



Wellbeing, Technology and Employee Experience

The Experience of Working Well

June 2020

welcome to brighter



Navigating Uncertain Times

Return to the New Normal



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**Our
Point of
View**

How should we return?



Return Safely

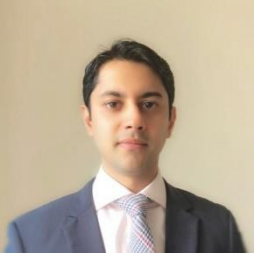


Return to Stability



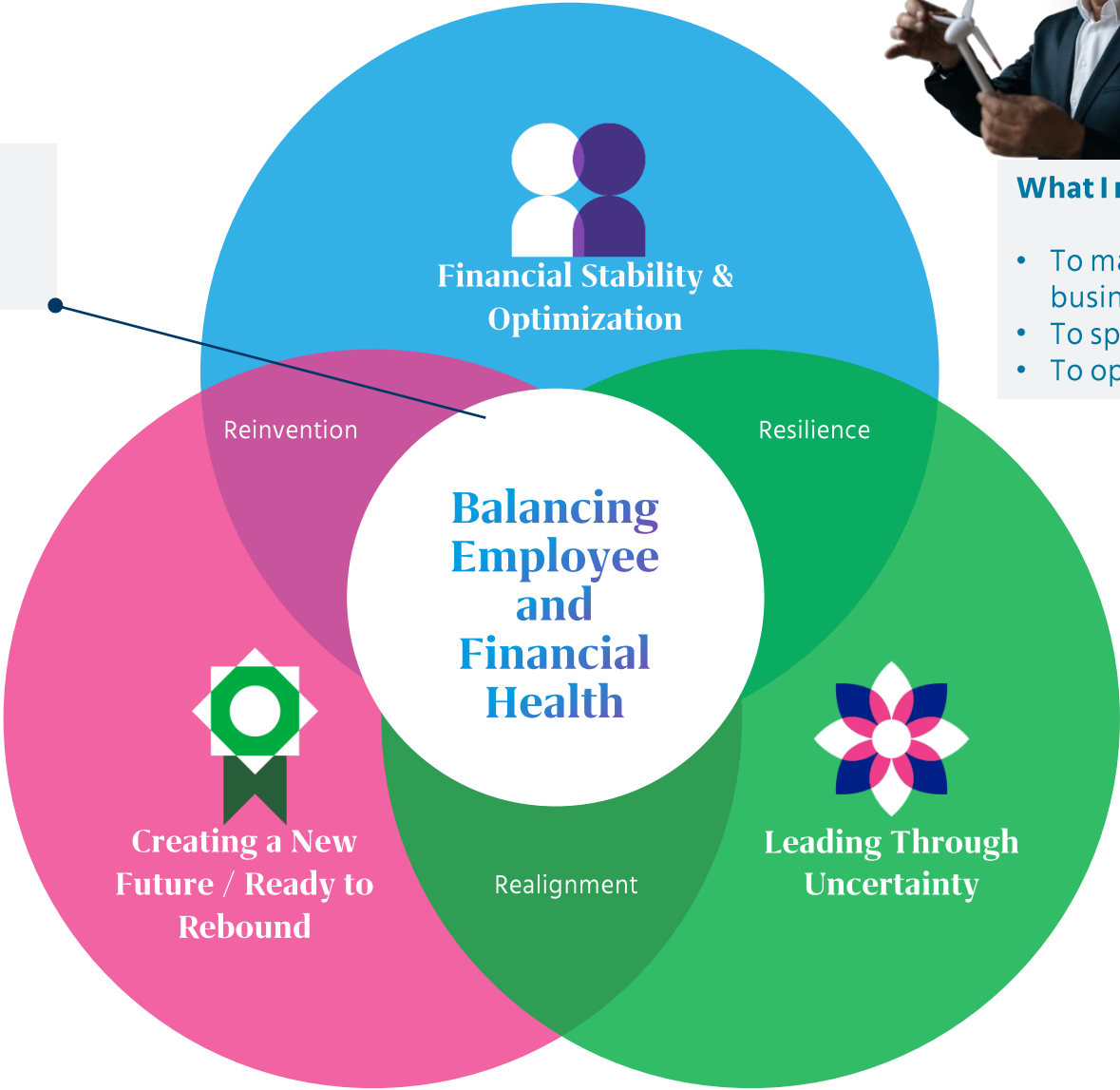
Return with Energy

What we heard business leaders say



All business leaders are faced with responding to a global health crisis while keeping their businesses operational and profitable.

