



WELLBEING
IN:

MODERN BUSINESS



by Connor Rhodes

WELLBEING IS:

Oxford Dictionary Definition:



Being Comfortable



Being Healthy



Being Happy

Would staff (business) perform better if people were more:
Comfortable, Healthy & Happy?



A study by PriceWaterhouseCoopers found:

<https://www.pwc.co.uk/services/human-resource-services/work-well-programme.html>

1/3

Of UK workers have a health, mental health or wellbeing issue

83%

say their wellbeing impacts their productivity

39%

have taken time off work or reduced their responsibilities directly due to a wellbeing issue

33%

say their wellbeing was a direct factor in them deciding to leave their job

"Research has shown that happiness is a cause of success: happier people receive more positive reviews, are more productive, creative, earn higher incomes and are less likely to burn out or be absent from work. Happier people are also more likely to get and keep jobs."

Dr. Sonja Lyubomirsky

Professor of Psychology and Vice-Chair - University of California

"Our research has shown that happiness at work increases productivity and performance. Beyond financial metrics, companies should also look at employee wellbeing metrics — after all, we treasure what we measure."

Dr. Jan-Emmanuel de Neve

Professor of Economics - University of Oxford



Indeed Work Wellbeing 2022
Report showed that:

https://d341ezm4igaae0.cloudfront.net/ews/sites/4/20221027182333/Work-Wellbeing-2022-Insights-Report-_en_GB.pdf

1/3

of people are
unhappy at
work

1/4

said their work
unhappiness hurts
OTHER areas of their life

3/4

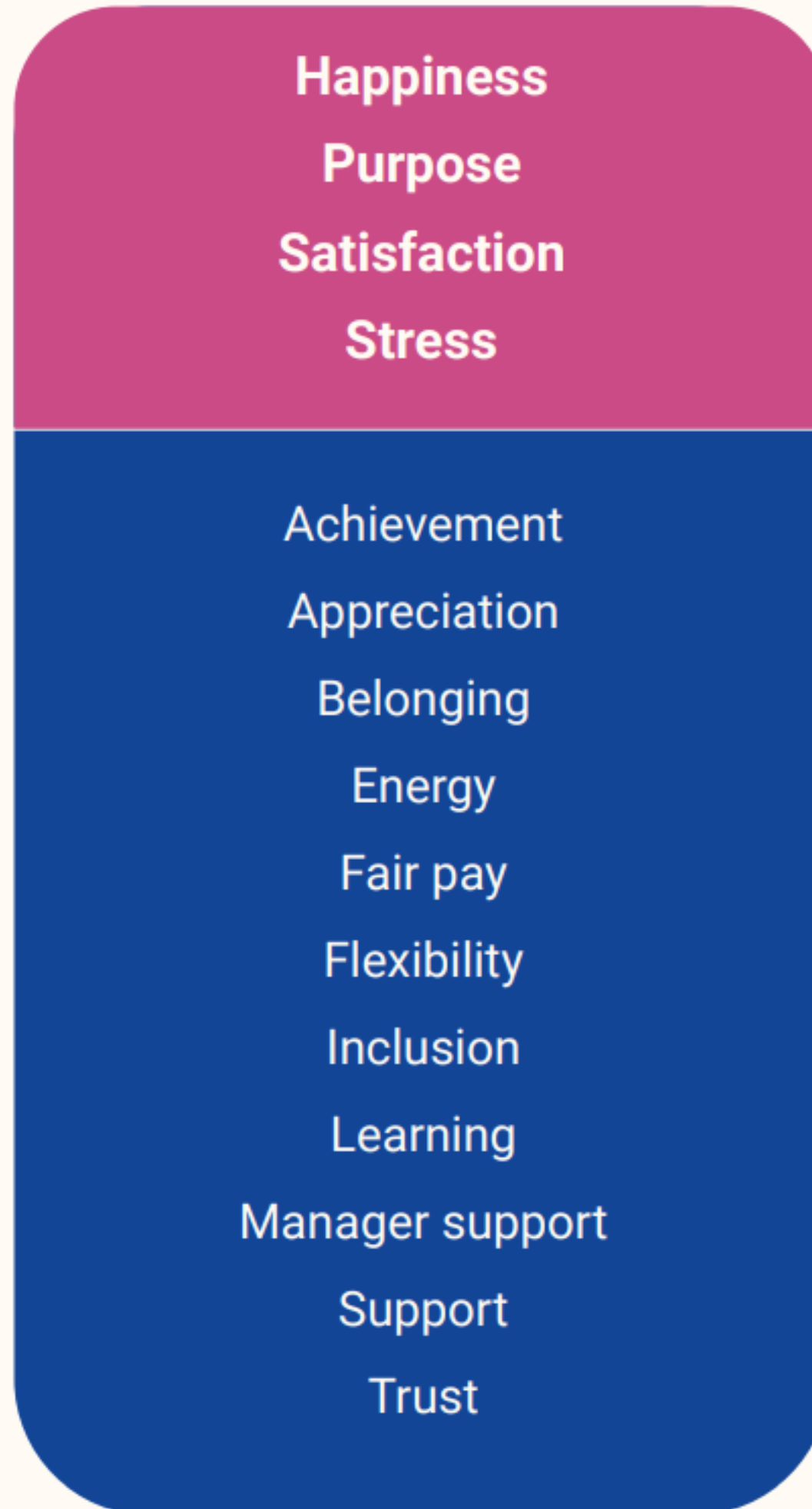
said work
unhappiness affects
their physical &
mental health

