

Transforming Employee Health, Wellbeing and Performance

Changing Minds & Behaviours

April 2019



Today's Speakers



PAUL HOLLINGDALE
UK Corporate Growth Leader
Mercer Marsh Benefits

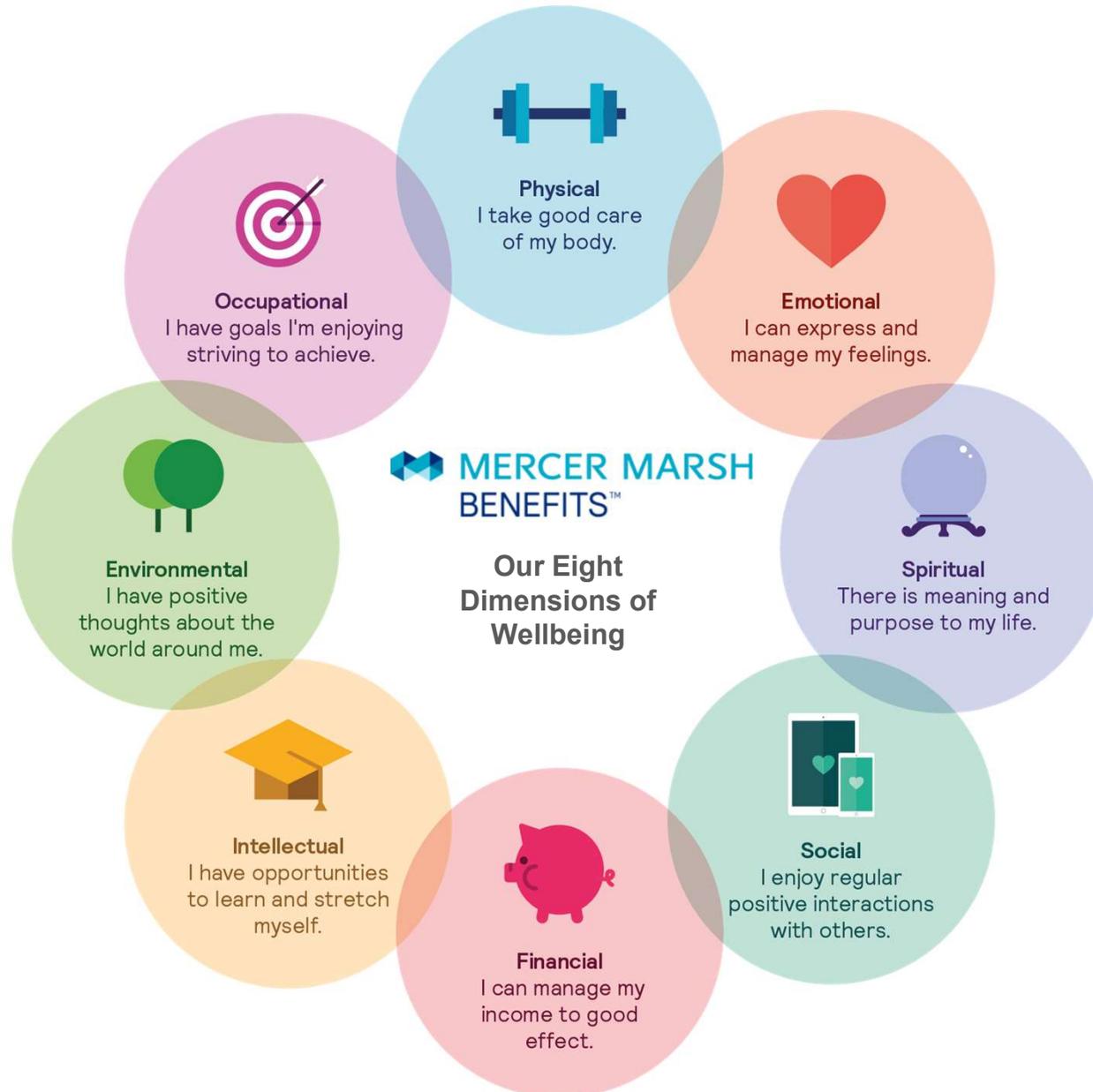
paul.hollingdale@mercermarshbenefits.com



