



International
Wellbeing Insights
People, Culture & Wellbeing



Stress Management Society
from distress to de-stress

Babcock

Managers Managing Wellbeing Part 2: Empathise 2022

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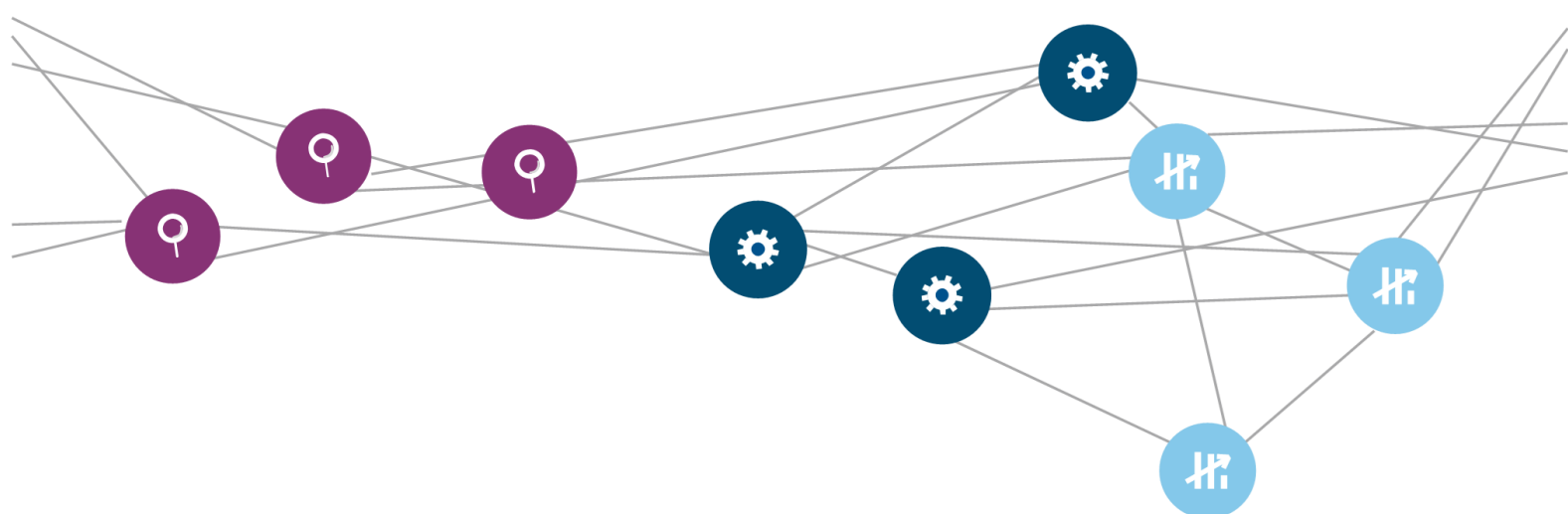
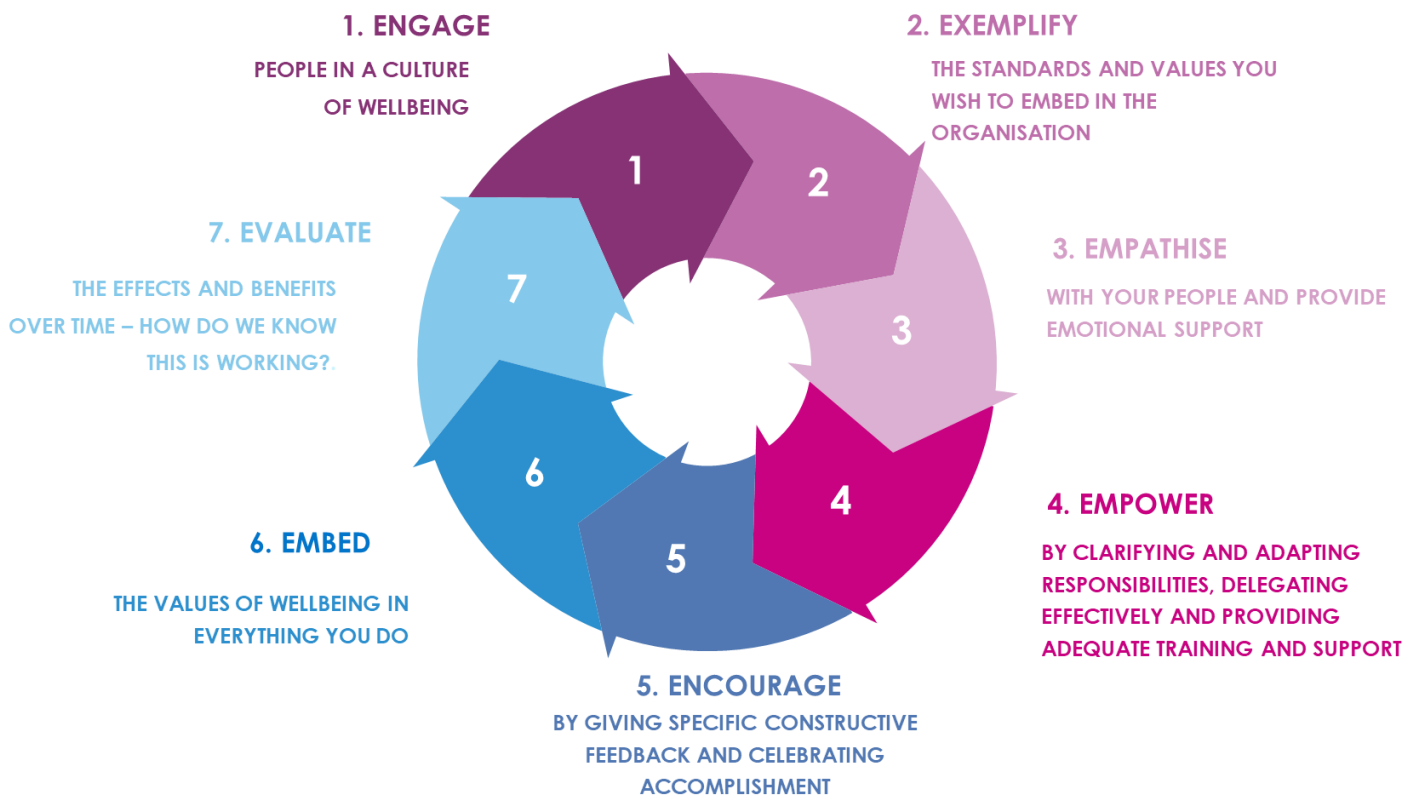