1/4

only 1 in 4 people
said they are happy
at work "most of the
time"

Measuring and prioritising wellbeing starts with understanding what drives it.

https://d341ezm4igaae0.cloudfront.net/ews/sites/4/20221027182333/Work-Wellbeing-2022-Insights-Report-en_GB.pdf



Wellbeing **outcomes**

The four key dimensions that indicate work wellbeing.

Wellbeing **drivers**

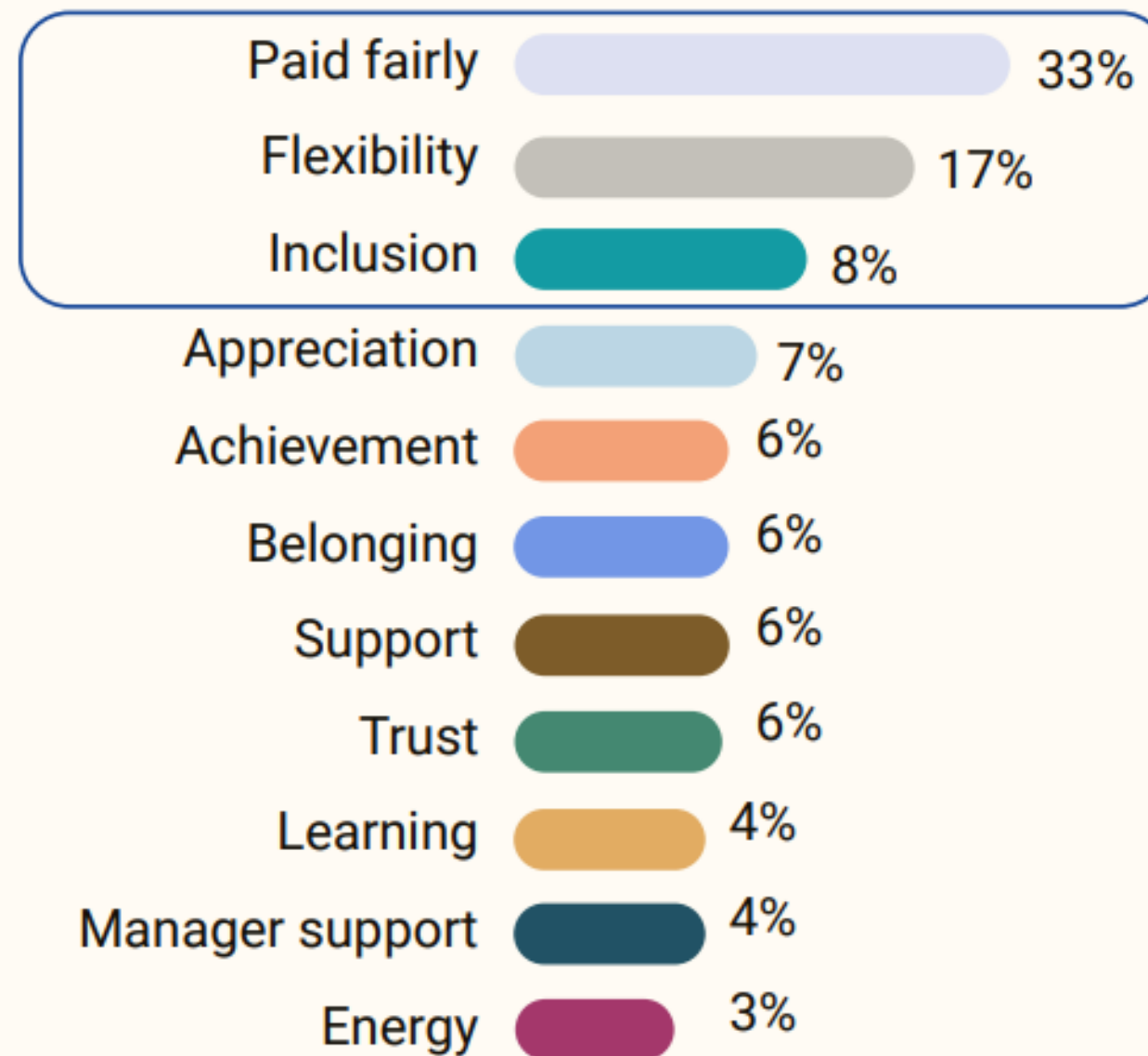
These drivers explain why people feel the way they feel. They shape happiness, stress, satisfaction and purpose.