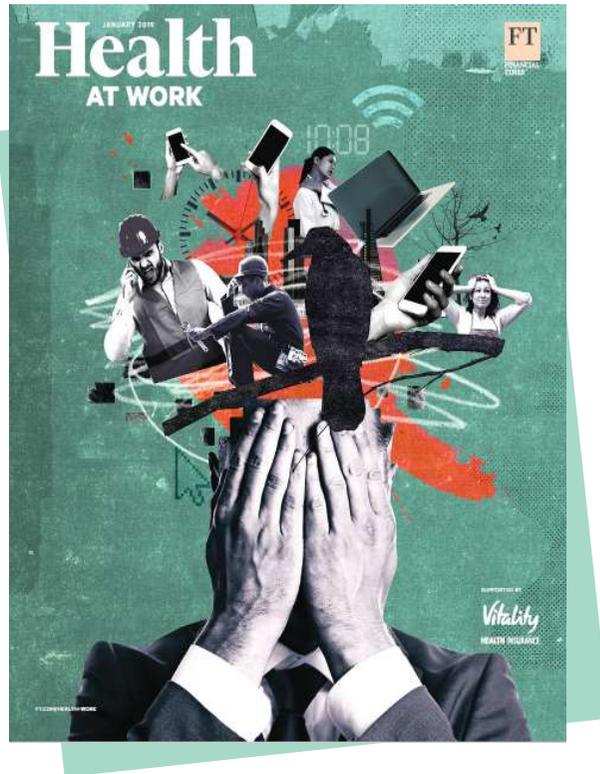
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What is Wellbeing?



