



# Wellbeing

## Organisational and Human Wellbeing

This Paper Coach is intended to be delivered as part of handouts for a SkillSnax® webinar, or as part of one-to-one coaching.

It provides tips and ideas that will help you to:

- Think about your personal wellbeing
- Measure your current wellbeing
- Identify areas for improvement
- Set goals for better personal wellbeing
- Review Organisational Wellbeing and what can be improved

## Organisational Wellbeing

Work should have a sense of meaning if it is to create wellbeing. Target and performance driven organisations that discourage the focus on 'why the job matters' at a personal level deplete wellbeing, and the impact is increased absenteeism, attrition and reduced engagement. Why does

your organisation exist? What is its cause? How do you contribute to that cause?

Having a sense of meaning is only one part of organisational wellbeing. An organisation that is well:

1. Understands why it exists and can involve all employees in that common cause
2. Understands what it delivers and who to, and aligns its self to achieve excellence in customer service and internal design
3. Creates a great place for employees to work, with flexibility, modern people systems, creative space and collaboration, supplier engagement and network alliances
4. Sustains a great company to belong to through a leadership culture that allows honesty, honour and hope for the future. It creates affinity from employees and advocacy from customers, suppliers and partners



***Wellbeing is organisational and human***

## Tips for Internal Wellbeing

Here are some ideas to improve internal wellbeing:

- The physical environment - colour, plants - in hospital, people recover quicker if they have a view of nature because it reduces fear and stress. A recent study concluded that patients recovered quicker, had less on-going issues, made less complaints about quality of care and were administered less pain relief. Bringing nature into the office space increases creativity, collaboration and hope.
- Implement a '3 good things today' message board (which can be physical or virtual) - what 3 good things have happened in the team today? It focuses the team on the good and re-educates hope and positivism
- Create social networks and special interest groups
- Create flexible working and sense of work and life, with encouragement to be flexible in time and space
- Create de-compression chambers - exercise, relaxation and leisure spaces
- Quiet areas for concentration

- Reduce caffeine, toxins and sugar at work, and introduce healthy nutrition and hydration
- Create an improvement and innovation culture, set aside space for activities and sharing of best ideas
- Review language - increase positive language and focus on opportunities and challenges, not issues and problems

## A few Wellbeing Facts

Even though economic output has doubled in the last 30 years, happiness levels have remained flat and in some environments, declined. We are programmed to think negatively and if we have no sense of purpose, we do!

For example, people experience more negative emotion if they lose £100, than positive emotion if they win £100!

Bad news can undermine a good mood, whilst good news rarely eliminates a bad mood, therefore we have to 'learn' to keep negative emotion in check.

Money does not create happiness - prosperity is important but only to a level where we 'have enough', but it does not create a sense of wellbeing in individuals, communities or societies.

If we want to reduce ill-health, depression and lack of a sense of wellbeing in our communities, spreading happiness is surprisingly effective - and inexpensive.

Happy people:

- are healthier
- cope better with illness
- live longer
- are more productive
- are much more positive
- are more persistent at solving problems
- are more altruistic

