

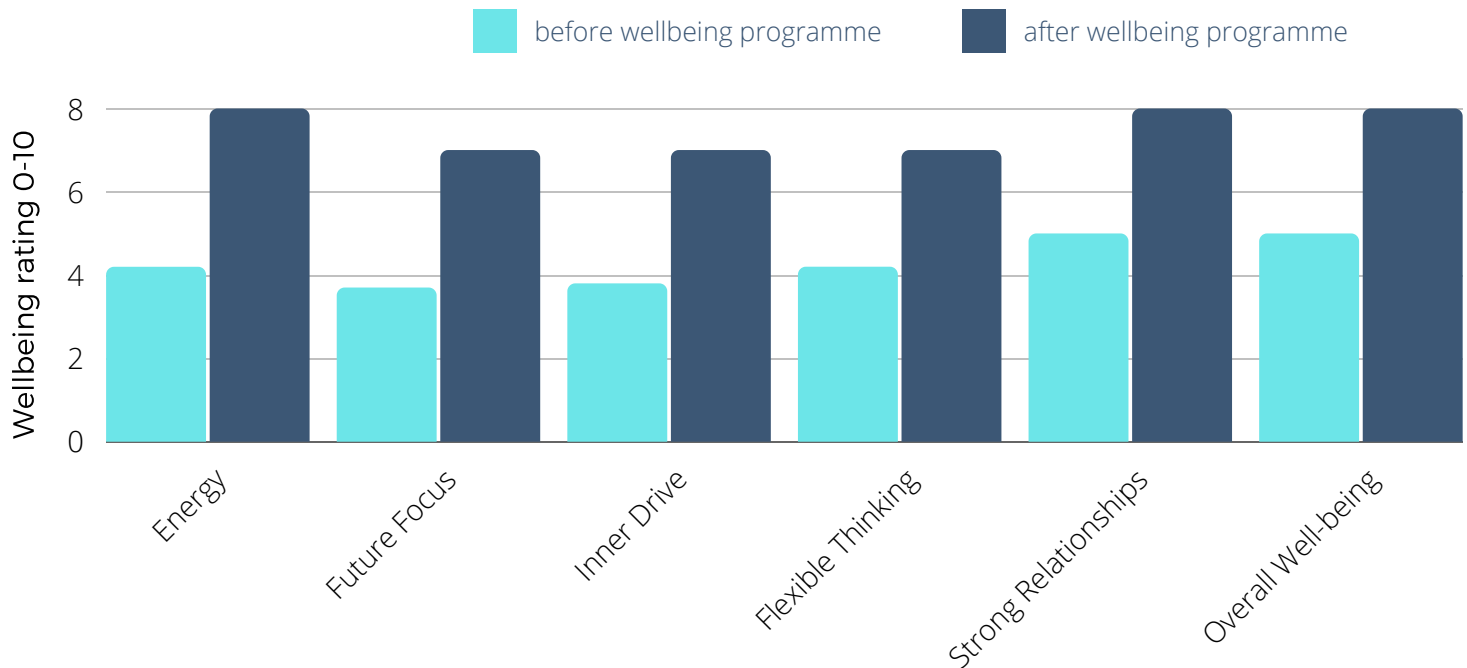
A Case Study:

**Devoting time to
growing resilience
and well-being
during a pandemic**

CASE STUDY - PHASE ONE

MARCH TO SEPTEMBER 2020

During a six month programme carried out during the peak of the COVID pandemic, these results are from the Management Team at a Primary Care General Practice Surgery. Wholeheartedly committing to this programme, when it could have been so easy to delay given what was happening in the world, became the key to success.



Each member of the team received an individual Wraw report during a 1-1 coaching session, which was embedded with monthly group sessions to facilitate open learning amongst the group.

The team welcomed:

- Increased self-awareness on what constitutes individual wellbeing
- Being able to share concerns with colleagues
- Non-judgemental, thought provoking, supportive coaching sessions
- Being explicit about personal needs and boundary setting
- Having eyes opened to different perspectives to find their own way
- Strengthening relationships in order to find support for and from each other