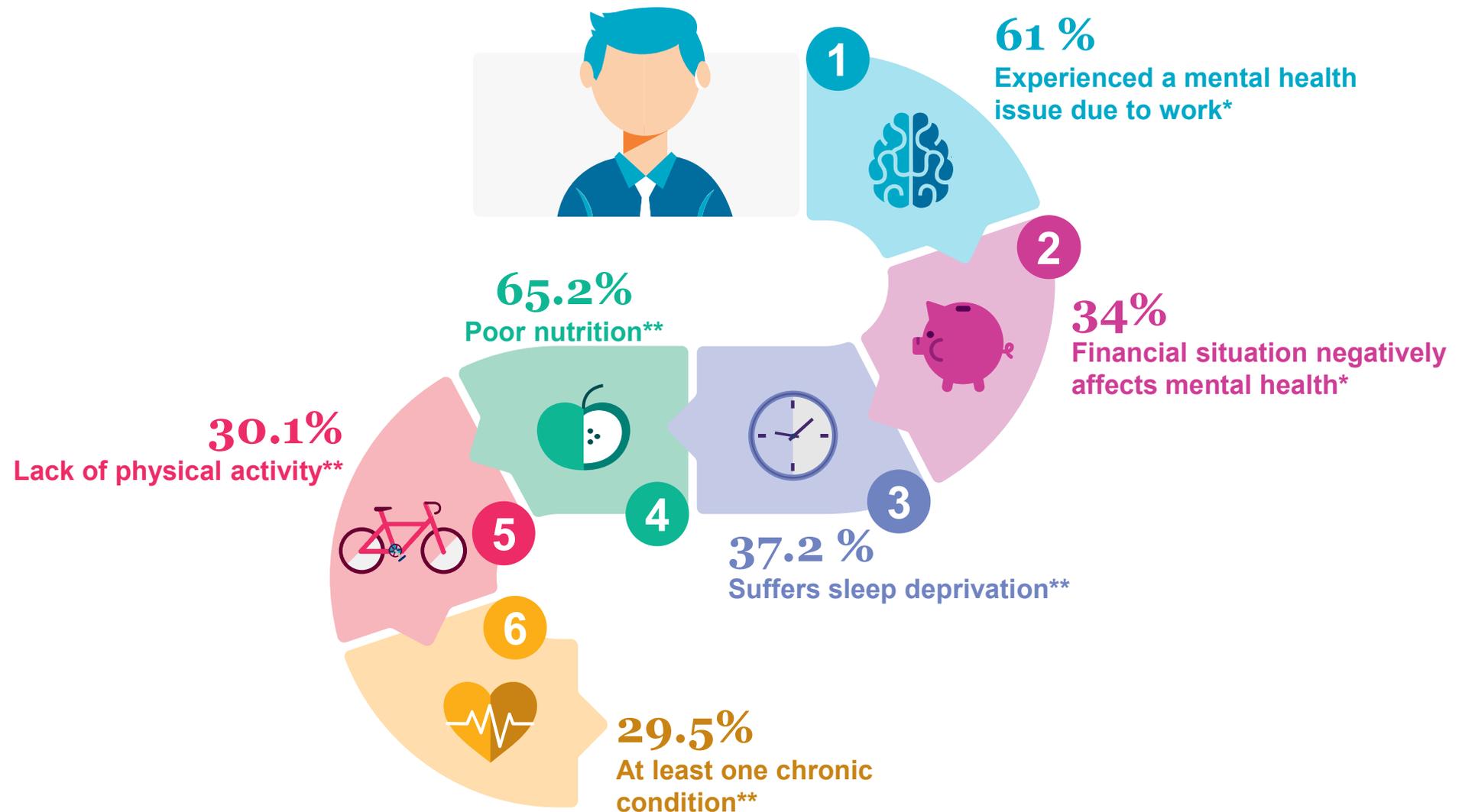
Research on UK Health



**BRITAIN'S
HEALTHIEST
WORKPLACE**