- What I need:**
- To maintain the financial health of our business
 - To spend wisely and manage risk
 - To optimize our return on investment



- What I need:**
- To change the way our business works – to reflect the new rules of the game
 - To learn important lessons and become faster, leaner and more agile as a result



- What I need:**
- To protect and build trust with our people & stakeholders
 - To manage through volatility
 - To communicate well

Hello, and welcome



Nan Duangnapa
Innovation & Analytics



Krystal Tang
Wellbeing & Technology



Lewis Garrad
People Science



What you'll hear today

1

Resilient organizations respond effectively to threats & problems.

2

Resilient organizations are made of resilient people.

3

It is incredibly difficult to be resilient if you are not mentally, physically, financially and professionally well.

4

Leadership and culture matters just as much as individual lifestyle and habits.



You can use technology and data to manage this

How do we build resilience?



Resilient organizations are made of resilient people

To build resilient cultures, we need to take an employee centric approach to solving problems

ENVIRONMENT

The touchpoints, shaped by interactions within the organization

CULTURE, PEOPLE & LEADERS, WORK, PROGRAMS & PROCESSES, WORKPLACE / TECH

EVENTS

A sequence of moments in an employee's journey, both scripted and unscripted

LIFE EVENTS, CAREER EVENTS, ORGANIZATION EVENTS

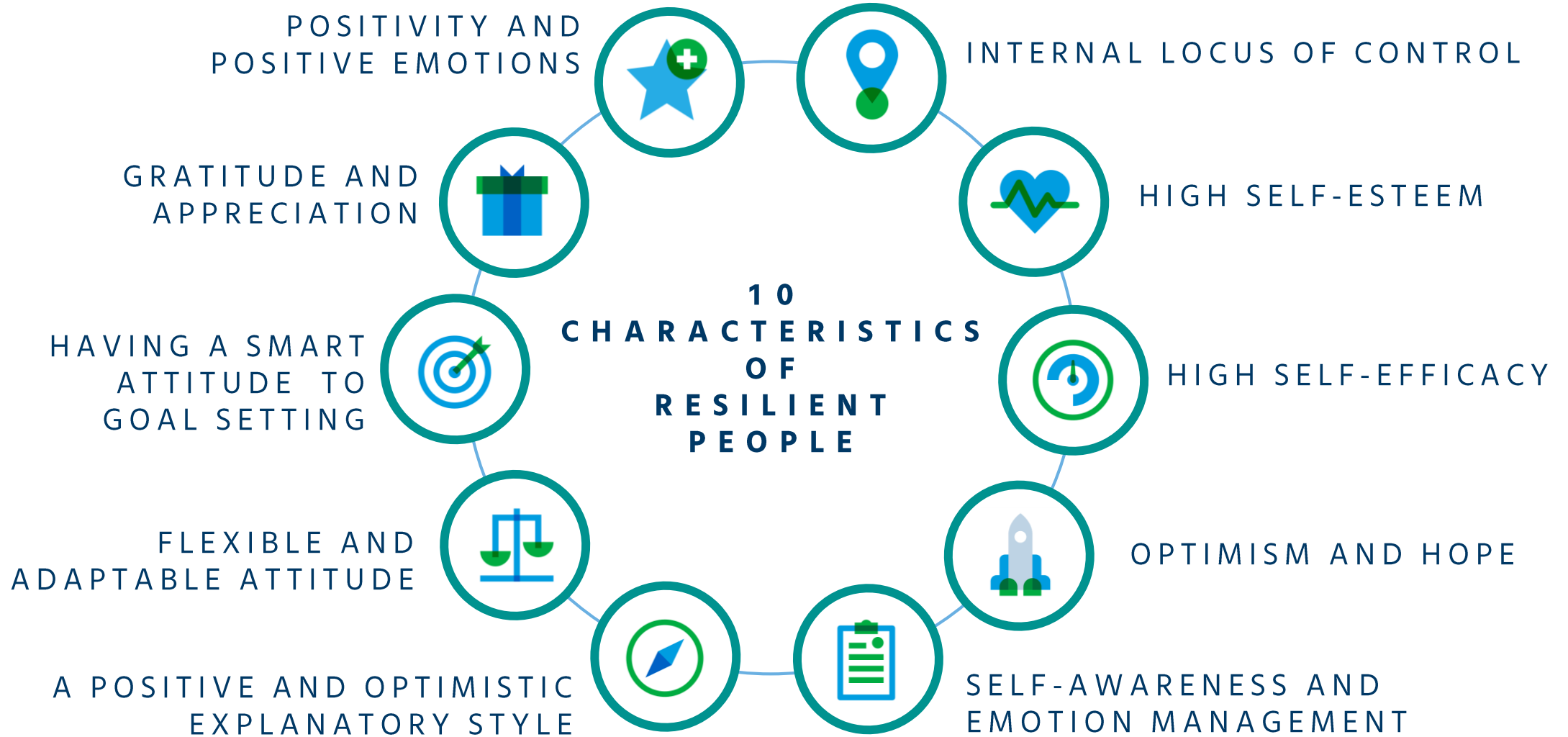
EMPLOYEE EXPERIENCE

EMPLOYEE

My expectations, shaped by who I am and what I value



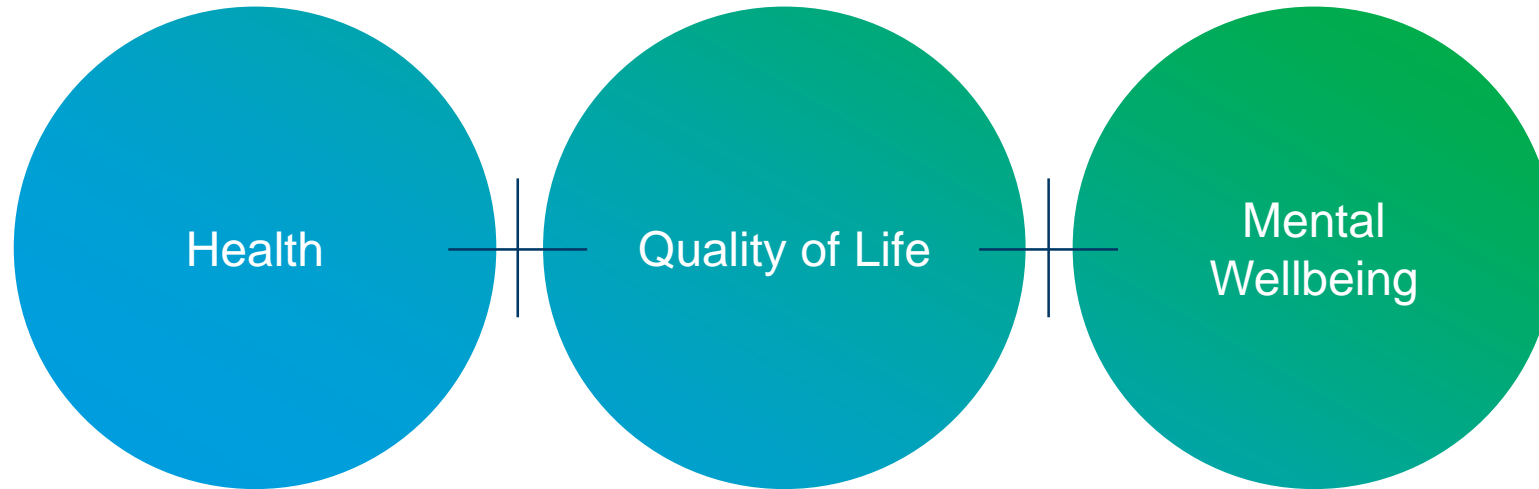
What makes a resilient person?



Why wellness is important?