WHAT WE THINK MATTERS VS: WHAT ACTUALLY MATTERS

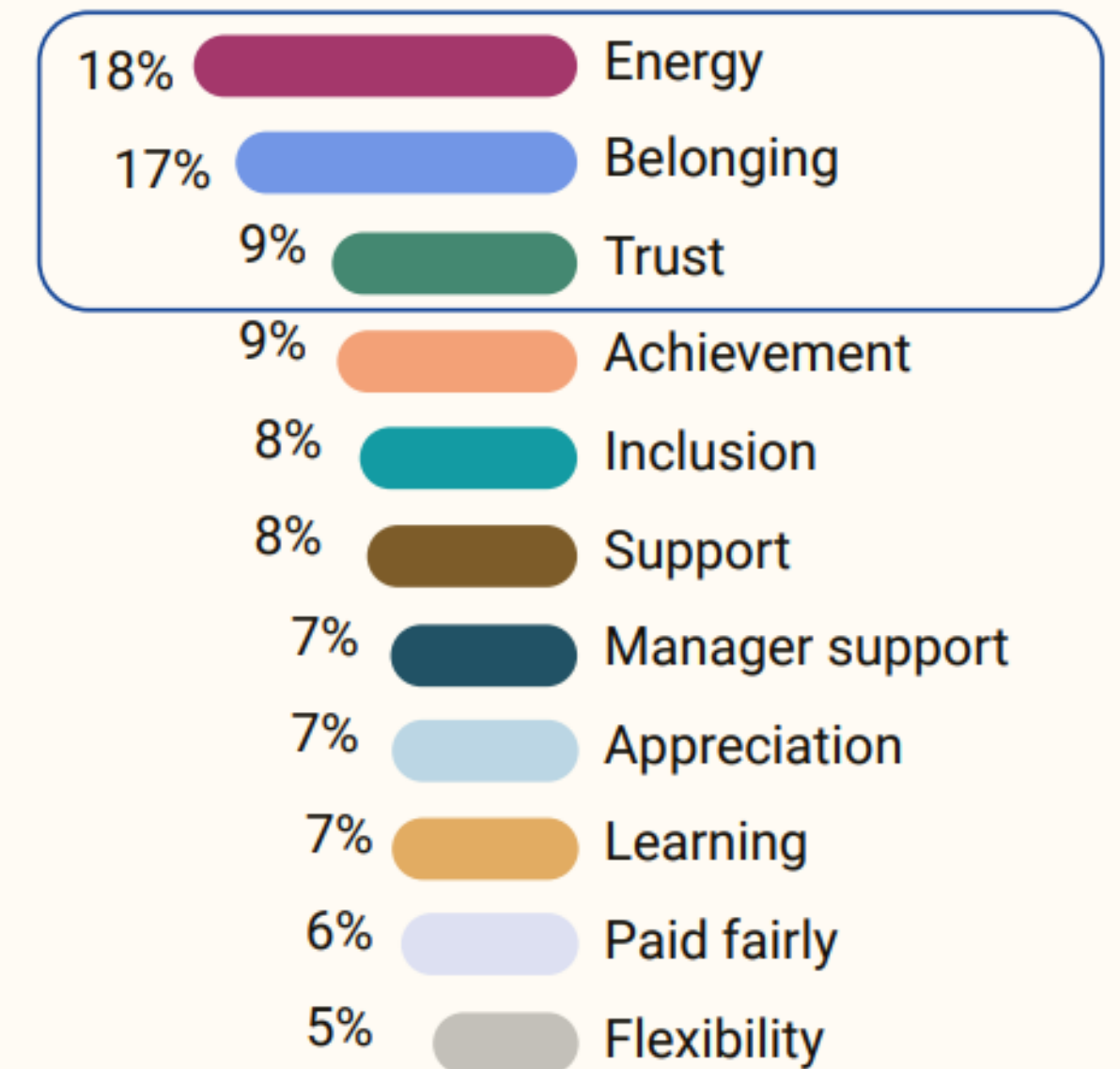
Pay and flexibility will always be table stakes. However, after deeper analysis, our research shows that **feeling energised, a sense of belonging and trust** *continue* to have a higher influence on happiness, stress, satisfaction and purpose levels.