## 20 Tips for Wellbeing at Work

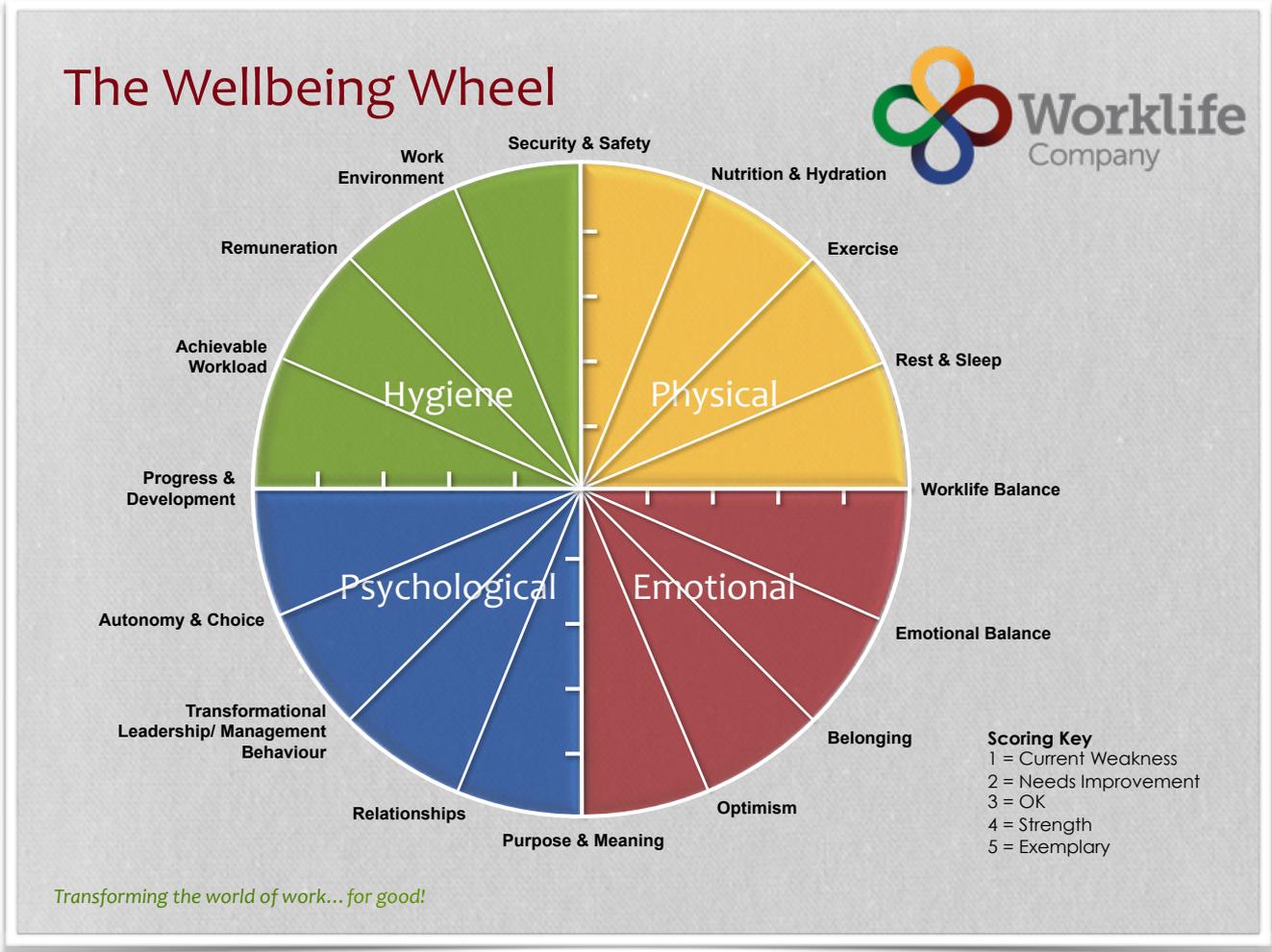
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1. Introduce a wellbeing suggestion scheme
2. Communicate a sense of pride in the workplace
3. Schedule time in the diary for 'kicking the leaves'
4. Create quiet space for people to rest
5. Use positive language
6. Use colour to enhance wellbeing
7. Use the power of aroma to enhance wellbeing
8. Introduce Yoga, Tai Chi and meditation at the end of the day
9. Understand body clocks and introduce ergo-hours flexibility
10. Build gender, race, ethnicity, faith etc. networks and support groups
11. Introduce chat time in the morning to enhance management and employee communication and collaboration
12. Play to people's strengths
13. Build a shared purpose and cause
14. Hire for attitude and behaviour
15. Enhance the environment with nature shapes and plants
16. Use pictures and images to enhance mood and growth
17. Change performance management systems to reflect strengths, behaviours and potential
18. Occupational Health should focus on health and wellbeing, not sickness and absence
19. Focus on physical, emotional, psychological and social wellbeing
20. Emotional wellbeing is key to physical wellbeing - begin with that

## Personal Wellbeing

Using the wellbeing Wheel below, score your sense of wellbeing for each segment. The questions below provide you with a guide for each. A full sized version of the wellbeing wheel is available to download from the website:

[www.worklifecompany.com](http://www.worklifecompany.com)



