



International
Wellbeing Insights
People, Culture & Wellbeing



Stress Management Society
from distress to de-stress

Managers' Managing Wellbeing Role Modelling

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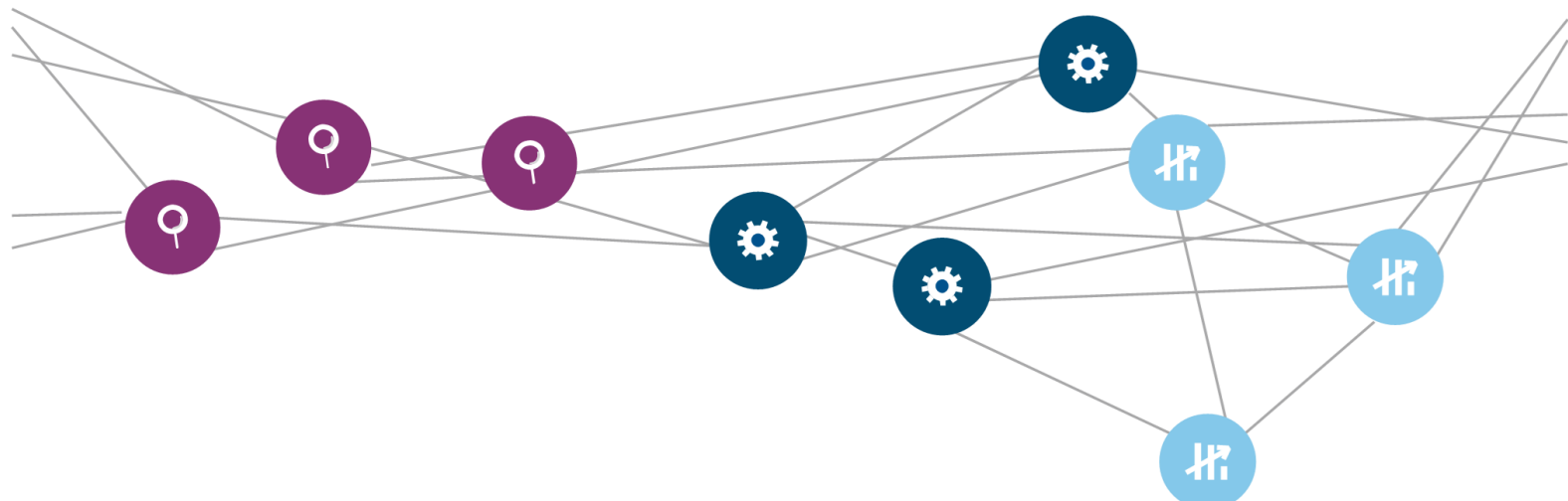
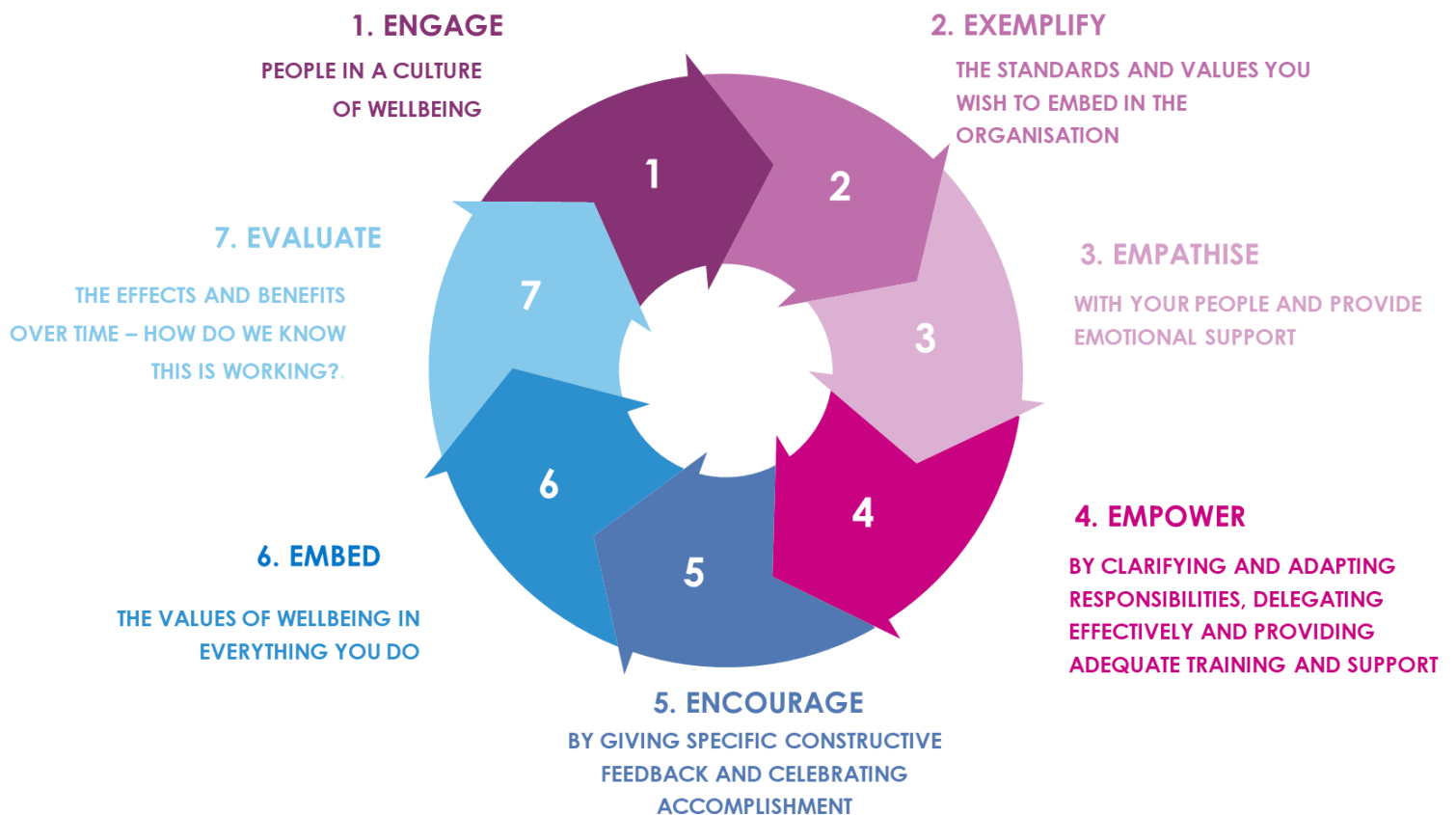