Wellbeing Journey – A System of Decline

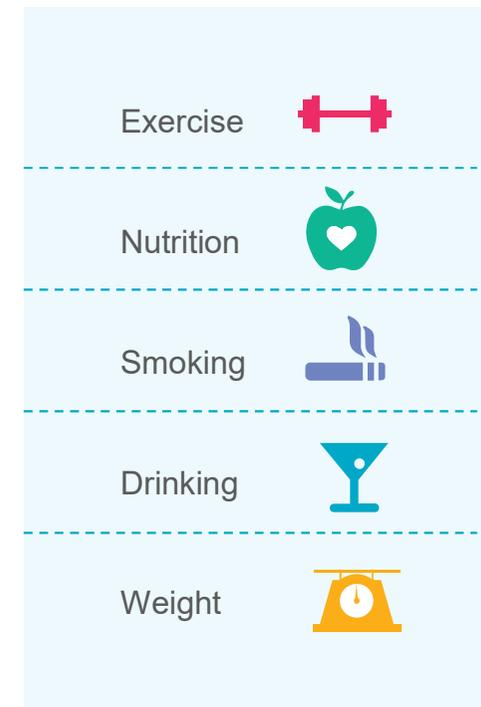
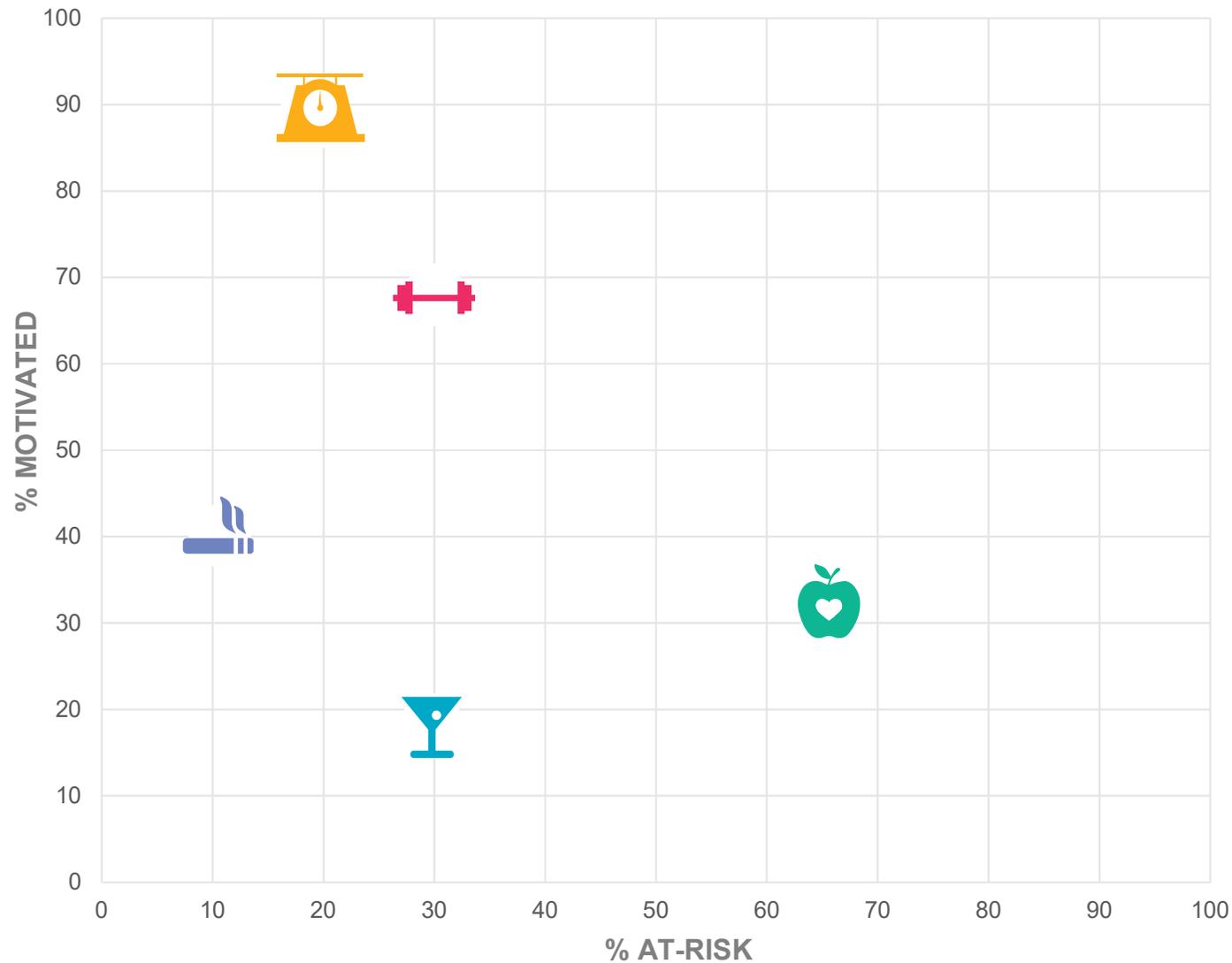