## Hygiene Factors

Attribute	Questions to prompt thoughts	Insights and observations
Work Environment	<ul style="list-style-type: none"> <li>Is your working environment an enjoyable place to be? Is it comfortable, free from those things that make it less than effective for you, e.g. noise, interruptions, heat/cold etc.</li> <li>Do you love what you do? Are you playing to your strengths?</li> <li>Do you see how to progress and what your career path may be for you?</li> <li>Are you satisfied with the physical environment?</li> <li>Are you satisfied with the tools and technology that you have to perform your job?</li> <li>Is your role and objectives clear?</li> <li>Do you have regular 1:1's with your manager?</li> <li>Do you feel supported by your manager at work?</li> </ul>	
Achievable Workload	<ul style="list-style-type: none"> <li>Is workload achievable, does it have peaks or troughs or is it a continuous grind of unachievable and overwhelming tasks and/or demands?</li> <li>Do you have choice and control over the amount that you have to do?</li> <li>Can you easily prioritise your workload?</li> <li>Can you influence or delegate to others?</li> </ul>	
Remuneration (Pay & Benefits)	<ul style="list-style-type: none"> <li>Do you feel that you have a fair level of pay for the work that you do?</li> <li>Do you feel secure in the remuneration that you receive? Are you making ends meet?</li> <li>Do you understand the benefits that you receive in addition to your salary?</li> <li>Do you have regular discussions with your manager about salary and benefits and progression?</li> </ul>	
Security & Safety	<ul style="list-style-type: none"> <li>Do you feel secure in your role/employment?</li> <li>Do you feel safe at work?</li> <li>Do you believe that your health and safety are taken care of at work?</li> <li>Are there any aspects that impact positively/negatively on your sense of security and health?</li> <li>Is your work environment a healthy place to be?</li> <li>Is your working environment a safe place to be?</li> </ul>	

## Additional Questions

Question	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
The commute to work is easy and enjoyable					
My work environment is free from negative stressors					
I feel supported by my manager at work					
I can cope with the workload that I have					
I have choice and autonomy to achieve my objectives and prioritises					
I can make ends meet with the remuneration I receive					

## Physical Factors

Attribute	Questions to prompt thoughts	Insights and Observations
Nutrition & Hydration	<ul style="list-style-type: none"> <li>Are you eating a healthy diet, with balanced nutrients for sustained health? Are you eating too many sugars/carbohydrates?</li> <li>Is there a healthy balance of coloured vegetables and fruit?</li> <li>Do you drink enough water each day?</li> <li>Do you take a lunch break at work, or do you snack at your desk, or not eat all day?</li> <li>What about stimulant intake? caffeine, alcohol? smoking? legal/illegal drugs?</li> </ul>	
Exercise	<ul style="list-style-type: none"> <li>Do you exercise regularly?</li> <li>Do you enjoy exercise?</li> <li>Do you set aside time to exercise/move about every day?</li> <li>Are you sitting down too much? Do you get up from your desk and move about, or is work continual meetings, sitting in one place?</li> <li>If you have a disability or physical limitation, are you finding time for exercise to suit your needs?</li> <li>What about mental exercise? Are you stimulating both sides of the brain? Are you exercising new parts of the brain?</li> <li>What about exercising the mind? Do you take time for personal growth, experience, coaching, challenge personal beliefs and limitations, mood or fears?</li> </ul>	
Rest & Sleep	<ul style="list-style-type: none"> <li>Do you sleep well?</li> <li>Do you wake refreshed? Do you wake in the night with a head full of worries?</li> <li>Do you lie awake not able to get off to sleep, or do you need drugs/ remedies/routines to help you to sleep?</li> <li>Do external disturbances wake you? e.g. partner snoring, traffic noise, children etc.</li> <li>Do other health conditions or issues wake you?</li> <li>Do you sleep soundly at weekends but not in the week?</li> <li>Do you get time to rest? Enjoy a good book/film/sunset, me-time?</li> </ul>	

## Additional Questions

Question	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
I find time in my day to rest, when I can just 'be', not 'do'					
I find time at work to just take myself off to think, ponder, consider and dream					
I sleep well and enjoy at least 8 hours per night					
I can rest and enjoy holidays					
I drink at least 1.5 litres of water a day					
I avoid too much caffeine, alcohol and fizzy drinks					
I eat oily fish 3 times a week (or take good fish oil supplements)					

Question	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
I eat at least 5 servings a day of whole grains such as rice, rye, quinoa, whole-wheat, or oats as cereals, breads pasta or pulses					
I eat at least 5 servings of dark green, leafy and root veg like watercress, carrots, sweet potato, broccoli, Brussels, spinach, green beans, peppers – either raw or lightly cooked					
I eat 3 or more servings a day of fresh fruit – blues, reds, oranges, greens and yellows – rainbow fruits					
I eat at least 2 portions of fresh protein a day – fresh meat, fish, cheese, Tofu, egg etc.					
I avoid refined, white and sugary foods, processed foods and additives					
I avoid fried, burnt and charred food, hydrogenated fats and animal fats					
I exercise regularly - at least 3 times per week					