trusted to deliver

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THE 7 Es FRAMEWORK: PROACTIVE MEASURES TO MINIMISE RISK AND CREATE A CULTURE OF WELLBEING



WHAT HAVE YOU DONE TO MORE EFFECTIVELY AND MORE REGULARLY ENGAGE YOUR TEAM?

INTELLECTUALLY

(THINKING)

The extent that individuals are absorbed in their work and think about ways experience and performance can be improved

EMOTIONALLY

(FEELING)

The extent to which people feel positive emotional connections to their work experience and therefore with the company

SOCIALLY

(BEING)

The extent to which we talk to colleagues about work-related improvements and change, and also nonwork-related topics to connect and create a sense of community.

INTELLECTUAL ENGAGEMENT

The extent that individuals are absorbed in their work and think about ways performance can be improved

- Giving team new tasks to learn or exchange task between them in order to keep them always learning and in the loop.
- I will try to set aside a set amount of time each month to focus on procedure updates and Document Control Surveillance
- Provide the team with access to task specific/ technical information to improve their ability to manage their works and resolve difficult issues (which they often encounter)
- I will create an open forum, with accounts team to find ways to improve payment process.
- Assign tasks and problems to resolve
- Help Understanding the project giving regular updates
- More communication and leadership from myself. Without trying to micromanage. And get them to work on personal development items.
- Give site Engineers more exposure to design, one of the more difficult attributes to gain for chartership as a site engineer and they are always grateful.
- For Section and Sub-agents giving them sub-packages to complete, increasing exposure
- Ensuring CPD training is followed through from requested in annual reviews
- Ensure conversations with the team are not all work related.
- Spend time with other Teams to gain knowledge of the wider business and its functions (also helps Social / Emotional)
- Training is the biggest improvement area
- Opportunity to better themselves
- Mentoring. Match work to aspirations
- Training - PDR Process
- Knowledge share. Learning from others. Time to learn
- Promotion
- Realistic and clear set of achievable objectives that everyone understands
- Reference materials - learning hub
- Attend design review - a holistic view of the project
- Praise. Support from the team. Keeping team informed
- Adequate training. Actively enable CPD in line with role / work
- Visibility / communication of work across the group, sharing what each other are doing and sharing ideas and listening to each other
- Giving Ownership / responsibility, clear division of responsibility - task
- Identifying strengths / weaknesses - creating an environment where its okay to own up to mistakes and seeing 'opportunity' for improvement

EMOTIONAL ENGAGEMENT

The extent to which people feel positive emotional connections to their work experience and therefore with the company

- Highlight the good work done by the team and the efforts done WFH
- I will try my best to make sure my team feel like an important part of the project, and that I take the time to enquire about their personal experience on a regular basis
- Remembering birthdays and sending surprise gifts to team members
- Encourage informal banter on topics outside work
- More recognition for the good effort/ valuable input
- I will celebrate bi-monthly a breakfast meeting with each team of commercial dept to share latest good experiences in the project
- Get more understanding of personal problems related to work and how they are dealing with the workload. Interests and challenges
- Having more informal conversations
- Remembering birthdays (life items), recognising mood, motivations
- Take time to understand their problems and see what can be accommodated.
- Plan work events not around the pub, engaging the whole team.
- Ensure conversations with the team are not all work related.
- Awareness of personal landmarks
- Maintain contact. Another communication method than email
- ACTUALLY seeing the project building
- Shared working space
- ASK what your team ACTUALLY need!
- Family engagement and activities; work incentive/perks i.e. shares and milestone; product promotion i.e. celebrate and advertise the work we do.
- Understand what the emotional needs of the team are, by discussing with them, brainstorm, engagement session. When someone gives good input, celebrate that publicly
- Make a personal connection with them, understand how they think and feel
- One-to-one discussions, e.g. discuss work, follow by non-work / personal discussion
- Engage with new team members from the outset, welcoming
- Personalising, humility and sharing a bit of yourself – open up. Help them know what you are like as a person (leading to trust and mutual understanding?)
- Understand in a team member what they see as 'weaknesses'(?), areas for development
- People see the (positive) outcomes of the work that they do, how they contributed to a successful outcome
- Acknowledgement of the positive things, what we are grateful for in the workplace, and personally?
- Team can trust you to do what you commit to, don't let people down. Say what you are going to do, commit to achievable actions, then do it.
- Know about personal events, birthdays, anniversaries etc.

SOCIAL ENGAGEMENT

The extent to which employees talk to colleagues about non-work related topics to create connections, but also work related improvements and change

- One to one meetings and group meetings and try to build a "family" once we come back to office
- Daily catchups (non work related) - WhatsApp. Social events (drinks/ lunch etc) when we return to office, online if we don't
- No social events is planned due to the current restrictions. We however encourage sharing discussions on the social activities carried out within out respective bubbles
- I will join the out of office social evenings
- Go out for social events (after-work)
- Eventually this will be Project socials – Darts/Ping-Pong/Bowling. With my team an offer of a drink after work.
- For now this will be a 2 weekly game session where we have a short game where we can all get involved.
- Plan more events, at weekends with the whole team and maybe an event.
- What did we used to and what could we do instead?
- WhatsApp
- Coffee breaks
- Social element into meetings
- Common days in the office
- Random calls to other teams
- Out of work events
- New starters involved on the site, with parts of projects
- Photos of the system: who is my manager? What do they look like?
- Break the silo mentality - inter-disciplinary meetings
- Creation of an overview of each team member (in and out of work interests / hobbies) to give to new starters
- More common days in office
- Break out areas in all office spaces, and encourage their use
- Subsidise office social events
- Engage with team to understand what they want
- Social groups in WhatsApp
- Common training courses to facilitate social engagement
- Cameras on and pictures in profiles
- Reward and recognition