THE FUNDAMENTAL FOUNDATION FOR BUSINESS GROWTH, STABILITY, STRENGTH AND SUSTAINABILITY



Personal impacts on the corporate

- Businesses should build around helping individuals identify and meet their wellness goals
- This feeds into an overarching strategy for the business that is concerned with employee engagement, retention, and performance

Happy employees perform **12% BETTER**

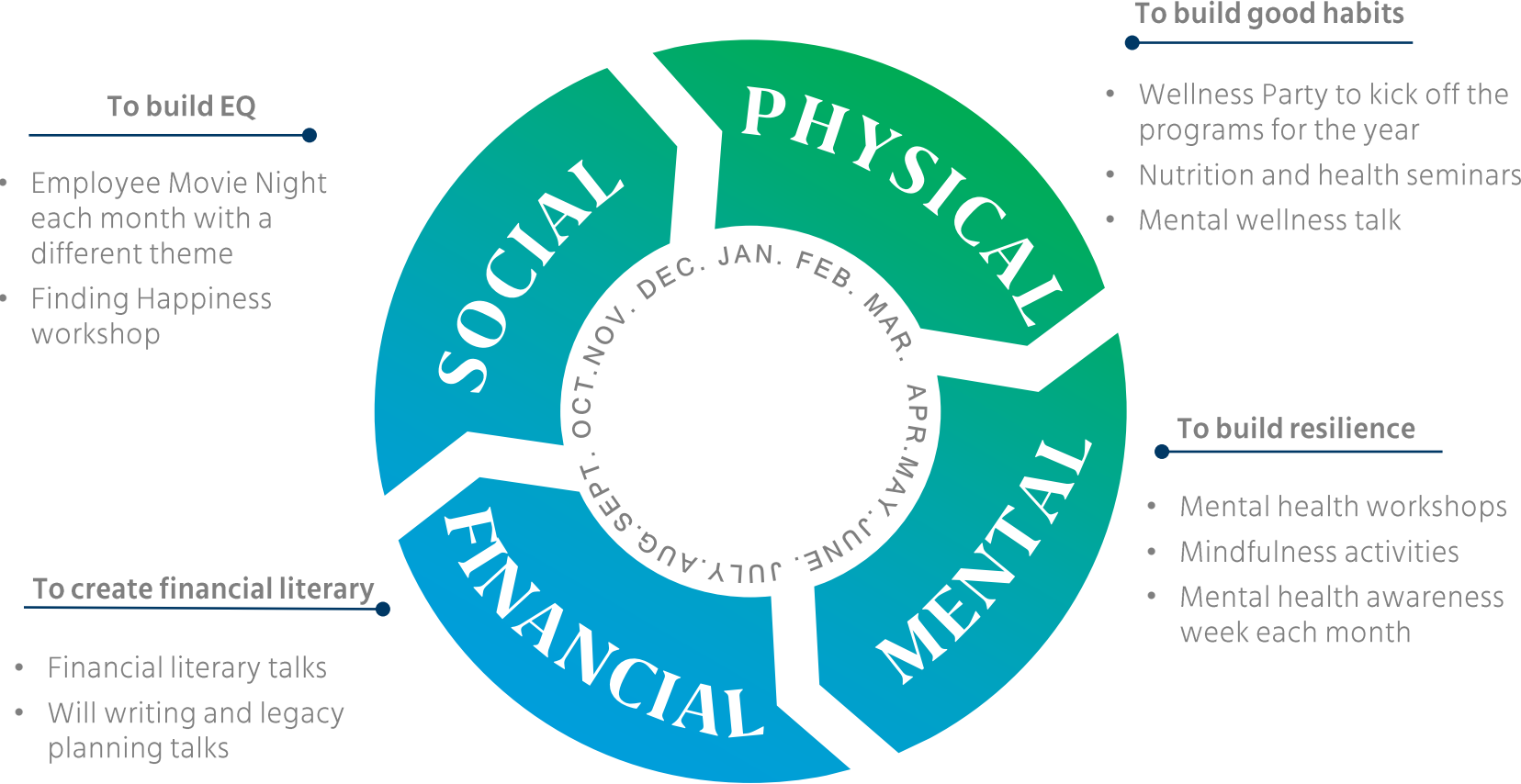
JOB PERFORMANCE

Stressed, unhappy employees perform **10% WORSE**



Example Wellness Calendar

Targeted & Effective Programs





Social Distancing? No problem!



Physical

- ✓ Digital Wellness:
 - Video classes for all wellness needs: health, nutrition, fitness
 - Top certified teachers from the US
- ✓ Telehealth
- ✓ Mobile Eye Health screening



Mental

- ✓ Portal for holistic wellness, including brain Health assessments for early intervention and prevention of cognitive decline and maintenance of brain health
- ✓ Tele-psych



Financial

- ✓ Webinars on financial literacy
- ✓ Webinars on will writing and estate planning



For clients who want a different wellness program

There is no point investing in wellbeing unless you have to culture to support it

Only

16%

...strongly agree that their company takes a genuine interest in the well-being of its employees.