* Mental Health at Work Report 2018

** Britain's Healthiest Workplace 2018

Risk and Motivation to Change

Britain's Healthiest Workplace 2018



Productivity Conundrum: Opportunity

39.1% of employees in the survey have a vitality age higher than their actual age

35.6 days productivity lost per person per year = **13.6%** of work time



Behavioural Health – Opportunities for Change

30%

of line managers
have taken part
in mental health training

64%

of managers have had
to put the interests of
their organisation
above staff wellbeing

Just

16 %

of employees
felt able to
disclose a mental
health issue to
their manager

85%

of managers
acknowledge
that employee
wellbeing is their
responsibility

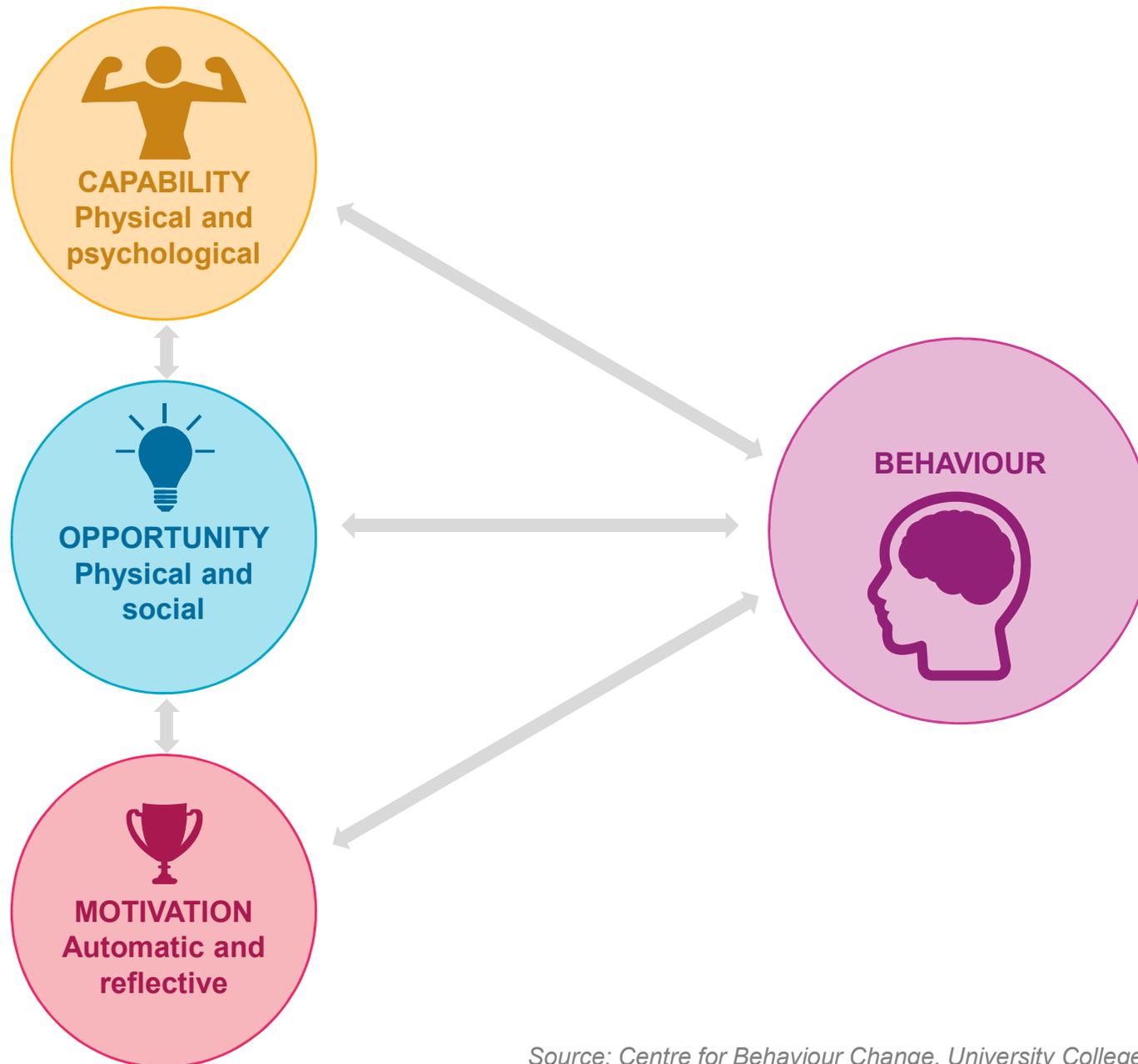


COM-B Model of Behaviour Change



Source: Centre for Behaviour Change, University College London (UCL)

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Behaviour Change – A System of Recovery



Motivation

Behavioural Diagnosis - Mental health services in place but not motivated to use these for fear of what manager or colleagues will think

Intervention - Absence triage process automatically refers to a confidential counsellor outside the organisation

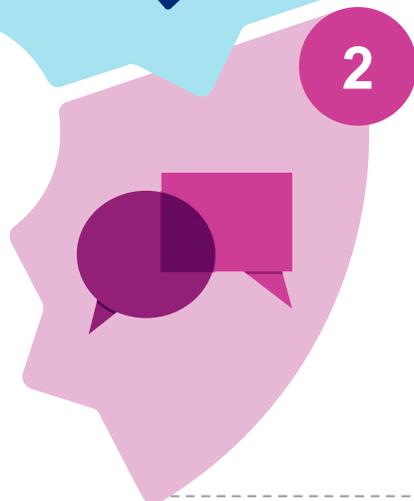
Behaviour Change – A System of Recovery



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2

Capability

Behavioural Diagnosis - Not educated in how to proactively manage mental health or proactively address feelings of low mood

Intervention - Provided with counselling on importance of talking about feelings and given practical advice on boosting resilience

