclose…

88% **Prefer to use the app to Report Absences.**



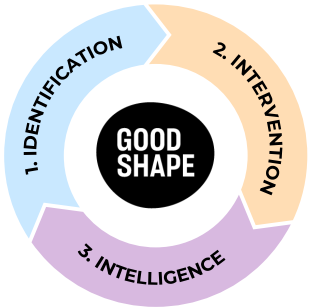
GOOD SHAPE

GOOD SHAPE

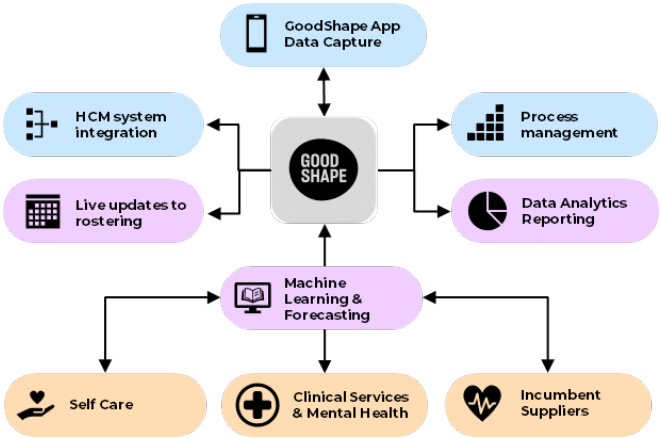
HR deserves better tools and technology.

Could one platform help HR, Finance and Operations?

Unique **Solution**



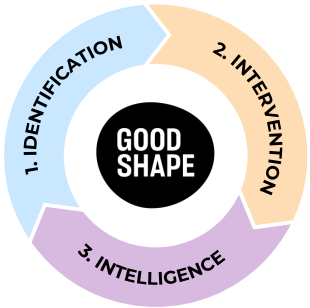
Integrated **Platform**

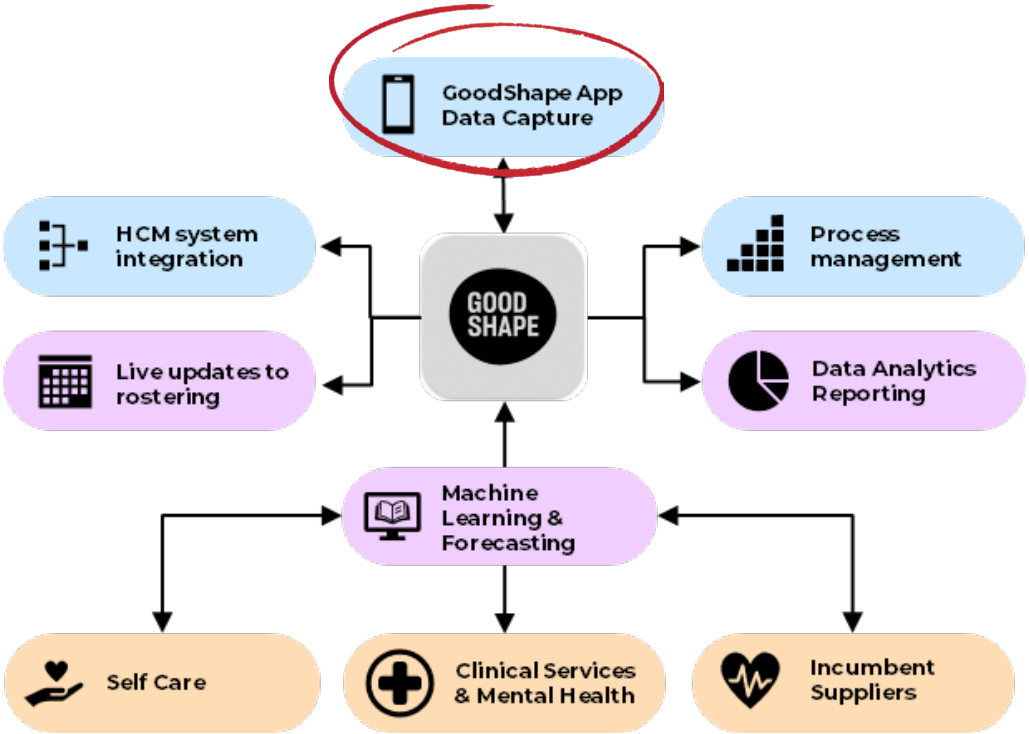


Key **Features**

- A Single Platform
- High Engagement
- Trusted Expertise
- Specialist Tools
- Real time metrics

Could one platform help HR, Finance and Operations?





GOOD SHAPE

In summary:
3 take-outs.

GOOD SHAPE

1

Everything starts with absence.

It’s vital to engage with staff, assess and truly understand the root causes.

2

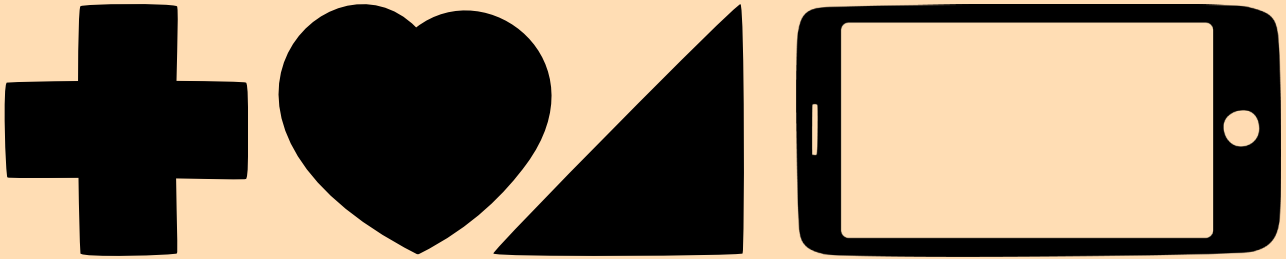
Managers can’t and shouldn’t take the burden.

Impartial, expert support is good for employees and for employers. From day 1 to a safe RTW

3

Reliable, tools and data are critical.

MI needs to be timely and precise. Personalised for the best employee support and
aggregated data to enable leadership teams to make smart investments to drive productivity

GOOD SHAPE

Thanks for listening