THE 7 Es FRAMEWORK TO CREATE A CULTURE OF WELLBEING

EMPATHISE

SYMPATHY:

FEELINGS OF PITY AND SORROW FOR SOMEONE ELSE'S MISFORTUNE

EMPATHY:

THE ABILITY TO UNDERSTAND AND SHARE THE FEELINGS OF ANOTHER

AS A MANAGER IT IS IMPORTANT TO PROVIDE EMOTIONAL SUPPORT. IT ALLOWS STAFF TO FEEL SAFE WITH THEIR FAILURES AND NOT FEEL THEY ARE BLAMED FOR THEM AND ENCOURAGES MANAGEMENT TO UNDERSTAND THE CAUSE OF POOR PERFORMANCE

RECOGNISE

BE AWARE OF DIFFERENCES BETWEEN THE INDIVIDUALS IN YOUR TEAM AND APPRECIATE THEM. EMBRACE THE TRAITS THAT THE INDIVIDUALS HAVE E.G. APPROACH AN INTROVERT DIFFERENTLY TO AN EXTROVERT TO GAIN THE BEST RESPONSE FROM THEM.

ASK BETTER QUESTIONS

BETTER UNDERSTAND THE INDIVIDUALS IN YOUR TEAM E.G. "DO YOU PREFER STRUCTURE OR FLEXIBILITY"?

LISTEN FOR LONGER

RESIST THE URGE TO JUMP IN; HEAR THE TEAM. CREATE OPPORTUNITIES FOR STAFF TO TELL YOU THEIR OPINIONS AND FEELINGS WITHOUT JUDGING OR INTERRUPTING THEM

HOW CAN EMPATHISING WITH STAFF HELP US BECOME A BETTER MANAGER?

WHAT ARE WAYS IN WHICH YOU CAN SHOW EMPATHY TOWARDS YOUR PEOPLE?

PROVIDING EMOTIONAL SUPPORT

PROVIDING EMOTIONAL SUPPORT DOESN'T MEAN ACTING AS A COUNSELLOR OR THERAPIST, BUT SHOWING YOU HAVE AN INTEREST IN MAINTAINING GOOD RELATIONSHIPS AND A PRODUCTIVE WORKPLACE, SO THERE ARE MANY PRACTICAL WAYS YOU CAN SUPPORT YOUR PEOPLE.

RECOGNISE DIFFERENCES BETWEEN INDIVIDUALS IN AND APPRECIATE THEM
EMBRACE THE TRAITS THAT THE INDIVIDUALS HAVE E.G. APPROACH AN INTROVERT DIFFERENTLY TO AN EXTROVERT TO GAIN THE BEST RESPONSE FROM THEM.

LISTEN: CREATE OPPORTUNITIES FOR THEM TO TELL YOU THEIR OPINIONS AND FEELINGS WITHOUT JUDGING OR INTERRUPTING THEM.

ASK QUESTIONS TO BETTER UNDERSTAND THE INDIVIDUAL IN FRONT OF YOU E.G. "DO YOU PREFER STRUCTURE OR FLEXIBILITY"?