Toxic cultures damage your people and your business



- Distracting people from what is most important
- Slowing collaboration and problem solving
- Stressful, draining and demeaning

Covid19 creates unique cultural & wellbeing challenges

Isolated



Integrated

Overloaded




Unhindered


Cultures power communities: healthy cultures build resilient communities



Dysfunctional Response

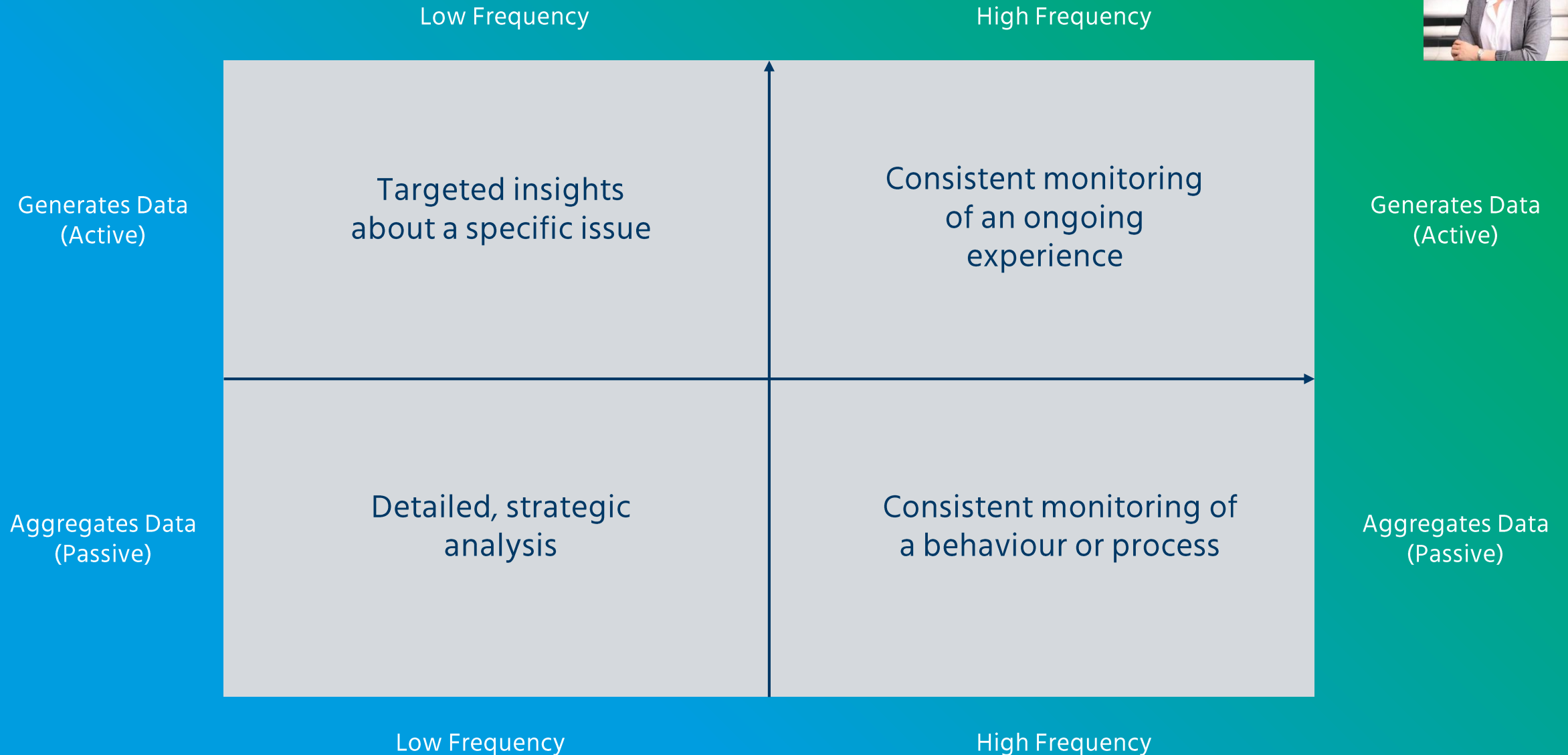
- Limited information sharing & increased power struggles
- Tightening of controls (e.g., micro-management)
- Resource hoarding (e.g., increased turf wars, silos)
- Isolated, insulated leaders 