Contents

The Seven Es Framework	3
Exemplify	4
Practical Examples from your colleagues	5
Passive/Passive Aggressive/Aggressive Communication	6
Assertive Communication	7
ABC Request	8
Embed	9
Evaluate	10
SMARTO Goals	11
My Action Plan - 30 Day Challenge	12
Support Resources	13
About International Wellbeing Insights	14
Notes	15

THE 7 Es FRAMEWORK:

PROACTIVE MEASURES TO MINIMISE RISK AND CREATE A CULTURE OF WELLBEING



THE 7 Es FRAMEWORK TO CREATE A CULTURE OF WELLBEING

EXEMPLIFY

Setting the standard among your team to prevent a “do as I say, not as I do” culture. This idea can take staff back to their childhoods of having double standards among them and their parents; running the risk of creating a Parent/Child dynamic.

BE THE CHANGE

BE THE FIRST

VALUES & STANDARDS

Examples

- Clearly communicating your availability and maintaining reasonable boundaries
- Taking at least 20minutes away from your workspace for lunch, and not eating in front of your work
- Don't contact team members after office hours, or set a time limit e.g. no emails after 8.00pm if your office hours finish at 6.00pm
- Don't contact team members when you are on annual leave, and don't try and contact other staff members when they are on annual leave too - this becomes the culture
- Be the one to initiate a small social event such as drinks on a Friday after your team finishes work
- Speaking to staff with the respect and tone that you would expect others to speak to you in
- Providing clear , specific and constructive feedback
- If you are leaving work to do something that positively contributes to your wellbeing; encourage them to do so too!

