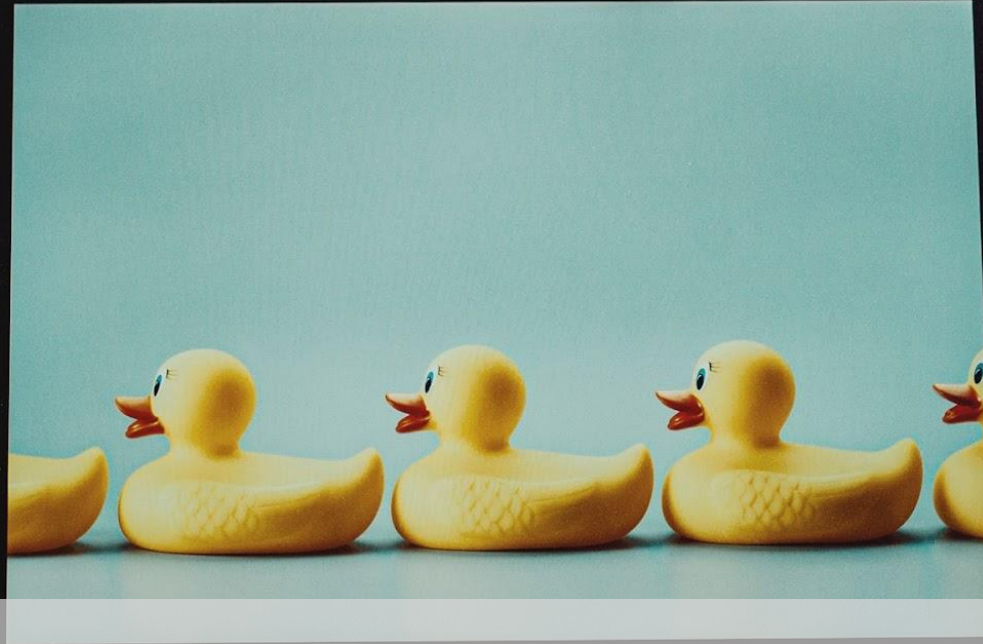


BE WELL. BE HAPPY. BE YOU.



MacBook Pro

POINT3 WELLBEING PREDICTIONS 2022: The Future Fit Of **Workplace Wellbeing**



Are you future fit?

Thank you for downloading our report. We hope that it serves as a valuable source of insight and ideas to support you as you develop and deliver on your employee mental health and wellbeing objectives this year.

The following pages contain the distilled trends, thinking, reports and first-hand insight gathered from our conversations with over 70 organisations and their people in 2021. It references leading reports from global think tanks and includes key themes that are being covered by the corporate wellbeing industry at large. We took these themes and surveyed our own community to see how they reflected the challenges and opportunities that we face as a global workforce navigating this point in time. We'd love to know what *you* think...

Be well. Be happy. Be you.

Sarah, Siôn and Nicky,
The co-founders of POINT3 Wellbeing

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More people reported feeling *stressed, sad, angry and worried* in 2020 than at any point in Gallup's global tracking. You might expect that during the worst pandemic in more than a century, but you can't blame it on the pandemic alone... While 2020 set a record for negative emotions, the trend actually started almost 10 years ago.

Jon Clifton, Gallup Global Emotions Report 2021¹

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Life has changed. We have changed.

As a society we are emerging from the greatest collective trauma of our lifetime and it's taking its toll. Up to 50% of the population are thought to be languishing (defined overleaf) while 52% are experiencing burnout (the two aren't mutually exclusive).²

Life has changed. We have changed. And the ways we work have changed. We can either view this as a challenge or as an opportunity - to rethink and reimagine the way we work to ensure individual and collective wellbeing amongst our employees.

2022 - Time to rethink and reimagine the employee experience.

A McKinsey article in 2021 discusses how employers can reduce stress and anxiety for their people by considering mental health as part of a holistic plan.³

Psychological safety is the foundation.

The article goes on to say that those organisations that recognise and prioritise psychological safety alongside physical safety in their post-pandemic operations can help employees' mental health.

The outcome is improved employee wellbeing, satisfaction, productivity, and absenteeism.

I think as an employer you have the duty of care towards employees which is the legal obligation to provide a safe working environment for your employees but where I think companies can go a little further and do a little more is by looking at their company culture... people often underestimate the power that a company culture has.

Rosie Morgan, Employee Experience Manager, Dazn⁴

Languishing. The mood of 2021.