Resilient Response

- Extensive information sharing & collaborative problem solving
- Loosening of controls (e.g., empowerment)
- Resource sharing (e.g., synergy & collaboration)
- Connected, integrated leaders 

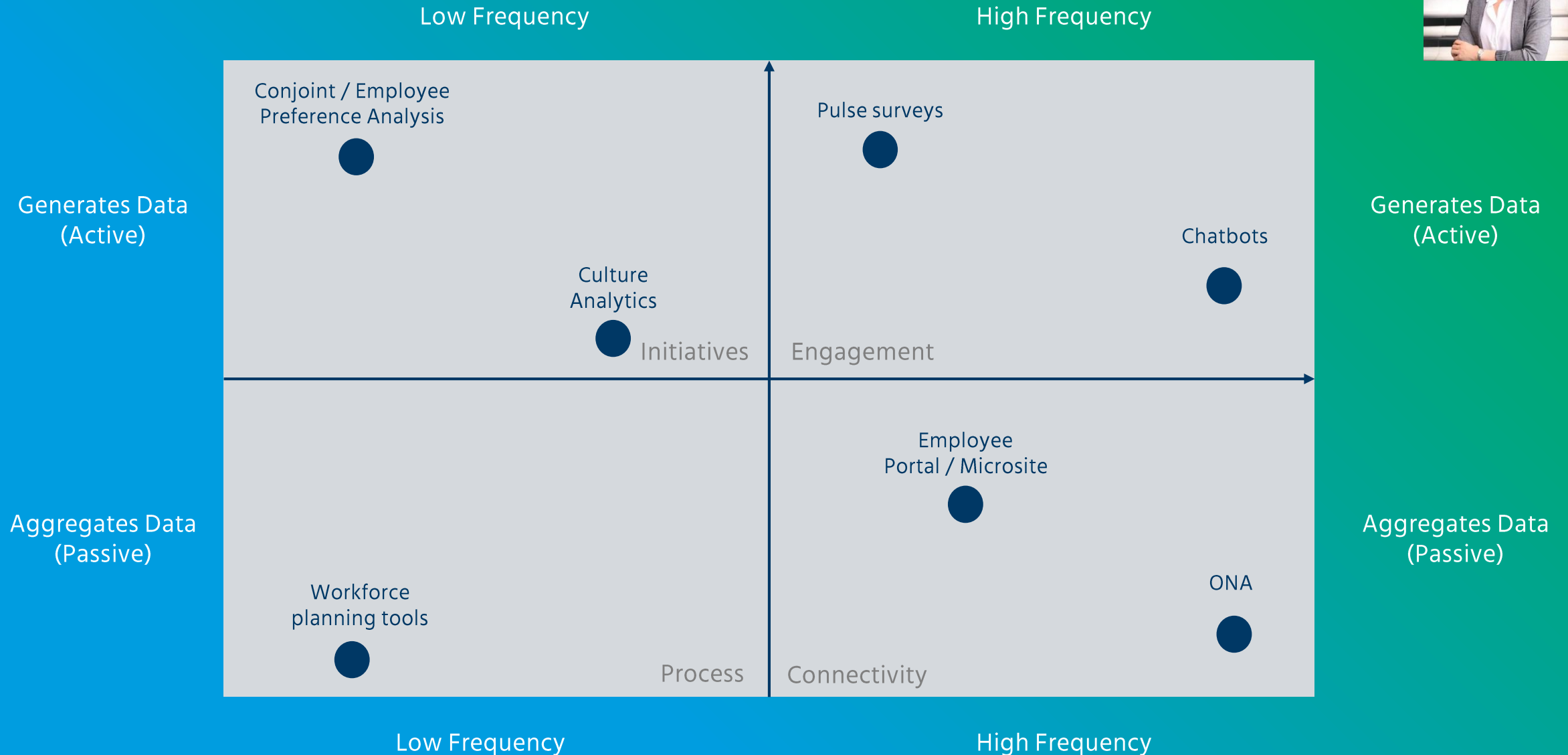
Data is All Around.

Can you spot meaningful data sources within your organization?