WHAT ARE THE VALUES AND STANDARDS THAT YOU ARE WILLING TO EXEMPLIFY FOR YOUR TEAM?

HOW CAN YOU MORE EFFECTIVELY AND MORE REGULARLY ROLE MODEL THE VALUES AND STANDARDS THAT YOU WISH TO SEE IN YOUR TEAMS?

THE 7 Es FRAMEWORK TO CREATE A CULTURE OF WELLBEING

PRACTICAL EXAMPLES FROM YOUR COLLEAGUES

- **REWARD GOOD PRACTICE/TRAITS**
- **CONDUCT MYSELF IN A PROFESSIONAL MANNER**
- **BE PATIENT AND LISTEN FOR LONGER**
- **BUILD IN RESETS THROUGHOUT THE DAY, ENCOURAGE THAT IN OTHERS**
- **ESTABLISH CLEAR BOUNDARIES AND RESPECT THE BOUNDARIES FO OTHERS**
- **HONESTY, OPENNESS, GOOD PROFESSIONAL RELATIONSHIPS, ADULT PERSONALITY TRAIT**
- **PROMOTE THE NEED FOR A GOOD WORK LIFE BALANCE. NOT WORKING LONG HOURS (UNLESS REALLY REQUIRED). TRY TO CLOSE OUT THE WEEK IN GOOD TIME. NOT WORKING UNTIL 7-8PM ON FRIDAY**
- **BE PROACTIVE**
- **OWNERSHIP AND RESPONSIBILITY**
- **BE LESS "PARENT" EGO TYPE: LESS DIRECTIVE, MORE COACHING**
- **I WILL PUSH FOR COMMUNICATION AND PROACTIVITY (EMPOWER MEMBERS OF THE TEAM TO MAKE DECISIONS)**
- **PROVIDE TEAM MEMBERS WITH EXAMPLES OF "WHAT GOOD LOOKS LIKE" SO THAT THEY CAN REPLICATE THIS WITHIN THEIR WORK STREAMS**
- **PROVIDE PRAGMATIC ROADMAPS/ STEPS THAT CAN BE TAKEN TO ENSURE THE DESIRED OUTCOME IS ACHIEVED WITHOUT RANCOUR WITH THE SUPPLY CHAIN/ VENDORS/ OTHER MEMBERS OF THE TEAM**
- **I WILL ENDEAVOUR TO LEAD BY EXAMPLE**
- **BE RESPECTFUL WITH TEAM AND OTHER TEAMS, BE AUTO-SUFFICIENT, KIND, AND ALWAYS OPEN TO TEACH AND LEARN**
- **PROVIDE APPROPRIATE AND SPECIFIC FEEDBACK WHEN ASKED**
- **RESPECTING OTHER PEOPLE'S TIME**
- **PROVIDING PERSPECTIVE AND REMINDING THE TEAM OF THE BIGGER PICTURE**

ASSERTIVE COMMUNICATION

ASSERTIVE COMMUNICATION CAN BE H.A.R.D.

HONEST

APPROPRIATE

RESPECTFUL

DIRECT

PASSIVE		PASSIVE/AGGRESSIVE		AGGRESSIVE	
N	HONEST	N	HONEST	Y	HONEST
Y	APPROPRIATE	N	APPROPRIATE	N	APPROPRIATE
Y	RESPECTFUL	N	RESPECTFUL	N	RESPECTFUL
N	DIRECT	N	DIRECT	Y	DIRECT