## Emotional Factors

Attribute	Questions to prompt thoughts	Insights and Observations
Emotional Intelligence	<ul style="list-style-type: none"> <li>Are you aware of your own emotions and can you name them?</li> <li>Can you respond appropriately to your own emotions?</li> <li>Do you convey emotions to others in an appropriate way?</li> <li>Are you able to tune into the emotions of others?</li> <li>Can you empathise with the emotional needs of others?</li> </ul>	
Worklife Balance	<ul style="list-style-type: none"> <li>Do you have a sense of balance between work and life?</li> <li>Does work negatively impact on life?</li> <li>Are you able to get your worklife needs met?</li> <li>Are you able to discuss your need for worklife balance with your manager?</li> <li>Do you feel judged about the hours that you deliver at work?</li> <li>Can you enjoy flexibility or is there a presenteeism culture?</li> <li>Does work spill over into your home life? (e.g. taking work home, or taking work calls in home time)</li> </ul>	
Belonging	<ul style="list-style-type: none"> <li>Do you have a sense of belonging at work?</li> <li>Are you proud to work for the organisation?</li> <li>Do you feel part of a team?</li> <li>Do you enjoy strong working relationships with others across your organisation?</li> <li>Do you feel included and treated with dignity and respect?</li> <li>Are your specific differences valued at work?</li> </ul>	
Optimism	<ul style="list-style-type: none"> <li>Do you have hope for your future success and happiness?</li> <li>What is your mood like?</li> <li>Are you a positive person, optimistic about work and life, always looking for new challenges and opportunities. Or negative, glum, always looking for what could go wrong?</li> </ul>	

## Additional Questions

Question	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
I have clear goals for my work					
I have clear goals for my life					
I have choice in the way I work and live					
I know that I can choose my life direction					
I feel that I have choice about my career direction					
I often wake feeling down and have low mood					
I am optimistic about my life					

## Psychological Factors

Attribute	Questions/phrases to prompt thoughts	Insights and Observations
Purpose & Meaning	<ul style="list-style-type: none"> <li>Having a sense of purpose answers the question 'why do we/I exist?'</li> <li>A reason for being, a reason for turning up to work</li> <li>A reason for pride, belonging and affinity with the work you do</li> <li>A feeling of being involved in making a difference, not just making money</li> <li>A sense of organisational cause that you feel affinity with</li> </ul>	
Relationships	<ul style="list-style-type: none"> <li>Being part of relationships that support and encourage you positively</li> <li>Enjoying relationships where you can be yourself, and feel at ease</li> <li>Enjoying the ability to build new relationships that are supportive and inclusive.</li> </ul>	
Management/ Leadership Behaviours	Leadership and management that display: <ul style="list-style-type: none"> <li>Honesty</li> <li>Hope</li> <li>Honour</li> </ul>	
Autonomy & Choice	<ul style="list-style-type: none"> <li>The ability to make decisions, use your own judgement</li> <li>Choice about time, space and workload completion</li> <li>The ability to choose how to work and live</li> </ul>	
Progress & Development	Clarity about: <ul style="list-style-type: none"> <li>personal direction</li> <li>strengths</li> <li>development needs and</li> <li>speed of progress.</li> </ul>	

## Additional Questions

Question	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
I see my workplace as somewhere that I enjoy going to					
My workplace has a clear sense of purpose and meaning					
I buy into that purpose and direction					
I have a real sense of belonging at work					
I contribute to my full potential at work					
I feel supported and encouraged at work					
My workplace is inclusive					
My manager develops my potential at work					
I am proud of the organisation that I work for					

## Goals and Improvement Plans

What will you stop, start and continue from the insights that you have gained above?

Attribute	Hygiene
Work Environment	
Achievable Workload	
Remuneration (Pay & Benefits)	
Work Environment	

Attribute	Physical
Nutrition & Hydration	
Exercise	
Rest & Sleep	

Attribute	Psychological
Purpose & Meaning	
Relationships	
Management/ Leadership Behaviours	
Autonomy & Choice	
Progress & Development	

Attribute	Emotional
Emotional Intelligence	
Worklife Balance	
Belonging	
Optimism	

# Further information and Contact

## About the Worklife Company



We are a Leadership and Organisational Development Consultancy

Our purpose and ambition is to transform the world of work for good, by creating better organisations to work for and do business with, resulting in improved organisational and human wellbeing.

For good, does not just mean forever, but also goodness; leadership focused on **growth with conscience** from the inside out and the outside in.

- Goodness from the outside-in aligns customer advocacy with modern operating systems and strategy.
- Goodness from the inside-out allows a leadership culture that sustains organisational and employee wellbeing.

The result is ***a great organisation to work for and a great organisation to do business with.***

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