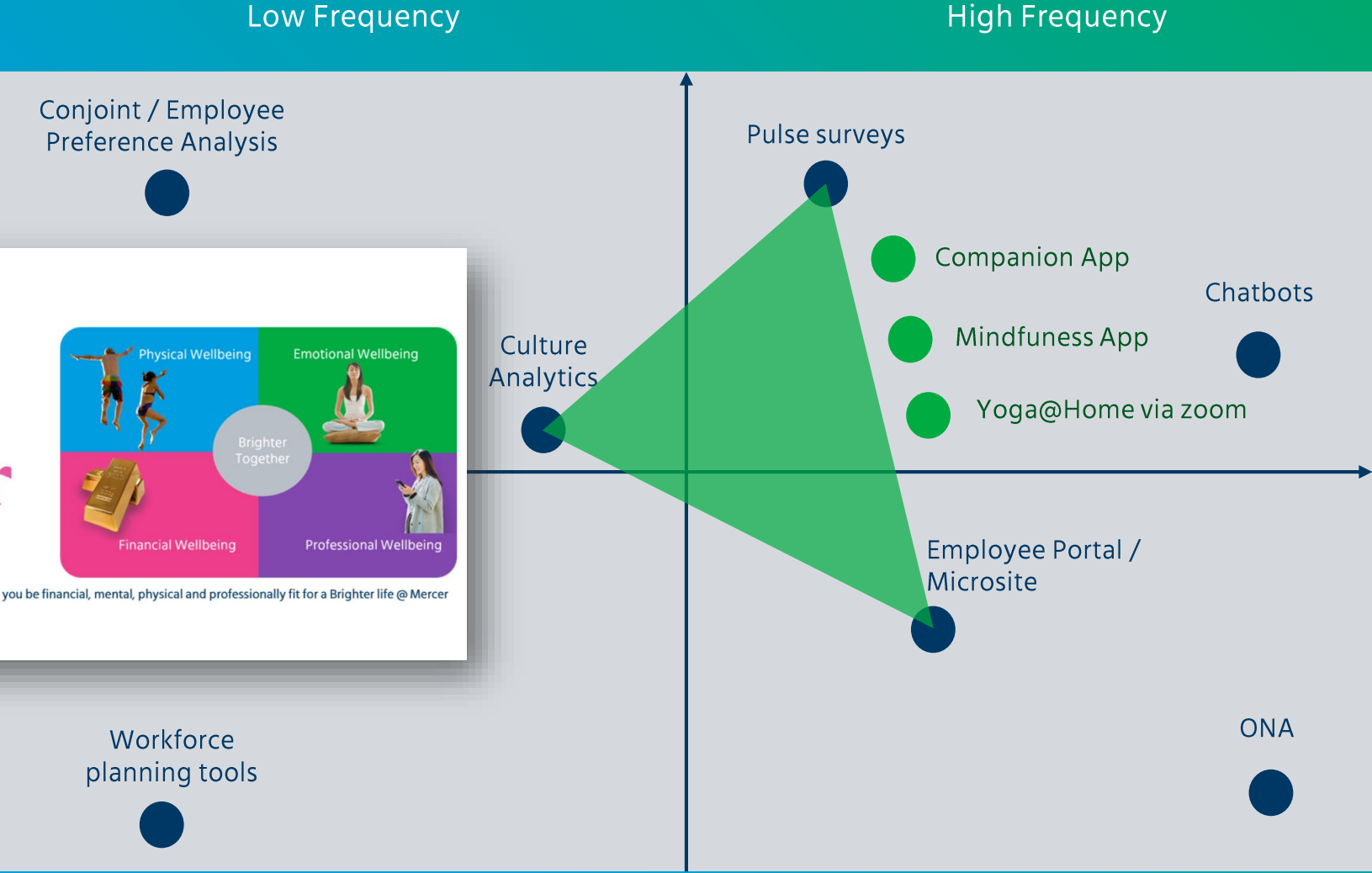


Data is All Around.

Can you spot meaningful data sources within your organization?