PASSIVE	PASSIVE AGGRESSIVE	AGGRESSIVE
<ul style="list-style-type: none"> • Avoid expressing their ideas or feelings • Over-asking for permission or clearance • More listening than talking • Deflated tone and body language • Apologetic, over self-deprecating, could even start a sentence with "Sorry...", "I'm probably wrong..." • Fail to express their feelings, needs, or opinions • Tend to speak softly or apologetically • Exhibit poor eye contact and slumped body posture 	<ul style="list-style-type: none"> • Indirectly express their ideas or feelings • Resents or outright opposes the instructions of others, though they may still do what they're told • Delays finishing a task that someone else requested or makes intentional mistakes • Has a sarcastic or argumentative attitude • Routinely complains about feeling underappreciated to the wrong people • Withholds information • Criticises/Gossips about others • Can play 'the victim' • Pretending not to know about a work deadline where a co-worker is counting on them and not getting the work done • Backing out commitments last minute • Social or Professional exclusion - intentionally leaving people out events or meetings 	<ul style="list-style-type: none"> • One-upmanship, point scoring and put-downs • Pursue their own wants and needs in a fashion detrimental to others • Verbally (and/or physically) abusive • Try to dominate, can invade personal space or encroach boundaries • Use humiliation to control • Criticise, blame, or attack • Be very impulsive • Have low frustration tolerance • Speak in a loud, demanding, and overbearing voice • Act threateningly and rudely • Do not listen well • Interrupt frequently • Use "you" statements

ASSERTIVE COMMUNICATION

ASSERTIVE COMMUNICATION IS H.A.R.D.

HONEST

APPROPRIATE

RESPECTFUL

DIRECT

ASSERTIVE COMMUNICATION STYLE

Y

HONEST

Y

APPROPRIATE

Y

RESPECTFUL

Y

DIRECT

- LISTENS WITHOUT INTERRUPTION
- STANDS UP FOR THEIR RIGHTS BY CLEARLY STATING NEEDS AND WANTS IN A FACTUAL MANNER
- KEEPS A GOOD DEGREE OF EYE CONTACT
- USES THE APPROPRIATE SPEAKING VOLUME
- USES CONFIDENT BODY LANGUAGE
- USES "I..." STATEMENTS
- COMMUNICATES RESPECT FOR OTHERS
- FEELS IN CONTROL OF SELF
- SPEAKS IN A CALM AND CLEAR TONE OF VOICE
- HAS A RELAXED BODY POSTURE
- FEELS CONNECTED TO OTHERS
- IS ACCOUNTABLE FOR THEIR OWN MISTAKES
- TAKES RESPONSIBILITY TO MAKE AMENDS
- DOES NOT ALLOW OTHERS TO ABUSE OR MANIPULATE THEM
- CAN GIVE AN OPINION OR SAY HOW THEY FEEL
- CAN ASK FOR WHAT THEY WANT OR NEED
- CAN DISAGREE RESPECTFULLY
- CAN OFFER IDEAS AND SUGGESTIONS
- CAN SAY NO WITHOUT FEELING GUILTY
- CAN SPEAK UP FOR SOMEONE ELSE WHEN APPROPRIATE

ABC REQUEST FORMULA

Assertiveness is communicating and expressing your own thoughts, feelings, and opinions in a way that makes your views and needs clearly understood by others, whilst remaining in the 'Adult' and not dismissing the other person's thoughts, feelings, or opinions.

Easier said than done? It's OK, we have a formula: A B C REQUEST

A	B	C	REQUEST
'I...' STATEMENT	NAME THEIR BEHAVIOUR	SPECIFIC EXAMPLE	PROPOSE AN OUTCOME
I felt supported and acknowledged	when you recognised my effort whilst giving me feedback	yesterday morning	and I would like you to use that approach with me again in the future
I felt angry and humiliated	when you criticised me	in front of the children on Monday	and I would like you to discuss things with me in private in a respectful manner in the future
I feel worried	if you don't call me	when you work away	and I would like you to call or text to let me know you arrived safely
I was late and felt disappointed	because you used all of the petrol	after you used my car on Wednesday	and I would like you to leave enough for me from now on
I feel unappreciated and demotivated	if you don't say thank you	when I help you	I would like you to do this because it is important to me and I want to keep helping you
I feel loved	when you hug me	when you come home	Let's do more of that!