Coined by sociologist Corey Keyes, languishing is the opposite of flourishing. **Symptoms include burnout, no motivation, and numbness.** Adam Grant, organisational psychologist wrote an article for The NY Times naming "languishing" the dominant emotion for 2021. He described it as **the neglected middle child of mental health - the absence of wellbeing.**⁵

He cited research which indicates that languishing is more common than major depression — and in some ways it may be a bigger risk factor for mental illness.

56% rated themselves a **7 or more** when asked “*how much do you relate to the definition of 'languishing' and recognise it in yourself?*”

Burnout. On the rise.

Burnout is defined by The World Health Organisation as a syndrome resulting from chronic workplace stress that has not been successfully managed. **Symptoms include feelings of energy depletion or exhaustion; increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy.** Burnout is not yet considered a mental health diagnosis by the medical community, but if it isn't addressed it could go on to develop into something more damaging and permanent – such as anxiety disorder or depression.

61% rated themselves a **7 or more** when asked “*how much do you relate to the definition of 'burnout' and recognise it in yourself?*”

Tackling the cause, not the symptoms

Why are people languishing and feeling burnt-out?

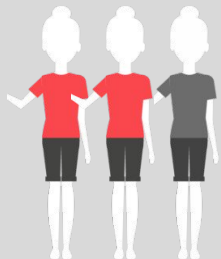
A report by The ONS in December 2021⁷ highlights staff shortages and longer working hours as key themes affecting workforces:

- a record 1.2 million UK job vacancies in the three months to November 2021.
- more than 50% of businesses who reported a worker shortage stated they were unable to meet demands.
- while over 60% of businesses with 10 or more employees said their people were working longer hours.

Workload (30%) cited as #1 reason preventing people from being their most productive at work.⁶

Employees are working longer hours to make up for lost productivity elsewhere. Largely, this comes from staff shortages, as a result of vacancies, as well as the impact of people taking time off work for illness or other reasons (caring responsibilities).

Added to which, there is the issue of presenteeism (people turning up to work who are unproductive) which is thought to be even more costly to business than absenteeism⁸ and has a knock-on effect on other employees.



Work (32%) was cited as the #1 area to be negatively impacting people's wellbeing. **Mental health (18%)** and **Physical health (18%)** were cited as the next greatest influences to negatively impact wellbeing. And in fourth position came **Work-Life balance (17%)**.



“

Millennials and Gen Zs surveyed said that the pandemic has served to increase the stress and anxiety they feel, with women experiencing higher levels of stress. Despite more discussion about mental health during the pandemic, the survey has also shown that stigma at work endures. Millennials and Gen Zs surveyed remain hesitant about vocalizing their increased stress and anxiety to employers, with nearly six in 10 saying that they did not tell their leader how they were feeling—furthermore, an astounding 49% and 47% of millennials and Gen Zs who have taken time off work for mental health reasons have given their employer a different reason for this absence.

**Deloitte White paper on Millennials and Generation Z
Making mental health at work a priority⁹**

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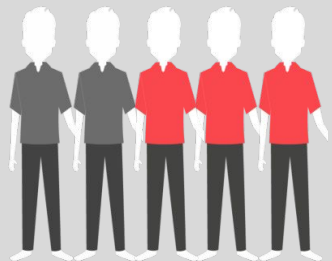
What's the cost of not addressing these issues? **The Great Resignation**

A phenomenon defined by Anthony Klotz, a professor of management at Mays Business School of Texas A&M University - The Great Resignation is the ongoing trend of employees voluntarily leaving their jobs, from spring 2021 to the present day, in response to the COVID-19 pandemic.

Whilst it was first recognised in the US, it is a global trend. The Office of National Statistics reported a 60% increase in people leaving their jobs in the UK, compared to pre-pandemic levels.¹⁰

The reasons why?

The COVID-19 pandemic has allowed workers to **rethink their careers, work conditions, and long-term goals. The exodus is being driven by Millennials and Gen Z, who are more likely to be dissatisfied with their work and looking to gain better work-life balance.**¹¹ Workers desire freedom to work from home/flexibility. Industries that require in-person interactions, have been hit the hardest by waves of resignations.¹²



53% rated their wellbeing at **6 or below** on a scale of 1 to 10 (1 = low, 10 = high)

62% said *“I have seen this trend [The Great Resignation] at my organisation / in my industry”.*

Who's most at risk?