Data is All Around. Mercer's Wellbeing Program "Brighter Together"



Generates Data (Active)

Aggregates Data (Passive)

Low Frequency

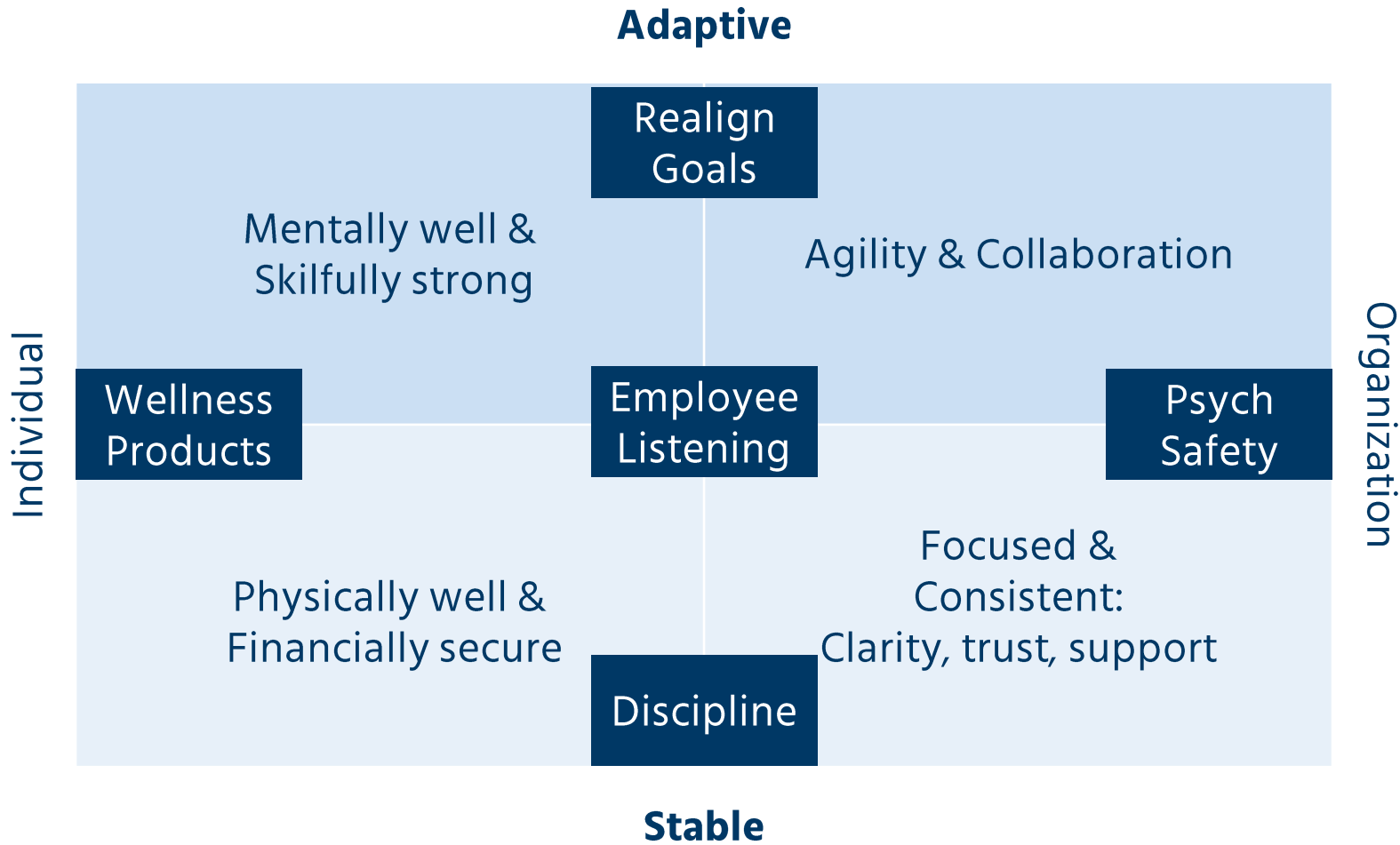
High Frequency

Wait... How much do you know your “Employees”?

Most insightful data was structured and collected with purpose and without the needs of personal information



What are we saying?



Panel Discussion



The tough question - Why are you focusing on wellbeing?



You need to be seen to be doing something



The business case looks pretty attractive!



You genuinely want to help your people thrive in their life



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Manage COVID-19

New ways of working, for the new normal

Thursday Live, 60 minutes

Join our webinar on 11 June, 3 – 4pm, SG time



Akshat Joshi
Workforce Transformation and
Digital Solutions Lead, ASEAN



Siddharth Mehta
Consulting Services Lead,
Singapore