Think of your own tricky scenario; how could you use the formula to communicate your needs in an Honest, Appropriate, Respectful and Direct way?

A	B	C	REQUEST
I...STATEMENT	NAME THEIR BEHAVIOUR	SPECIFIC EXAMPLE	PROPOSE AN OUTCOME

THE 7 Es FRAMEWORK TO CREATE A CULTURE OF WELLBEING

EMBED

INSTILLING WELLBEING VALUES IN EVERYTHING YOU DO. CREATE POLICIES AND INFRASTRUCTURES TO MAKE SUSTAINABLE CHANGE POSSIBLE.

HAVING A PLAN

CARRYING IT OUT EVERYDAY

ENCOURAGING OTHERS

MAKE IT THE CULTURE

- WHAT ARE YOU GOING TO TAKEAWAY FROM THIS?
- WHAT ARE THE QUICK WINS?
- WHAT ARE THE LONGER TERM GOALS?

EXAMPLES

- CREATE A WELLBEING POLICY AND MAKE SURE IT IS IMPLEMENTED
- DON'T LET STANDARDS AND POLICIES SLIP OVER TIME AND HAVE A PERIODICAL REVIEW OF THE POLICY TO REMIND YOURSELF AND OTHER STAFF ABOUT WHAT IS EXPECTED OF THEM TO KEEP WELLBEING STANDARDS HIGH.

WHICH SKILLS, ACTIONS & PRACTICES ARE YOU GOING TO USE BOTH FOR YOURSELF AND FOR YOUR TEAMS?

- FROM INTERNATIONAL WELLBEING INSIGHTS?
- FROM ANY OF THE GOOD PRACTICE YOU HAVE WITNESSED?
- FROM ANYTHING THAT YOU USED TO DO (BUT STOPPED DOING) THAT WORKED?

HOW CAN YOU (AND YOUR TEAM) EMBED THESE ACTIONS IN TO PRACTICE?

THE 7 Es FRAMEWORK TO CREATE A CULTURE OF WELLBEING

EVALUATE

Assessing the effects and benefits of the framework over time.

3 SOURCES OF DATA

1. ANECDOTAL: NEGATIVE CHANGES IN THE INDIVIDUAL

Your perceptions are important. This includes seeing or hearing negative changes and whether those changes persist over time.

- Personal Observation
- Instinct & Intuition
- Thoughts & Feelings
- Memories & Reflection

2. QUANTITATIVE: NUMERICAL INFORMATION RELATED TO THE IMPACT OF STRESS ON THE TEAM/INDIVIDUAL

Looking at whether there are measurable effects such as changes in efficiency or absence

- Facts, Figures & Numbers
- Percentages, Sizes & Dimensions
- Stats, Trends & Benchmarks
- Frequency

3. QUALITATIVE: NON-NUMERICAL INFORMATION

Others' perceptions are also important so make sure to explore how other people describe their experience. Data like this can come from chance remarks, one-to-ones or perhaps most importantly from FOCUSED team meetings.

- Detail, Theories & Reasons
- Characteristics & Context
- Helps Form Hypotheses
- Meetings, Interviews & Focus Groups

HOW CAN WE EVALUATE PROGRESS IN THE AREAS YOU WISH TO IMPROVE?

HOW DO YOU KNOW YOU HAVE ACHIEVED SUCCESS?



MY ACTION PLAN — 30 DAY CHALLENGE

S.M.A.R.T.O

- SPECIFIC** WELL-DEFINED AND CLEAR
- MEASURABLE** KNOW IF THE GOAL IS OBTAINABLE AND HOW FAR AWAY COMPLETION IS
FIND OUT WHEN YOU HAVE ACHIEVED YOUR GOAL
- ACHIEVABLE** AGREEMENT ON WHAT THE GOAL SHOULD BE AND IF IT IS REALISTIC
- REALISTIC** WITHIN THE AVAILABILITY OF RESOURCES, KNOWLEDGE AND TIME
- TIME-BASED** ENOUGH TIME TO ACHIEVE THE GOAL, NOT TOO MUCH TIME WHICH CAN HINDER PERFORMANCE

...AND MUST HAVE

- OWNERSHIP** WHO IS DOING THIS?