Behaviour Change – A System of Recovery



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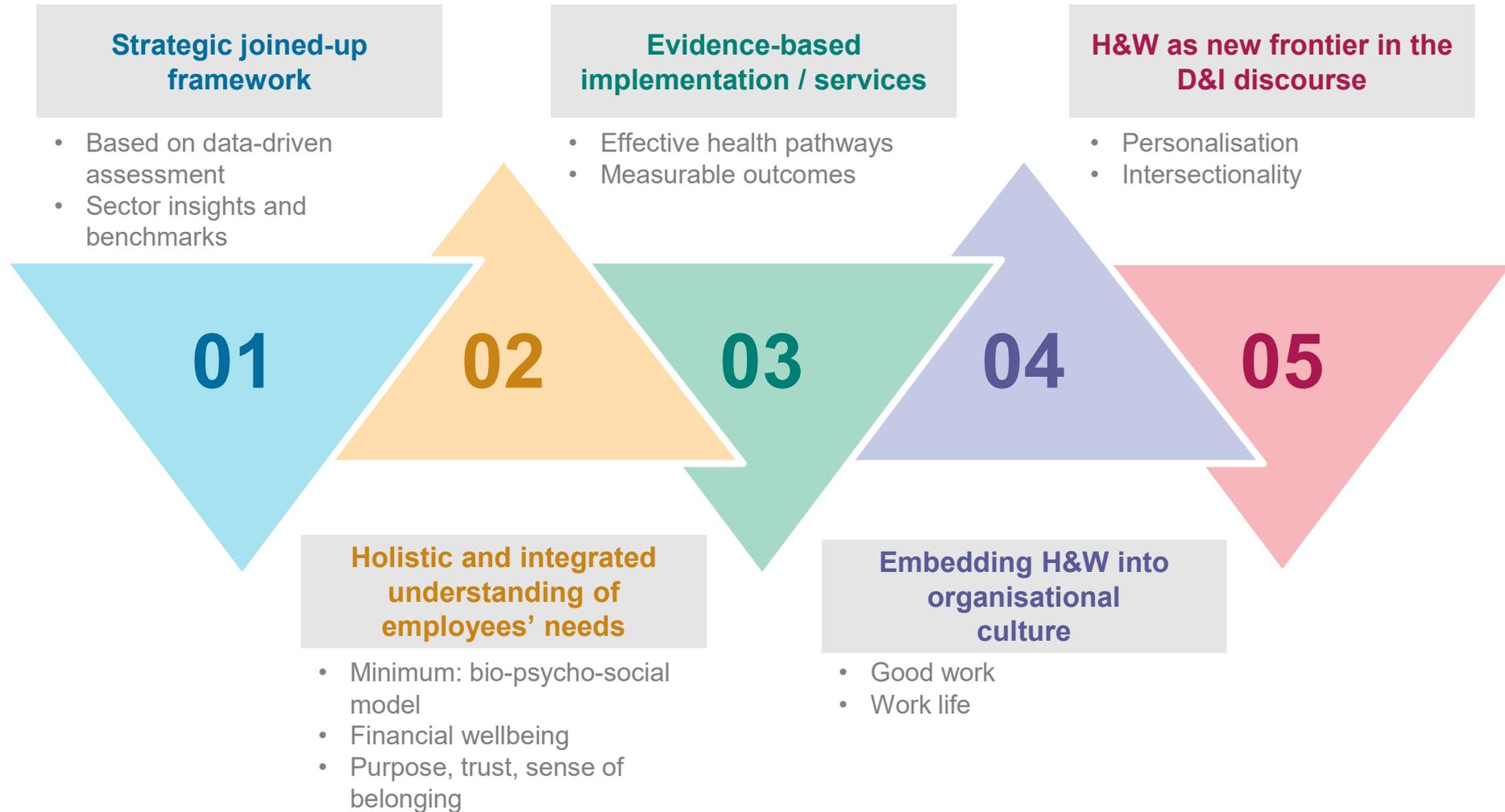
3