https://d341ezm4iqaae0.cloudfront.net/ews/sites/4/20221027182333/Work-Wellbeing-2022-Insights-Report-en_GB.pdf

Stated importance What people think matters

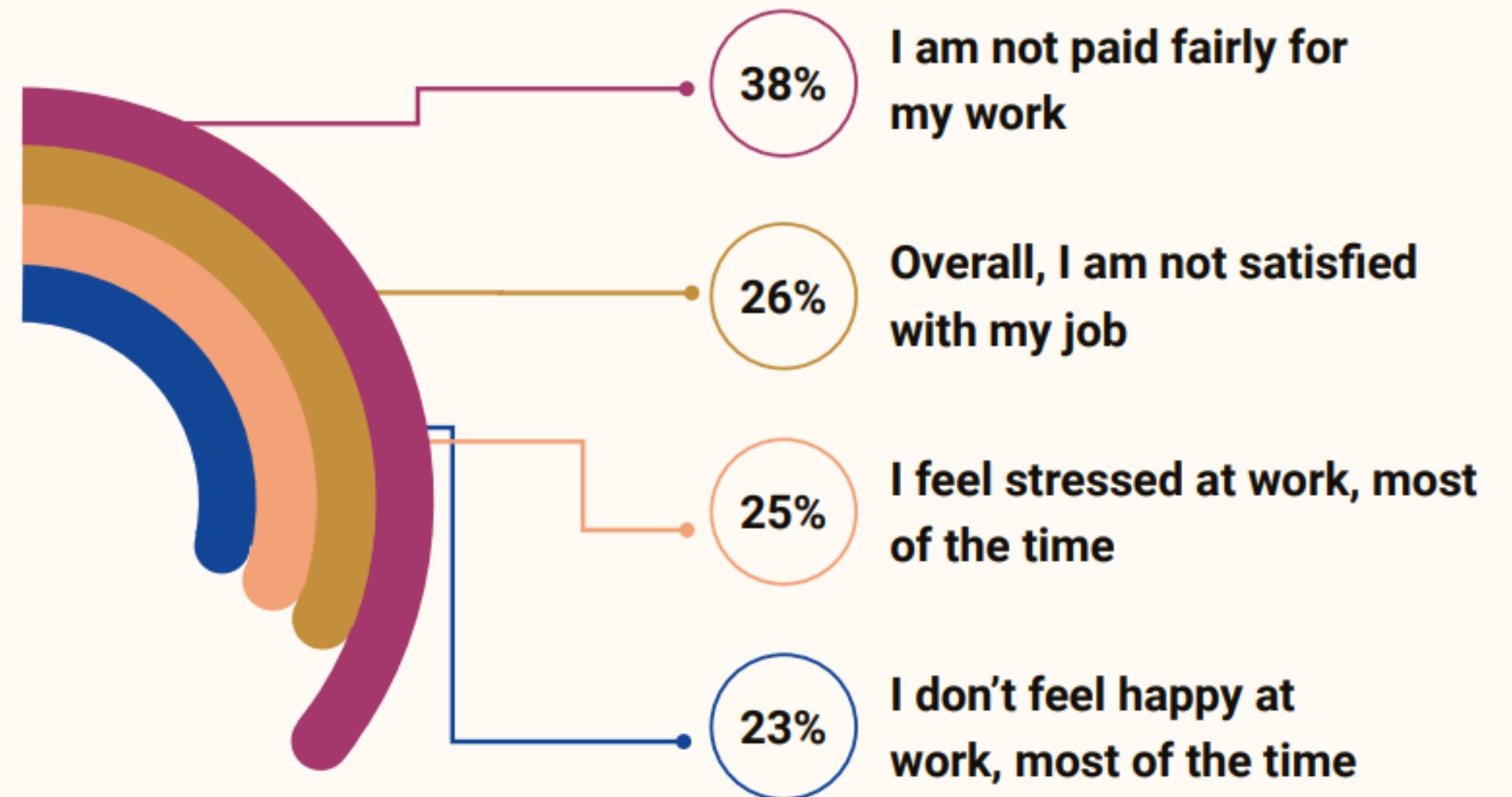


Revealed importance What actually matters



WHY PEOPLE LEAVE THEIR JOB

After pay – stress, lack of satisfaction and happiness are the leading reasons why people look for new opportunities.



SO WHAT CAN WE DO TO:



Health = Happiness

Happiness = Performance

Performance = Outcomes

**INCREASE
HAPPINESS**

**DECREASE
STRESS**

**INCREASE
PRODUCTIVITY**

**DECREASE
TIME-OFF**

**INCREASE
PERFORMANCE**

**DECREASE
TURN-OVER**

1: MEASURE YOUR OUTCOMES

"WHAT GETS MEASURED
GETS MANAGED"

Peter Drucker

- > SURVEYS
- > ASKING STAFF
- > GETTING FEEDBACK
- > EXTERNAL SUPPORT



HAPPINESS - PURPOSE - SATISFACTION - LOWER STRESS

2: FOCUS ON THE DRIVERS

Wellbeing drivers

Happiness
Satisfaction
Purpose
Stress

Wellbeing
outcomes

Learning, Achievement,
Energy

Growth needs

Belonging, Inclusion, Support,
Encouragement, Manager
Support, Appreciation

Social needs

Fair Pay, Flexibility, Trust

Foundational needs

HOW CAN YOU ENSURE YOUR STAFF ARE MEETING THEIR:

FOUNDATIONAL - SOCIAL - GROWTH NEEDS

"Consider what your organisation offers employees. What programmes, policies or offerings do you provide that support these drivers? If you have initiatives in place, how are they impacting wellbeing outcomes? Are solutions working? Measure the impact of efforts against happiness, stress, satisfaction and purpose levels."

3: MANAGERS ARE IMPORTANT

“COMING TOGETHER IS A BEGINNING. KEEPING TOGETHER IS
PROGRESS. WORKING TOGETHER IS SUCCESS.”

Henry Ford

Managers have the most frequent and impactful interaction with your workforce. Invest in truly developing leaders to provide them with the time and space to create dynamics where their team can thrive.

Not all people are great people managers. Ensure you have a pathway for great individual contributors to advance in your organisation without needing to step into people manager roles.