THE 30-DAY CHALLENGE WILL MAXIMISE YOUR CHANCES OF TURNING USEFUL KNOWLEDGE AND TECHNIQUES INTO POSITIVE BEHAVIOURAL CHANGE.

IT TAKES AT LEAST 28 DAYS TO TURN ACTIONS INTO HABITS, WHICH IS WHY THIS IS A MONTH-LONG PROGRAMME

ACTIONS

30 DAYS

BUDDY SYSTEM

FEEDBACK

THE 30 DAY CHALLENGE IS AN OPPORTUNITY FOR YOU TO HAVE ACCOUNTABILITY AND SUPPORT FROM YOUR BUDDY TO PROGRESS AGAINST YOUR 7 Es ACTION PLAN



MY 30 DAY ACTION PLAN

COMMUNICATING YOUR VALUES AND STANDARDS

What I am going to do...

How I am going to do it...

How I will know if it's been successful...

ROLE MODELLING GOOD PRACTICE

What I am going to do...

How I am going to do it...

How I will know if it's been successful...

MODES OF COMMUNICATION

What I am going to do...

How I am going to do it...

How I will know if it's been successful...

BUDDY SYSTEM SUPPORT

To implement positive behavioural change, we must form new habits - it takes at least 28 days to form a new habit. We must decide our actions, carry them out, support and be accountable to ourselves and each other.

Who will you make yourself accountable to over the next 30 days?

How will you stay in touch? How many times over the next 30 days?

SUPPORT RESOURCES

MENTAL WELLNESS/HEALTH PAGE

- Please visit your intranet for more information on burnout prevention and stress management: <https://portal.simon-kucher.com/sites/hr/Pages/BurnoutPreventionStressManagement.aspx>
- Here you will also find information on:
 - Training and learning resources
 - Local support by country
 - Internal support by country
 - General health resources
 - Ombudspeople

WORLD HEALTH ORGANIZATION (WHO)

- WHO work to improve the mental health of individuals and society at large
- Find further information here regarding mental wellbeing and mental disorders
- https://www.who.int/mental_health/en/

Take personal
responsibility to get the
individual support you
need



ABOUT INTERNATIONAL WELLBEING INSIGHTS

Stress is a much used (and abused) term these days. You frequently hear people say “I’m stressed” or “I’m depressed”, yet there is still much confusion about what these terms actually mean and how best to tackle them. This is where we can help. We are the UK’s leading authority on stress management issues, which is why you will regularly hear us talking about this topic in the media.

International Wellbeing Insights is an organisation dedicated to leading effective universal change by maximising your resilience, happiness, productivity and success with our passionate approach to reducing stress and promoting wellbeing. Our extensive knowledge of stress and wellbeing and our cutting edge interventions have made us the primary organisation dealing with work-related stress reduction and wellbeing promotion in the UK since 2003.

For years, we’ve been empowering individuals to take charge of their wellbeing through our workshops, guides and regular updates. We also act as a trusted advisor for many companies such as SMBC, Garrett, Dragados, DHL, and the NHS—guiding them through the wellbeing solution maze.

For more information or to book a workshop or a coaching session see www.wellbeing.work or call 0203 142 8650 or email info@stress.org.uk

If you want to promote wellbeing in your company using branded stress management products, go to www.stress.org.uk.





NOTES

A large rectangular area defined by a dashed purple border, intended for taking notes.



We provide a range of services across the UK and internationally. We are always happy to discuss how we can support you.

We look forward to supporting your wellbeing journey.

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We have supported many organisations, including:

