



Wednesday 21st February 2024, 10.00am - 11.00am

HINTS AND TIPS FROM OUR 21ST FEBRUARY WEBINAR:

WHAT WORKS (AND WHAT DOESN'T) WHEN SUPPORTING EMPLOYEES IN AN ALWAYS CHANGING WORKPLACE

You can also find more stats from the Britain's Healthiest Workplace survey here:

<https://adviser.vitality.co.uk/insights/three-key-insights-from-britains-healthiest-workplace/>

And more information here:

<https://www.vitality.co.uk/business/healthiest-workplace/>

Q: What are you doing in your workplaces to ensure a healthy workplace culture is in place where people feel able to speak up?

- There's lots of redundancy around and people don't feel 'safe' to show any weakness.
- Agree it needs to be individual. Re older workers more concerned about health. Many older workers are not in the workplace due to age discrimination issues
- How do we convince senior leaders who perceive genuinely investing in wellbeing to be "giving in" to individuals who need to be more resilient? E.g. dismiss burnout theme in staff survey feedback. Can see the numbers are a starter for presenting business case, but interested in any thoughts on that
- MHFA England's "My Whole Self Day" on 12th March - get involved folks!
- Carers Support West Sussex, have embedded a Wellbeing approach, which is more than just EAP. they are working towards having wellbeing champions.
- We ran a Know Your Numbers session for all our team last year and this went down really well. Already been asked if we can do it again this year.

- Listening is a core skill that needs to be learned. It is one of the pillars of our wellbeing programme
- Compassionate Leadership is something we are trying to embed into our organisation.
- We had an OHA in to do blood pressure checks, cholesterol levels, BMI, diabetes tests and it was done really sensitively and with some great advice. Identified issues for a few people who were referred to their GP for further advice and maybe treatment.
- Not using services is often linked to fear it will 'mark their card' for things like redundancy
- One way to convince cynical senior leaders is to focus on a business challenge that they are experiencing and help them to understand how much of this is related to how well employees are. This does need you to really understand where your employees are at though.

Q: It would be great to hear what you find doesn't work with workplace wellbeing. Please share your experiences so others can learn from them.

- Too often we have wellbeing strategies in place but this is more of a sticking plaster and we need to get organisations to look at the cause.
- I introduced an EAP last year to 20 employees and there has been little interest and it's a shame as it's really useful. Definitely a culture of set in old ways habits in my workplace with the average workforce age being over 50.
- Are the employees asked what interventions they want?
- Agree with Joanne. It is understanding root cause and treating it. Policies and education of course have a place but treatment options are key
- I would love to see some examples of where businesses are using flexible benefits
- Managers need to prioritise employee wellbeing but demands on them are so high that it's so tough for them to do that.
- And an engagement calendar template. I've got lots to do and think about when I start my new role
- Claire Blain - Vitality: Hi everyone. To Matt's point - I am also a Manager and feel that pressure too. A way to 'share' the pressure and responsibility is to have Wellbeing Champions across an organisation or even across a division. They are really passionate about health and wellbeing, and want to help their colleagues :-). Which helps us managers too.
- Interestingly, we have a really strong uptake with our EAP (around 22% of employees last year)
- Totally agree Carole, in one of the organisations I work in has taken Wellbeing out of the budget! I get concerned when the emphasis is put onto the individual rather than from top down.
- I think there are a lot of 'well-being perks' which are great and nice to have but if the workplace culture doesn't promote psychological safety / increases demands of individuals due to RIFs etc it's not going to truly be effective
- Claire Blain - Vitality: Creating a Community of Wellbeing Champions is a positive thing and they bounce ideas off each other and feel they are a force for good within their organisation which is a really nice feeling.
- I agree with Carol - a range of services so they can choose what resonates with them
- Claire Farrow - Make A Difference Webinars: Matt - I would argue that wellbeing is so fundamental that it is well worth managers taking the time to spend simply getting to know their team members, understanding where they are coming from, what their challenges are etc. This then starts to build up a clear picture of actually what support is needed.

- With good communication stress and burnout are nipped in the bud.
- Yes Claire, it's just allowing them the time and safety to feel as though doing exactly that as a priority is a good thing. Legacy of poor leadership in our organisation is incredibly powerful - a long journey to change opinions of managers and leaders.
- With all champions - what support is there for them?
- Claire Blain - Vitality: Our model at Vitality is that we run a Vitality Champions programme so have Vitality Champions from many organisations. There is a central Hub we facilitate, we support with content, wellbeing initiatives, bring them together through Social etc.. And our experience shows these are people who want to have this role in addition to their main job.
- 100% what Sarah said, if we are going to ask and listen to what our employees need/want, we need to demonstrate that we are taking action. We will lose engagement if we ask for feedback and don't take any action

Q: What else is working when it comes to supporting health and wellbeing?

- To support our staff, we have regular one to ones, we provide our staff with private health care, that includes access to a GP and therapist 24/7, we have weekly "drop in" sessions with a consultant who specialises in employee well-being, we have staff reps and Mental Health First Aiders.
- Empower individuals to be able to express themselves and those with the ability to listen. We are all human and all have the same needs and desires.
- Need to set boundaries and transparency
- I really like Claire Blain's idea of coupling personalisation with community. That's brilliant.
- One day a week without meetings!
- Give time to think out loud

Thank yous

Thank you very informative

Thank you, very interesting

Thanks, really useful session

Thank you soooooo much

Thank you - great session

Great session everyone! Thank you so much!

Thank you very interesting

Really great insights and excellent open discussion of the topic, thank you!

Great session thanks

Excellent