INFORM YOURSELF ABOUT MENTAL ILL HEALTH SUCH AS DEPRESSION AND ANXIETY IN ORDER TO PRE-EMPT ANY MISUNDERSTANDINGS SHOULD COLLEAGUES APPROACH YOU ABOUT THIS

PROMOTE AND EXEMPLIFY: ROLE MODEL GOOD PRACTICE IN PERSONAL RESILIENCE INCLUDING WORK/LIFE BALANCE

USE A BUDDY SYSTEM TO SUPPORT YOUNGER, LESS EXPERIENCED EMPLOYEES WHO MAY BE LESS ABLE TO COPE WITH EMOTIONAL DEMANDS. PAIR THEM UP WITH AN EXPERIENCED 'BUDDY' WITHIN THE COMPANY; SOMEONE THEY CAN TURN TO DURING THE EARLY STAGE OF THEIR CAREER AND ASK FOR ADVICE WHEN NEEDED

ESTABLISH REGULAR MEETINGS WHERE EMPLOYEES CAN SHARE AND 'OFFLOAD' THEIR EMOTIONAL ISSUES AND SUPPORT EACH OTHER. PEER SUPPORT IS A GREAT MECHANISM TO ALLEVIATE EMOTIONAL STRESS

ENCOURAGE AN OPEN, HONEST DISCUSSION ABOUT MENTAL HEALTH, WELLBEING AND STRESS THAT ACKNOWLEDGES THAT IT IS NOT A WEAKNESS BUT COMMON HUMAN TRAIT

ACKNOWLEDGE THAT EACH EMPLOYEE HAS DIFFERENT LEVELS OF RESILIENCE/DIFFERENT BRIDGE... AND THAT...

WE'RE NOT ROBOTS - IT'S OK, NOT TO BE OK!

ELEMENTS OF COMMUNICATION

SYMPATHY: feelings of pity and sorrow for someone else's misfortune.

EMPATHY: the ability to understand and share the feelings of another.

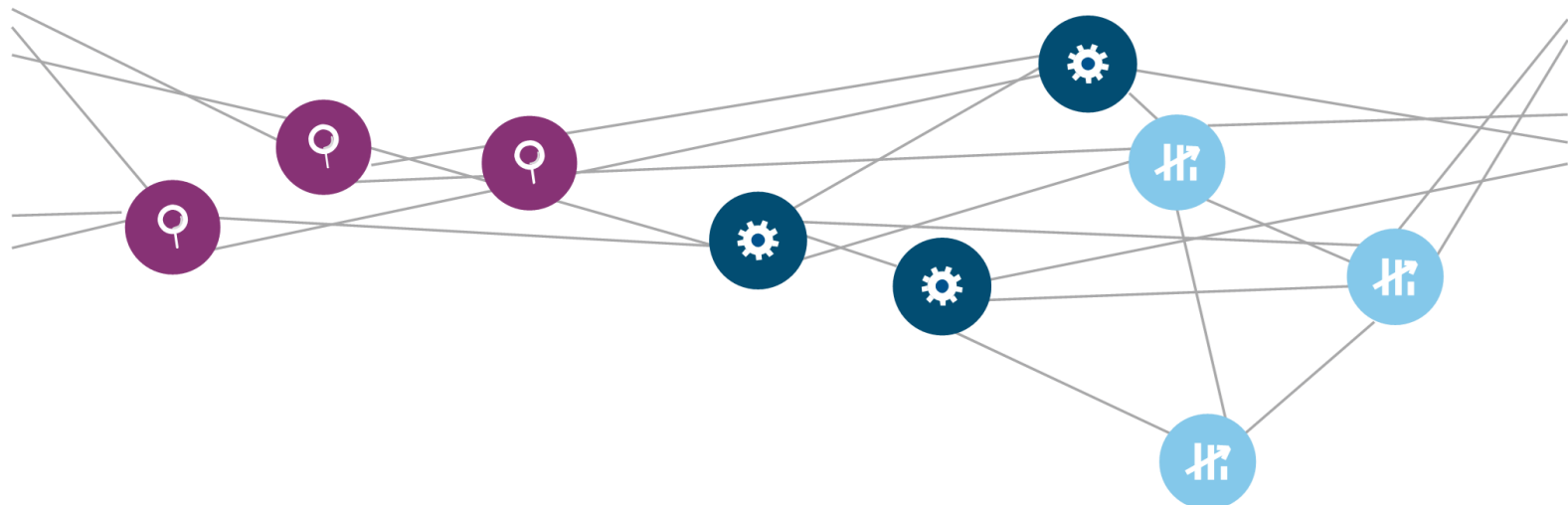
HOW MANY TIMES HAVE YOU BEEN AMAZED AT HOW COMMUNICATION CAN GO BADLY WRONG?