Opportunity

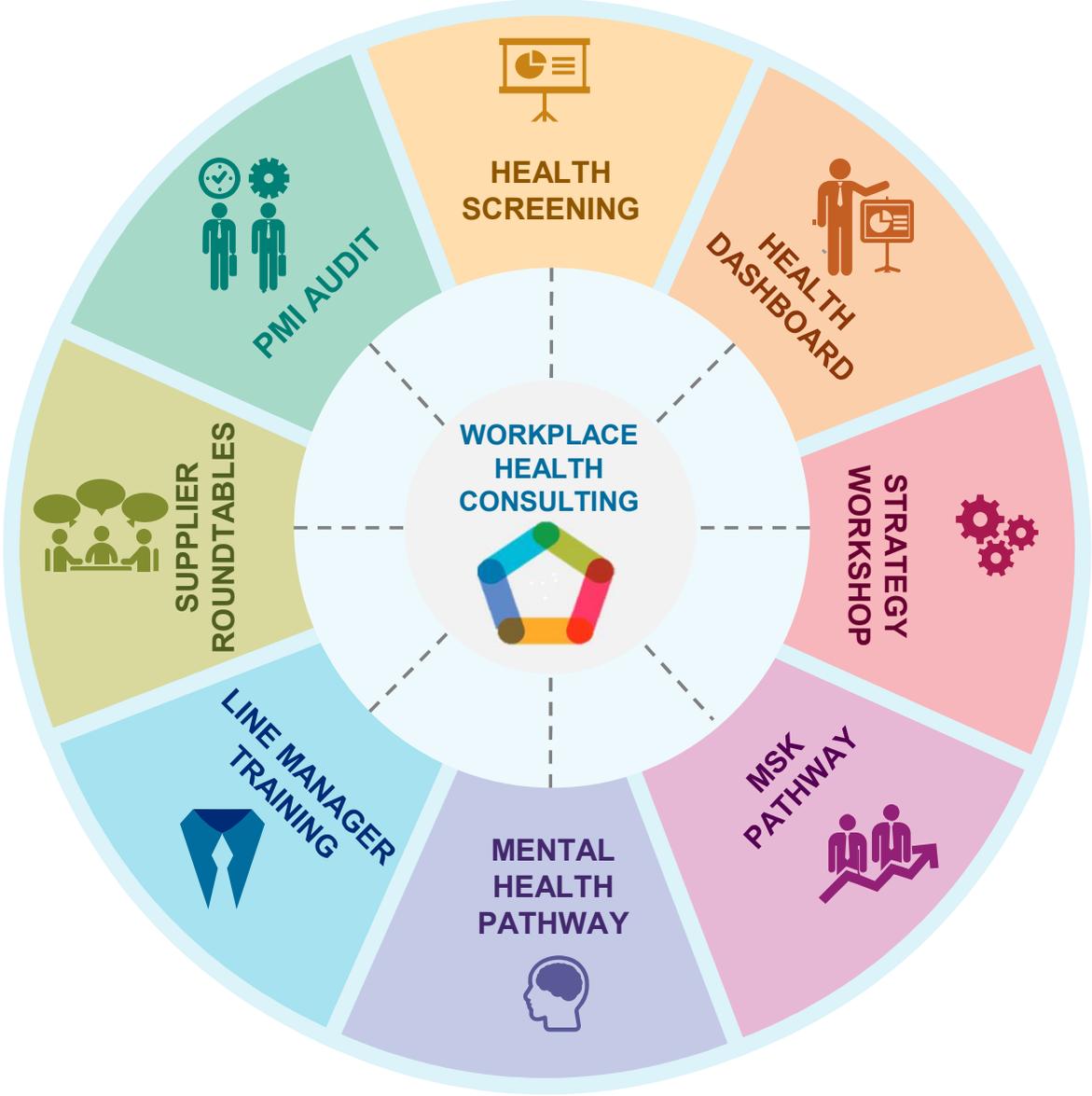
Behavioural Diagnosis - Currently doesn't talk about his feelings to anyone and hasn't been investing time in activities that make him feel good

Intervention - Four telephone counselling sessions help to identify support network and put new wellbeing actions into practice

Health & Wellbeing Approach - Summary



How Can Mercer Marsh Benefits Help?