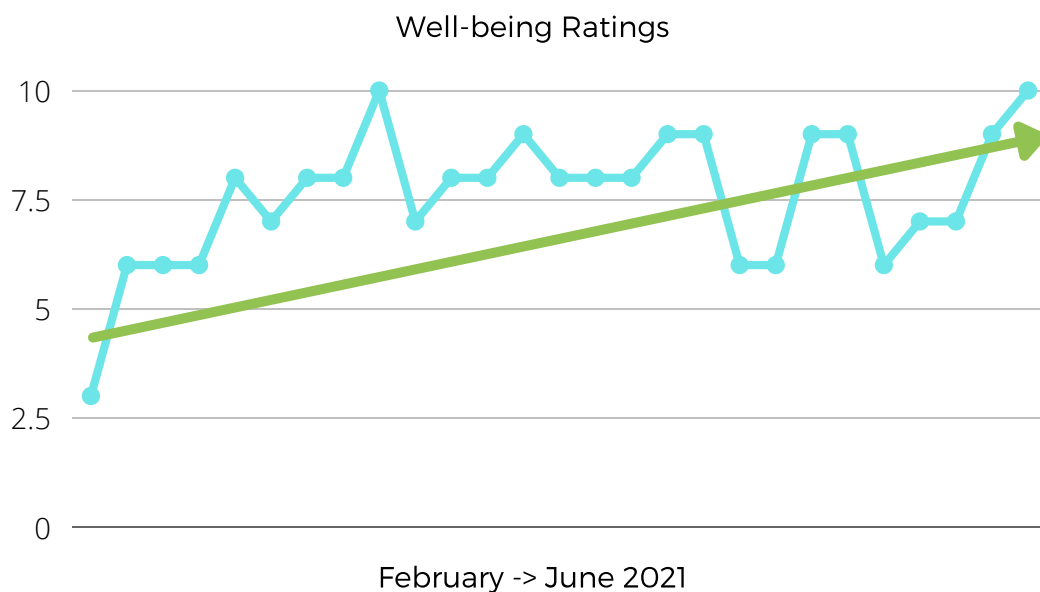
“Thank you for helping to bring our team together and take our team work to another level. I enjoyed it and I’m hearing a really good vibe from the team”

“Huge thank you to Sheela for her excellent coaching sessions which were fun and interactive both 1-2-1 and group. Brilliant!”

CASE STUDY - PHASE TWO

FEBRUARY TO JUNE 2021

With the realisation that the pandemic was "here to stay" and no sign of any respite in volume of work, level of change and the associated personal and professional pressure that brought, it was identified that a continued programme of support was needed. The Management Team recognised that time was a finite resource and decided that smaller bite-size sessions would provide space to think, share experiences and continue to build on the great work from phase one.



Each member shared how they rated their well-being at the end of each session, and the progression is clearly shown. Sessions were scheduled within an hour session, but lasted 45 minutes. This gave enough space to arrive fresh, and leave with enough reflection time before heading onto the next thing!

The team welcomed:

- The opportunity to take time out of the high pressure environment for self-care
- Drilling into their personal and professional boundaries, learning to keep them
- Taking time out to inject some humour into their day, and not feel guilty!
- Owning the agenda for each session, through identifying what was needed
- Collaborating on identifying their new "toolkit" and sharing it wider

"Thank you Sheela, these sessions have taught me a lot and been fun. They have also reinforced how lucky I am to work in a team with brilliant people"

***"It was a great experience to participate in those sessions;
brought us all more together"***

THE WORKPLACE CONTEXT

Two fifths of workers have experienced a mental health condition in the last year and work-related stress, depression and anxiety are the most common causes of long-term absence, accounting for almost half of working days lost in the UK. (HSE, Oct 2019)

The cost to employers, even before the pandemic, had increased by 16% since 2017, costing UK employers up to £45 billion per year. Absence rates have fallen to 5.9 days/year but levels of presenteeism, leavism and staff turnover are on the rise. (Deloitte, Mental Health and Employers, Jan 2020)

5:1 average ROI of workplace mental health programmes

11:1 average ROI of workplace mental health programmes that offer targeted intervention, focus on prevention and build employee resilience

Deloitte 2020

The resilience of all employees has been further challenged by the current situation although the mental health and wellbeing implications will vary across employees depending on their individual circumstance and coping strategies. We do not yet know of the specific impact of COVID-19, but recent research from Mind indicates further increases in anxiety, fatigue and musculo-skeletal problems, a reduction in exercise and an increase in alcohol consumption. There will be many factors to consider, including the impact of lockdown: with ongoing social distancing restrictions, self-isolation and reintegration into the workplace posing their own challenges. The Centre for Mental Health estimate that 10 million people in the UK will need either new or additional mental health support as a direct consequence of the crisis.

Never has boosting the resilience of your employees been more important.

A robust strategy for employee mental health and wellbeing is increasingly recognised as vital for business success and creating a mentally healthy workplace will give you the inspiration you need to drive lasting change.

INTRODUCTION

Looking after the mental health and wellbeing of your employees is not just a tick box exercise: it should be central to organisational culture, demonstrating that you value your people and their potential. Not only that, it's makes good business sense.

At bluegreen Coaching, we use a proactive, preventative and holistic approach: challenging mental health stigma while considering the full continuum of mental health. Collaboratively, we identify hotspots and help you to develop a strategy to target those most at risk. This will help you to direct your investment where it will create the biggest impact on your people, not just now, but as they grow in the profession.

Our coaches are all ICF (International Coaching Federation) accredited with wide industry experience, specifically in Consulting, Human Resources, and in Healthcare. We are trained in the use of psychometric tools to measure the wellbeing of your employees so are ideally positioned to create a bespoke, science-based wellbeing programmes.

One size does not fit all and we tailor our support to blend with your organisation's current resources and human potential, being mindful of the in-house sustainability of our solutions.

MISSION



To support employees and employers to gain the knowledge, tools and confidence to understand and look after their own and others' wellbeing.