There is room for manager action



4: STRESS MANAGEMENT

"Research commissioned by Mind has found that work is the most stressful factor in people's lives with one in three people (34 per cent) saying their work life was either very or quite stressful, more so than debt or financial problems (30 per cent) or health (17 per cent).

The survey of over 2,000 people found that workplace stress has resulted in 7 per cent (rising to 10 per cent amongst 18 to 24 year olds) having suicidal thoughts and one in five people (18 per cent) developing anxiety.

Stress has often caused people to resort to alcohol and drugs to cope. Nearly three in five people (57 per cent) say they drink after work and one in seven (14 per cent) drink during the working day to cope with workplace stress and pressure.

Other coping mechanisms people cited were smoking (28 per cent), taking antidepressants (15 per cent), over the counter sleeping aids (16 per cent) and prescribed sleeping tablets (10 per cent).

The findings also show that a culture of fear and silence about stress and mental health problems is costly to employers.

Key findings:

One in five (19 per cent) take a day off sick because of stress, but 90 per cent of those people cited a different reason for their absence.

One in ten (9 per cent) have resigned from a job due to stress and one in four (25 per cent) have considered resigning due to work pressure.

One in five (19 per cent) felt they couldn't tell their boss if they were overly stressed.

Of the 22 per cent who have a diagnosed mental health problem, less than half (10 per cent) had actually told their boss about their diagnosis.

Over half of managers (56 per cent) said they would like to do more to improve staff mental wellbeing but they needed more training and/ or guidance and 46 per cent said they would like to do more but it is not a priority in their organisation."

Work is biggest cause of stress in people's lives

 MindCharity

4: STRESS MANAGEMENT

COMMON CAUSES OF STRESS IN THE WORK PLACE

- Low salaries
- Excessive workloads
- Few opportunities for growth or advancement
- Work that isn't engaging or challenging
- Lack of social support
- Not having enough control over job-related decisions
- Conflicting demands or unclear performance expectations

Pay closer attention to stress

Managing employee stress is important as it leads to higher productivity and retention.

Since not all stress is created equal, understanding what triggers stress within your organisation (and why) is key.


Identifying and reducing common trends of negative stress mindset while promoting positive stress mindsets (or resilience) can help improve wellbeing.

For employees with high workloads, especially where they also have tight deadlines, **burnout will dramatically increase over time, resulting in a higher likelihood of leaving their current job.** More money will help more with lower paying roles than higher paying ones, but only to a point.

If reducing the workload significantly isn't possible in the short term, **then giving people more autonomy over their work will help.** This includes providing control over their schedule, helping them keep boundaries between work and personal time, and helping them feel recognised and uniquely valued for their work.


Indeed Work Happiness Report, based on a commissioned survey (n=2,518 UK adults) conducted by Forrester Consulting, 2022.

FURTHER INFORMATION ON STRESS FOR YOU AND YOUR STAFF:




A guide to how to be happy at work plus why it matters

Find out how to be happy at work, including why being happy in your job matters and tips on what to do if another job might make you happier in this guide.

 Indeed Career Guide




<https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/tips-to-reduce-stress/>




Work and stress

Stress can put you at risk of developing a mental health problem, or make your existing problem worse. Learn more about how to cope with stress at work.

 MindCharity

MENTAL HEALTH AT WORK TRAINING COURSE FOR BUSINESSES

<https://www.arco.co.uk/news/arco-shares-how-its-suite-of-mental-health-training-courses-can-change-lives>



Stress in the Workplace | Factsheets

Stress places huge demands on employees' health and wellbeing. Learn how to identify and address stress at work, and distinguish between stress and pressure.

 CIPD

THANK YOU

“Improving the health and well-being of our employees makes good business sense.

As a leading provider of workplace health services, we see every day the difference it can make to a company’s bottom line and the impact it can have on employee morale and motivation.

It offers a “win-win” all round.

Employees benefit from better support for their health.

Companies benefit from less absence and improved productivity.

And society benefits from improved public health.”

- Steve Flanagan, Commercial Director, Bupa