Millennials and Gen Z

As well as driving The Great Resignation, Millennials and Gen Z are thought to be the population most at risk of burnout, according to a report by Deloitte.⁹

It cites one study shows that 53% of Millennials were already burned out pre-pandemic, and they remain the most affected population, with 59% experiencing it today. However, Gen Z is now neck and neck, as 58% report burnout—up from 47% who said the same in 2020.⁹

Managers

One other cohort that is bearing the brunt of the impact of burnout and the pandemic, is managers.¹³

Managers have taken on more responsibility looking after their teams through the pandemic and the realities of having a remote team to manage. This involves more of a pastoral role supporting their teams increasingly in the areas of mental health and wellbeing, whilst also trying to meet their business demands and cope with the stresses of the pandemic themselves.



The truth is everyone is struggling in their own way. And while we know that people who care for others as a part of their job are least likely to care for themselves... it's everyone that needs to be looked out for. e.g. HR - all the changes to policies and onboarding, sales teams have had to work through years of uncertainty and people in roles that may have flourished may have had an excessive amount of work that they may not be used to.

Megan Swanson, Clinical Psychologist NHS England⁴

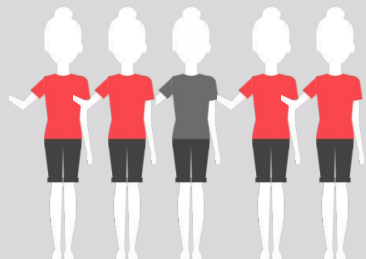
The Great Opportunity - for the employee experience and the employer brand.

As people seek a greater work life balance and flexibility in how they work, the opportunity is there for employers to respond - if they aren't already - to be the employer of choice; attracting and retaining the best talent.

This point in time is an opportunity for both parties (the employer as well as the employee) - to rethink what's important to them and what's going to best support them to achieve what they want at work.

[Wellbeing is] at the forefront of how we attract people into our business. There are massive shortages in our industry. It's about what you can do differently to attract talent in and culture plays a massive part. Obviously money counts - but how people act and behave is just as important to us as a business. We've done quite a bit of work to change our brand - we have something called COR - Courage, Openness and Respect - which sits at the heart of our business. We've invested in mental health training with POINT3 and have Mental Health First Aiders.

Jon Meeks, Head of Supply Chain, Willmott Dixon⁴



What we've been trying to do, again amongst other things, to try and make Dazn as attractive an employer as possible is looking at the wellbeing side of things. We know it's important to our candidates because it's the first question that they ask in almost every single interview "what is your wellbeing offering?"

Rosie Morgan, Employee Experience Manager, Dazn⁴

“With a workforce already suffering from a notable rise in mental distress from the pandemic, a real risk exists that millions of people will encounter yet another wave of stress and anxiety as they return to the workplace. Pervasive workplace stigma exacerbates this risk, with fewer than one in ten employees describing their workplace as free of stigma on mental disorders, leading many to avoid seeking needed care.

Employers who recognize and prioritize psychological safety alongside physical safety in their post-pandemic operations can help employees' mental health and their own efforts to cultivate inclusive workplaces. This support can have concrete effects on critical workplace outcomes, including employee well-being, satisfaction, productivity, and absenteeism.

How to flourish in the new world of work.

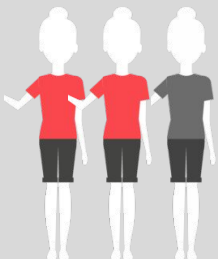
To flourish in this new world, it's wise to start by looking at the employee experience and the culture of an organisation.

And if psychological safety is the foundation of a healthy business³, ask yourself these important questions about your organisation:

Is our culture supportive? Do we trust our employees? Do our employees feel comfortable talking to their managers about their mental health and wellbeing? Do our employees feel empowered?

A psychologically safe workplace culture is one where people feel safe to bring their whole selves to the workplace. Where people feel able to be vulnerable about how they are feeling without feeling judged or penalised. Where people feel listened to by their leaders and managers. Of course not every need and want can be catered for, but the key is to start with empathetic listening and then to navigate challenges together.

For employees to truly flourish, they need to feel like they belong, know what's expected of them and how they're positively contributing, as well as have a sense of autonomy in how they work.



I think it's important as a business to do some self reflection; how are employees doing? Have we asked them? Have we seen an increase in people needing time off? How do we need to change as an organisation to ensure people thrive? Be prepared to ask yourself difficult questions because from that will come the best answers for you and your employees.

Marcus de Pfeiffer-Key - Marketing Specialist + Mental Health First Aider⁴

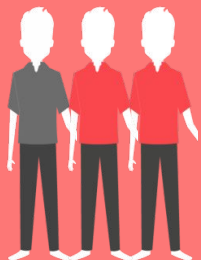
Culture Change starts with the manager.

