

# Managing Wellbeing in a Hybrid World

## Overview

**Even before Coronavirus hit, stress induced mental health issues were the number one cost to businesses here in the UK.**

Sadly this situation is now getting even worse. The need to support the wellbeing of your staff and managers is more important now than ever before. Working in a changed, hybrid or home environment has become normal now and presents new stressors in addition to those already present in our everyday lives. Understanding how to recognise and manage stress effectively is key for the health, wellbeing and engagement of your workforce.

This package is designed to support everyone in managing their mental wellbeing and also offers guidance to managers for supporting the wellbeing of their staff in these changing times.

## Description

The workshops start with showing how day-to-day stresses can (and very often do) lead to mental and/or physical health issues. We look at how to manage worry and anxiety before going on to fully understand stress, burnout and the six categories of mental illness.

Critically, these workshops also provide comprehensive guidance on how to build resilience and manage wellbeing – knowledge that can be used both personally and professionally - to create a culture where the multiple benefits of good mental health and personal wellbeing are recognised and prioritised.

The two management workshops are designed to help managers understand wellbeing issues whilst having the confidence to facilitate conversations and provide ongoing support.

## Benefits

- Delegates will be given tools and techniques to deal with panic and stress in the moment and also to handle change, fear, worry and anxiety
- Delegates will understand exactly what stress induced illness is and how it can lead to more serious physical and mental health issues. They will also look at what the different mental health conditions are, how to spot them and what the personal and work related risk factors are
- Delegates will learn strategies to build resilience and to place focus on where they can make the biggest impact
- Delegates will learn a range of wellbeing skills to protect themselves and their staff from developing mental health issues. These same skills will also enable anyone who is already suffering to get better
- Managers will learn about the C.A.R.E. strategy which is designed to build confidence around initiating/handling wellbeing conversations. Key communication strategies are also covered.
- Managers will learn how to manage wellbeing conversations whilst protecting themselves from internalising other peoples' issues.

## Content

There are 6 half day (2.5 hrs) workshops in this programme. Four of the workshops are for everybody and 2 of them are specifically for people managers or support staff including MHFAs and HR staff. Two workshops are run in one day.

Some of the content is based on guidelines from Mental Health First Aid England but this course goes well beyond that ensuring levels of confidence, competence and self-protection which will benefit everyone.

*Continued overleaf*

# Managing Wellbeing in a Hybrid World *continued*

## Aims

- Full understanding of stress and how it can lead to mental health issues
- An understanding of the 6 mental health illnesses (based on advice published by MHFA England)
- Increased ability to manage worry and anxiety
- Lower personal stress levels and increased resilience in the workplace
- A proactive approach to reducing stress and maintaining positive wellbeing
- A wide range of tools, techniques and strategies to provide the best possible support for staff wellbeing
- For managers - Increased confidence supporting staff wellbeing in the workplace whilst maintaining their own wellbeing

## Facts & Stats

1. Around 17million working days were lost in the UK to sick leave caused by mental health in 2022; (HSE 2022)
2. There has been a 25% increase in the cost of poor mental health to businesses since 2019
3. 61% of employees who leave are citing poor mental health as the main reason
4. Recruitment costs have risen substantially
5. Presenteeism costs (historically more than twice the cost of absenteeism) have risen substantially and are further complicate by remote and hybrid working

## Results

On completion of the workshop, delegates will be able to:

- Understand what stress and burnout are (medically) and how these can ultimately lead to physical or mental health issues
- Understand how to manage worry and anxiety to increase confidence and productivity at work
- Understand and spot the warning signs of mental health issues in themselves and in others
- Use a full range of tools and techniques to build resilience in the workplace

Managers will be able to:

- Identify and provide initial support for individuals' mental health issues in the workplace
- Facilitate disclosure and on-going support for employees with mental health issues
- Better manage the wellbeing of staff and build a more resilient workforce

*Full list of workshops and content overleaf*



# Managing Wellbeing in a Hybrid World *continued*

## The Workshops

### Workshop 1 – Managing Emotions

The pandemic had, and continues to have a significant on our day to day lives. We were forced to deal with rapid and continuing change which has increased levels of worry, anxiety and depression. This workshop helps delegates to understand how to manage difficult emotions enabling them to be more confident and productive in the workplace.

At the end of this workshop delegates will:

- Understand the human stress response and its triggers
- Understand the different stages of change (practical) and transition (emotional)
- Learn to manage worry and anxiety
- Be able to deal with stress and panic in the moment
- Develop wellbeing coping strategies

### Workshop 2 – Understanding Stress & Burnout and How to Manage Them

This workshop looks at what stress is – good and bad – and shows how it can lead to physical and/or mental health issues. It also looks at how stress can lead to burnout and what the differences are.

At the end of this workshop delegates will:

- Understand what stress is (medically) and how it can ultimately lead to physical or mental health issues
- Understand how stress can lead to burnout and how this differs
- Understand what mental health is and how we can manage this in much the same way as our physical health
- Recognise the common signs of mental health issues
- Develop a range of wellbeing strategies

### Workshop 3 – Mental Health Awareness & Wellbeing

Mental Health issues currently affect 1 in 4 workers in the UK.

In this workshop we look at mental health difficulties and how to spot them. It then goes on to show delegates a range of wellbeing techniques designed to support them both personally and professionally.

At the end of this workshop delegates will:

- Understand how excessive stress can lead to mental (and physical) health issues
- Understand the six categories of mental illness
- Be able to identify potential mental health issues in themselves and in those around them
- Learn a full range of wellbeing techniques

### Workshop 4 – Building Resilience, Growth and Focus

**Resilience: The ability to adapt to, and bounce back from, adversity.**

This workshop looks at a full range of strategies designed to help us build our confidence, motivation and resilience levels.

At the end of this workshop delegates will:

- Understand a range of strategies designed to build up their own resilience
- Understand how to achieve a healthy life balance
- Develop a growth mindset
- Learn how to choose their focus and response
- Enjoy ongoing support and development through reusable tools

### Workshop 5 – Understanding and Supporting Wellbeing

This course is designed to help managers understand and recognise some of the wellbeing issues staff in their teams are dealing with. The course will look at a variety of support techniques as well as looking at ways we can deliver from a distance.

- Understanding positive and negative stress and how it can lead to mental health issues
- Understanding the difference between mental health issues and mental health illnesses
- Understanding depression and anxiety and knowing the signs to look out for
- The C.A.R.E. strategy for personal and organisational wellbeing
- How can we support wellbeing in the office and/or from a distance

### Workshop 6 – Managing Wellbeing Conversations

This course is designed to support managers to create a culture that recognises and supports members of staff who may be suffering from poor mental health. We will look at techniques to support recovery, deal with challenges and negativity and how we can improve motivation and recognition via a coaching style of leadership.

- Creating an open culture around mental wellbeing
- Understand the pressure curve
- Managing a wellbeing conversation (using C.A.R.E.)
- W.R.A.P. (supporting recovery from poor mental wellbeing)
- Dealing with difficult/negative people
- Become a coaching manager (using the G.R.O.W. model)



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STRENGTH THROUGH UNDERSTANDING