VISION



For employees to flourish and achieve their full potential for the benefit of themselves and their organisation.

bluegreen Coaching will support you to;

- align your workplace mental health programme with your organisational strategy.
- gain insights into the wellbeing of your employees using evidence-based analytics to identify risk, optimally target interventions and measure impact.
- create shared insights and support collaborative action planning to foster high performance, productivity, creativity and reduce the risk of burnout.
- strengthen employee resilience by raising awareness of wellbeing and leveraging healthy, preventative strategies to positively adapt to challenges, and shift people from 'good' to 'great' when things are going well.

MEASURING RESILIENCE & WELLBEING

bluegreen Coaching uses Wraw (Workplace Resilience and Wellbeing), a validated and reliable psychometric tool to measure resilience and its impact on wellbeing in the workplace. Wraw will allow you to measure your organisation's baseline wellbeing, target intervention and measure the ongoing impact of your strategy.

Mental Health exists on a continuum and at each stage people have very different needs. The Wraw tool goes beyond measuring wellbeing and will support your organisations purpose.

The Wraw questionnaire is completed online and generates reports that provide rich data on the resilience and impact on wellbeing for leaders, teams and whole organisations. The tool provides a holistic view of mental health and wellbeing: inviting people to explore their thoughts and behaviours around the emotional, social and physical elements of personal resilience.

The wellbeing audit will inform how you want to integrate holistic wellbeing into the heart of your business by;

- identifying individuals/teams who are most at risk
- identifying resilient teams and untapped resources and opportunities
- highlighting pressure points and opportunities for greatest impact
- fast tracking tailored coaching programmes with easy to action take-aways
- exploring the invaluable part leaders play as wellbeing role models

The data serves to;

- **educate and empower individuals**
- **educate and enable organisations**

Wraw is used by Scottish Water, AstraZeneca, Honda, EDF Energy, Cadbury, Aldi, Mind, Haringey Council, ITV, Heineken.



WELLBEING OPTIONS

Personalising your approach allows you to give employees what they need, when they need it, utilising your resources to best effect.

1-1 Coaching

All coaches are accredited with the ICF. Coaching programmes are tailored to meet the needs of the individual. from 6 week programmes of transformational coaching to short, focussed 'laser' coaching sessions.

Group coaching/Workshops/Webinars

Exploring themes of physical, psychological and social resilience, sessions offer tools, strategies and life hacks that can be immediately applied to real life challenges. The suggested themes below can be adapted to meet the specific needs of your employees and managers.

Cornerstone Workshop: MOT4U

Guided design of your individual vehicle for well-being

Explore evidence based content on the impact of resilience on your well-being

Take the opportunity to reflect, and evaluate which parts need attention

Learn a simple language to comfortably talk about well-being

Create visual aids to retain your new awareness

Self-assessment and identification of your unique individual needs

Supplementary Workshops/Webinars:

Sustaining Energy, Sleeping for Success, Boundaries, Flexible thinking & mindset, ,

Rest & Recovery, Staying Connected, Purpose & Values, Optimism, Control & Choices,

Strong Relationships, Keeping Active, Self Belief, Eating Well,

Open to challenge and different opinions. Stress-friend or foe.

All workshops are tailored to include activities which bring your teams together to learn more about each other, and have a little fun on the way!

EVALUATION

Evaluation

A variety of tools will be utilised to evaluate success and inform future planning, for individuals and your organisation.

- Wraw organisational report
- Wraw leaders' summary report
- Wraw Individual report
- Organisational KPI's
- Employee questionnaires
- Employee focus groups
- Employee absentee and retention statistics

Sustainability

Culture change is not easy, not perfect and is an ongoing process of incremental gains. Potential options to maintain momentum, and keep you moving in the right direction;

- make mental health and wellbeing part of your formal measurement framework, for example KPI's and PDR's
- introduce a coaching culture through basic coach training for all line managers
- Introduce peer support networks for managers to continue to learn, reflect and embed their coaching skills.

WHO ARE WE?



Sheela Hobden is an expert Coach who successfully helps people give as much attention to themselves as those they serve (business or personal!). Her style is challenging yet supportive, holding the space for you to explore your conundrums to find the path forwards. She burnt out and learnt the hard way to well-being...working with Sheela means you can avoid it!

Her credentials include Professional Certified Coach (PCC) membership of the International Coaching Federation, endorsed Wraw (Workplace resilience and wellbeing) practitioner, whilst also being fully CIPD qualified.

Sheela works one to one and in groups, designing and facilitating evidence based, innovative programmes. As well as her extensive corporate background, recent programmes with proven results include Public Health teams, Primary Care Networks and Local Medical Committees across England.

Her creative coaching stands out from the crowd. On top of helping smart people like you get ahead of the game, as a Mentor Coach; she also partners with other coaches to sharpen their skills, grow the profession, AND is the Lead for Coach Supervision with The Joyful Doctor.

bluegreen

www.bluegreencoaching.com

Sheela Hobden 07866612434



CIPD