Top Tips

DON'T

- Try to fix health issues in isolation — take a whole-person approach to wellbeing
- Underestimate the importance of giving people emotional reasons to change
- Design initiatives without first understanding the underlying barriers to health
- Allow unhealthy working cultures to undermine wellbeing and productivity



DO

- Consider the psychology of behaviour change when creating health interventions
- Give people the capability, opportunity and motivation to be healthy
- Use organisational data to build programmes based on real health needs
- Look at ways of empowering managers to create a culture of health



Britain's Healthiest Workplace 2019

Be a part of the UK's largest and most comprehensive workplace wellness study.

	A personalised health report for participating employees
	A comprehensive health report for your organisation
	A consultation with workplace wellness experts

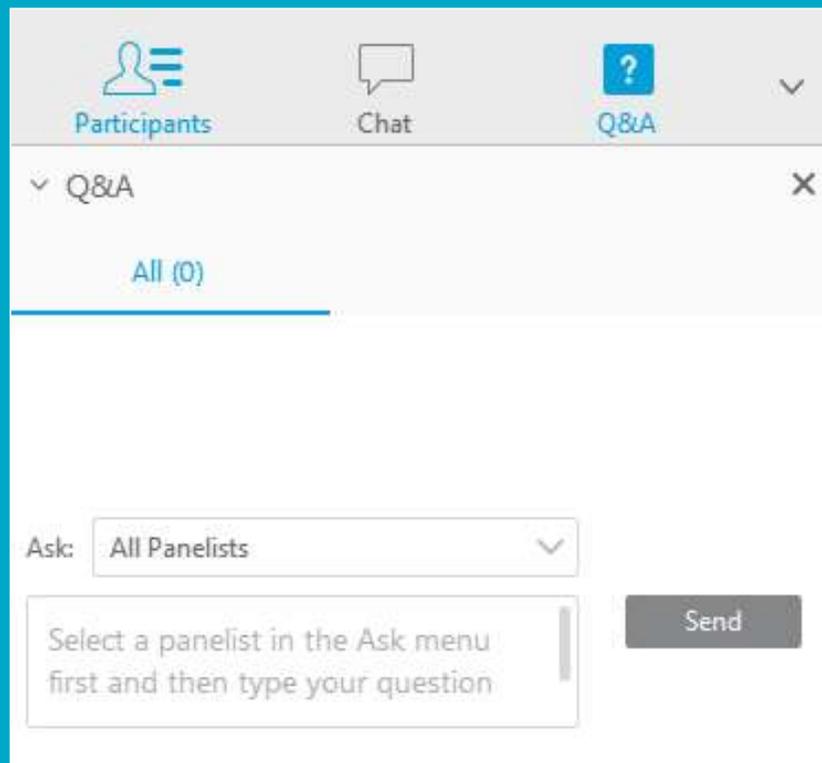
“The value we see in Britain’s Healthiest Workplace is shown by the fact that we have taken part every year since 2013. **These awards really are the gold-standard in terms of recognising organisations which view the health and wellbeing of their staff as a top priority**, and we have used the insights provided by the survey to keep evolving our approach every year. We’d encourage other organisations to take part.”

Adidas UK

Questions?

Please type your questions in the Q&A section of the toolbar and we will do our best to answer as many questions as we have time for.

To submit a question while in full screen mode, use the Q&A button on the floating panel, at the top of your screen.



The screenshot shows a toolbar with three icons: 'Participants' (person icon), 'Chat' (speech bubble icon), and 'Q&A' (question mark icon). Below the toolbar is a floating panel titled 'Q&A' with a close button (X). The panel shows 'All (0)' questions. At the bottom of the panel, there is an 'Ask:' dropdown menu currently set to 'All Panelists', a text input field with the placeholder text 'Select a panelist in the Ask menu first and then type your question', and a 'Send' button.

FEEDBACK

Please take the time to fill out the feedback form at the end of this webcast so we can continue to improve. The feedback form will pop-up in a new window when the session ends.

Related Information



Why your people want to get healthy but can't

Download Dr Wolfgang Seidl's point of view paper at:
www.uk.mercer.com/behaviour-change



Register for Britain's Healthiest Workplace 2019 at: www.healthiestworkplace.co.uk



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