Whilst there are no quick fixes to the challenges that we face today as individuals and as teams in the workplace... a report by Gallup states this: ***Who is the most important person in your organisation for building a culture of high engagement and wellbeing - the kind that will attract employees in a tight labour market? The manager.***¹³

The Gallup article goes on to say that managers are currently reporting more stress and burnout and worse physical wellbeing and work-life balance than the people they manage, and it is only getting worse.

Having stressed and burned-out managers is never good, but it's a particularly urgent issue to address right now. Considering the current job market - an organisation's culture and employer brand matter more than ever when it comes to attracting the best talent, and the role of manager is pivotal to that.

Upskilling managers in the areas of emotional intelligence, and with practical tools to support themselves first and foremost, as well as tools to help them support their teams, is a critical starting point to kick-start widespread cultural change within an organisation.



As a line manager my duty is to understand the people that report to me - and you only get this from getting to know them. 121s are important but check in daily about personal elements of someone's life. Put the phone down and really look someone in the eye - 5 minutes a day that's nothing! Really make the time for your people.

Jon Meeks, Head of Supply Chain, Willmott Dixon⁴

Actions speak louder than words. Modelling makes the difference.

With greater emotional intelligence - developed through training and with greater empowerment and practical solutions - managers and their employees can be encouraged and upskilled to take personal responsibility for their own behaviours to support their mental health and wellbeing.

This includes being able achieve greater work-life balance by creating and modelling the right boundaries; and supporting those around them with their balance and boundaries too.

If you're prepared to be vulnerable in front of the people that you lead, that you manage, then that shows to them that they can be vulnerable too. It's all well and good saying you want to discuss mental health and you want to create an environment where people can talk openly but that comes from the person saying it and I think in our business it has probably been the most important thing. I think the culture and behaviours are really really important.

Jon Meeks, Head of Supply Chain, Willmott Dixon⁴



***I think there's never a "quick win" with mental health but two things that stand out for me are:
1/ modelling - start at the top. If you're practising what you preach others will feel safe to do the same.
2/ this isn't something to reserve for a day or month a year. This is an everyday thing - which means you have to ask questions, keep asking questions, assess and reassess knowing your employees will have different needs moving forward.***

Megan Swanson, Clinical Psychologist NHS England⁴

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A black and white photograph of six young adults standing in a line against a textured wall. From left to right: a young woman with long blonde hair wearing a white t-shirt and a denim skirt, holding a smartphone; a young woman with curly dark hair wearing a sleeveless shirt and jeans, holding a smartphone; a young man with short dark hair wearing a plaid shirt over a white t-shirt, holding a smartphone; a young woman with long dark hair wearing a striped t-shirt, holding a smartphone; a young woman with long blonde hair wearing a white t-shirt and jeans, holding a smartphone; and a young man with short dark hair wearing a dark button-down shirt over a white t-shirt, holding a smartphone. The person on the far right is also holding a skateboard. All six individuals are looking down at their smartphones.

Employees are in the driving seat. 2022 is the year of **The Employee Revolution**. Do you want to get left behind? Staying ahead starts by prioritising **The Employee Experience** and employees' mental health and wellbeing.

POINT3 Wellbeing 2022¹⁴

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We are an impact-led [employee wellbeing agency](#) delivering training and development programmes and experiences that create positive change and drive long-lasting legacy.

How can we help you and your people *stress less and smile more* at work in 2022?

Get in touch for a free 2022 consultation.

Let's chat!

References, Reports and Resources

¹Gallup Global Emotions 2021 Report

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⁴POINT3 Wellbeing Walk The Talk 2/11/21 - Why your employee wellbeing strategy is pivotal to your employer brand -

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⁸<https://www2.deloitte.com/uk/en/pages/press-releases/articles/poor-mental-health-costs-uk-employers-up-to-pound-45-billion-a-year.html>

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¹¹<https://www.forbes.com/sites/jasonwingard/2021/09/02/the-great-resignation-why-gen-z-is-leaving-the-workforce-in-drovesand-what-to-do-about-it/?sh=110675e5f870>

¹²<https://www.forbes.com/sites/jackkelly/2021/10/08/the-great-resignation-is-a-workers-revolution-heres-what-real-leaders-must-do-right-now/?sh=8d378e7514fd>

¹³<https://www.gallup.com/workplace/357404/manager-burnout-getting-worse.aspx>

¹⁴<https://point3wellbeing.com/>

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Helping people in the workplace to
stress less and smile more

Get in touch!

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