HOW EASY IT IS FOR THE SLIGHTEST GESTURE OR TONE OF VOICE TO BE TAKEN THE WRONG WAY?

WHEN ENGAGING WITH YOUR TEAM, CONSIDER PROFESSOR ALBERT MEHRABIAN'S COMMUNICATION MODEL, WHICH STATES THE FOLLOWING PERCENTAGES WHEN COMMUNICATING FEELINGS OR ATTITUDES:

- **BODY LANGUAGE /FACIAL EXPRESSION ACCOUNTS FOR 55% OF MEANING**
- **TONE OF VOICE ACCOUNTS FOR 38%**
- **WORDS ACCOUNT FOR JUST 7%**

AS YOU WILL KNOW IT IS IMPORTANT TO PUT YOURSELF 'IN OTHER PEOPLE'S SHOES' AND PROVIDE EMOTIONAL SUPPORT. UNDERSTANDING SOMEONE'S BODY LANGUAGE IS VITAL WHEN COMMUNICATING AND EMPATHISING WITH THEIR CURRENT STATE.



THE WELLBEING PASSPORT

NAME		BEST CONTACT NUMBER	
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EMERGENCY CONTACT DETAILS

PRE-EXISTING MEDICAL CONDITIONS (OPTIONAL)

Please state any medical details/conditions which you would like us to be aware of (e.g. depression, anxiety). Any information you provide is voluntary, you are not required to disclose anything that you don't want to.

Please keep this section private

1. WHAT PEOPLE LIKE AND ADMIRE ABOUT ME	2. FACTS ABOUT ME
3. WHAT IS IMPORTANT TO ME	4. SIGNS & SYMPTOMS
E.g. Values & Standards	E.g. What to look out for if I need help, the things I won't say

5. WHAT I NEED FROM YOU: HOW TO BEST SUPPORT ME AT WORK

E.g. What I need from you to perform at my best. How best to approach me

SUPPORT RESOURCES

CIC CONFIDENTIAL CARE

Free and confidential information, support and counselling service

Provides confidential support from trained counsellors for both personal and work related issues. Counselling can be face to face, or accessed remotely

Call: 0800 085 1376

Email: assist@cic-eap.co.uk

Visit: www.well-online.co.uk

Username: BXLogin

Password: wellbeing

HUB OF HOPE

- <https://hubofhope.co.uk/>

SHOUT

- <https://www.giveusashout.org/>
- Get 24/7 help from their team of Crisis Volunteers
- Text Shout to 85258

MIND

- supported online community where you can safely share and be heard, as well as listen to others: <http://www.mind.org.uk/information-support/support-community-elefriends/>
- Mind info-line: 0300 123 3393
- Text: 86463
- <http://www.mind.org.uk/>
- info@mind.org.uk

SAMARITANS

- 08457 90 90 90* (UK) *Calls will cost 2p per minute plus your telephone company's access charge
- 116 123 (free to call) (ROI)
- Text: 07725 909090
- jo@samaritans.org
- <http://www.samaritans.org/>

Take personal responsibility to get the individual support you need

MY 30 DAY ENGAGEMENT ACTION PLAN

EMPATHISE WITH MY TEAM

What I am going to do...

How I am going to do it...

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

PROVIDE EMOTIONAL SUPPORT

What I am going to do...

How I am going to do it...

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

BE AWARE OF THE WELLBEING OF MY TEAM

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?

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





International
Wellbeing Insights
People, Culture & Wellbeing

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.

Find Us Here:

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www.stress.org.uk
www.wellbeing.work

We have supported many organisations, including:

