



BE WELL. BE HAPPY. BE YOU.

POINT3 WELLBEING PREDICTIONS: The Future Fit Of Workplace Wellbeing



How workplace wellbeing is evolving.

We are working and living in extraordinary times and we as individuals and teams in the workplace are being stress-tested to the max, and will continue to be so. If the global pandemic has taught business leaders anything, it's the need to be ready and "future fit" for times of great disruption, potential crisis and continual change.

If there is any certainty in life, it is that things will never stay the same. Yet, still so many of us struggle to embrace and accept change.

Now, more than ever, we need to find ways to support the mental and emotional health of people, to create the most balanced, connected and resilient workforces, who are motivated and energised to perform their best work - even during times of change.

What does that mean for the future of workplace wellbeing?

Whilst there are those that do enjoy working from home and are productive doing so, many will have depleted mental health and will be struggling to cope with the demands of the "new workplace" reality - working away from their teams, struggling with motivation, coupled with distractions at home and worries associated with the pandemic.

But one thing's for certain, with 1 in 4¹ suffering from mental ill health over the course of a year prior to COVID-19 and with the certain rise in stress that comes with this global crisis, mental health interventions and preventative measures are now business critical to prevent burnout amongst employees.

No new normal. No work-life balance.

Working from home or “living at work” as some describe it², means it is even harder to create boundaries between work and life. The commute used to provide a transition between the two, but now many are working during the hours they used to commute³ and find themselves in back-to-back virtual meetings all day long with limited time for breaks. Little wonder many are struggling with their mental health.

So, it's a matter of equipping the workforce for ongoing change.

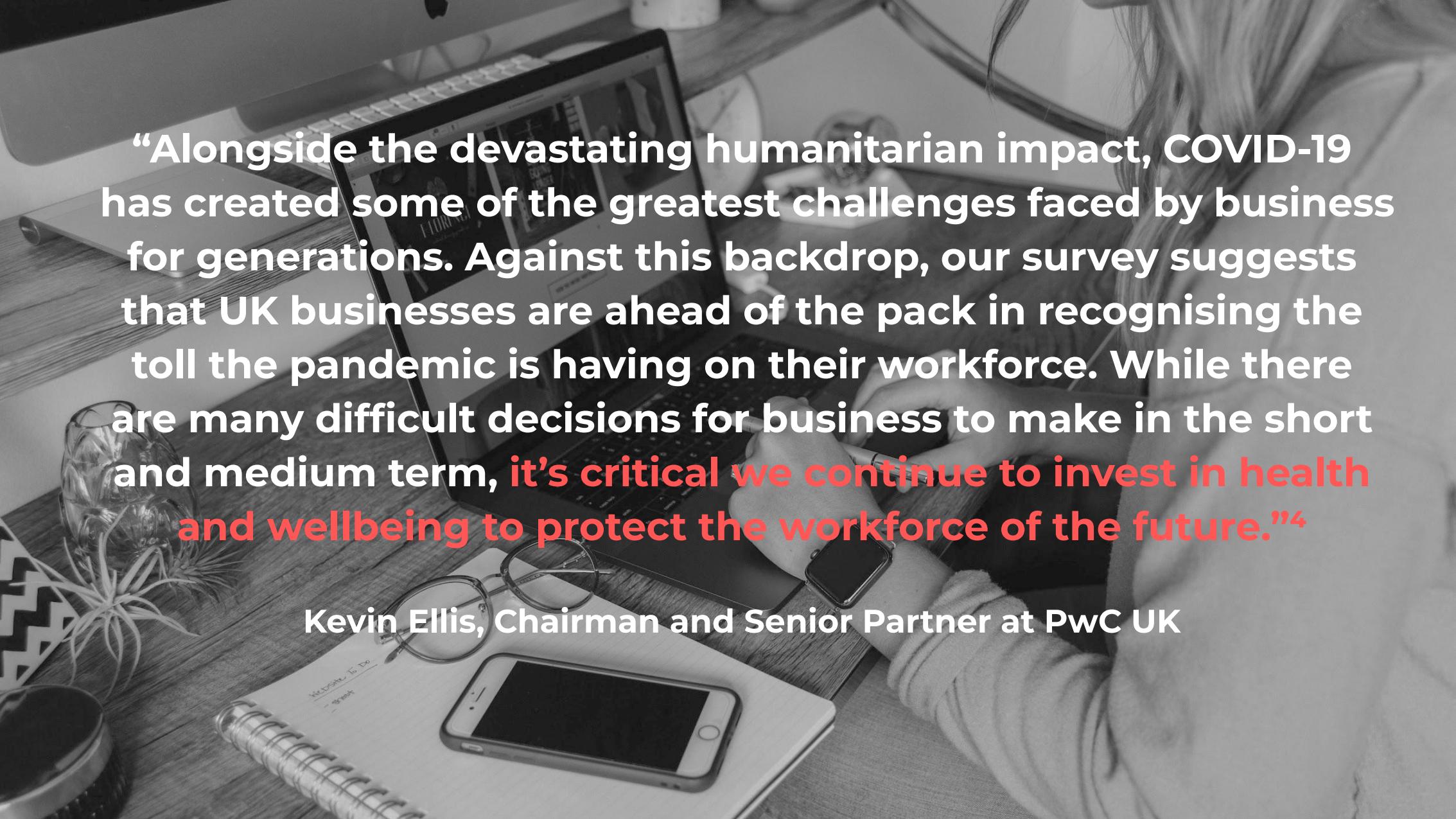
Disruption and change are here to stay. This is an evolutionary reality. The other theme that's here to stay is that of remote working. **86% of UK CEOs believe the shift towards remote collaboration will endure.⁴**

So, individuals and managers need to be equipped to work well in this new environment of working, to ensure collaboration, connectivity and culture is maintained and nurtured.

“It's brought into sharp focus that people will be working from home for a considerable period of time into the future and it's important we are doing all we can as employers to make sure we are giving employees the tools to look after themselves.”³

Mark Lacey, Senior Vice President | Chief Human Resources Officer International – EMEA & Asia Pacific,
Northern Trust





“Alongside the devastating humanitarian impact, COVID-19 has created some of the greatest challenges faced by business for generations. Against this backdrop, our survey suggests that UK businesses are ahead of the pack in recognising the toll the pandemic is having on their workforce. While there are many difficult decisions for business to make in the short and medium term, it’s critical we continue to invest in health and wellbeing to protect the workforce of the future.”⁴

Kevin Ellis, Chairman and Senior Partner at PwC UK

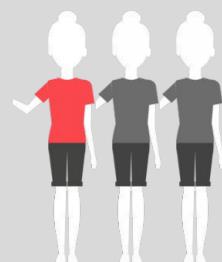
How unified can a split workforce be?

Coined a *hybrid virtual model*⁵ - with some working remotely and some working from the office - this is likely to be the future of working for many businesses and certainly, it will be for the short to medium term.

But what does this mean for the culture of a team or organisation? Whilst the flexibility to work from home is seen as a benefit to many employees, there are downsides to this model of working for the organisation.

These downsides arise from factors that underpin culture and performance. Ways of working, as well as standards of behaviour and interaction, that help create a common culture, and build social integration and shared trust.

So, a split workforce could see the emergence of silos and the sense of belonging, common purpose, and shared identity that inspires all of us to do our best work is at risk of getting lost or diluted at best.



Our research shows that only 1 in 3 (33%) people actually want to go back to the office and only 39% think they will be back in the office by the end of the year.⁶

Who's (most) at risk?

More than half of adults said their mental health worsened during lockdown. And loneliness was cited as one key contributor to this poor mental health⁷.

Another UK study⁸ conducted prior to COVID-19 estimates that over 9 million people in the UK, across all adult ages, are either always or often lonely. All adult ages, includes people of working age and those who, on the surface, may seem to have full and busy lives.



More than half of adults and two thirds of young people said their mental health had worsened during lockdown.⁷

UK study of 16,000 undertaken in June 2020 by The Mental Health Emergency on behalf of Mind

A study by People Insight Ltd⁹ revealed the workplace groups that struggled more than others during the lockdown period were as follows:

- **Those that live alone**
- **Carers and particularly female parents**
- **Under 25s**
- **Senior leadership**

All that said, mental health does not discriminate. We all have mental health. Just as we all have physical health.

A black and white photograph of a modern office hallway. The hallway is lined with rows of cubicles on both sides. The ceiling is high with exposed ductwork and lighting fixtures. The floor is a polished concrete. The overall atmosphere is professional and modern.

90% of UK CEOs said conducting employee wellbeing initiatives is driving long term changes to their business model as a result of COVID-19 and 23% said doing so would have the biggest positive impact on their organisations' reputation.⁴

PWC, CEO Panel Survey 2020 - UK findings

Thrive not survive.

Results from the People Insight Ltd lockdown survey¹⁰ of 8,000 showed those organisations **that treat its people as individuals, listen to their people and lead with compassion have seen employee engagement go up over the same period.**

The antidote to loneliness is connection. So, in a world of “disconnection” - be it physical, mental and/or emotional, connection through empathy needs to be nurtured at all levels of an organisation.

“We surveyed 8,000 employees from across the public and private sector and what we found is that those organisations that are treating its people as individuals, listening to employees and leading with compassion have seen employee engagement go up during lockdown.”¹¹

Carolyn Nevitte, Head of HR and Marketing, People Insight Ltd

Organisations need to have strategies to support everyone, as well as interventions for those most at risk.

As we continue to navigate these uncertain times and people continue to be physically disconnected from each other, more emphasis, investment and thought needs to be placed on finding ways to build connection amongst people, teams and organisations **to boost morale and motivation and prevent poor mental health.**

Build a culture of empathy.

Organisations looking to help build motivation and morale and support good mental health during these times should start by building a culture of empathy - one where people are listened to, understood and treated with compassion.

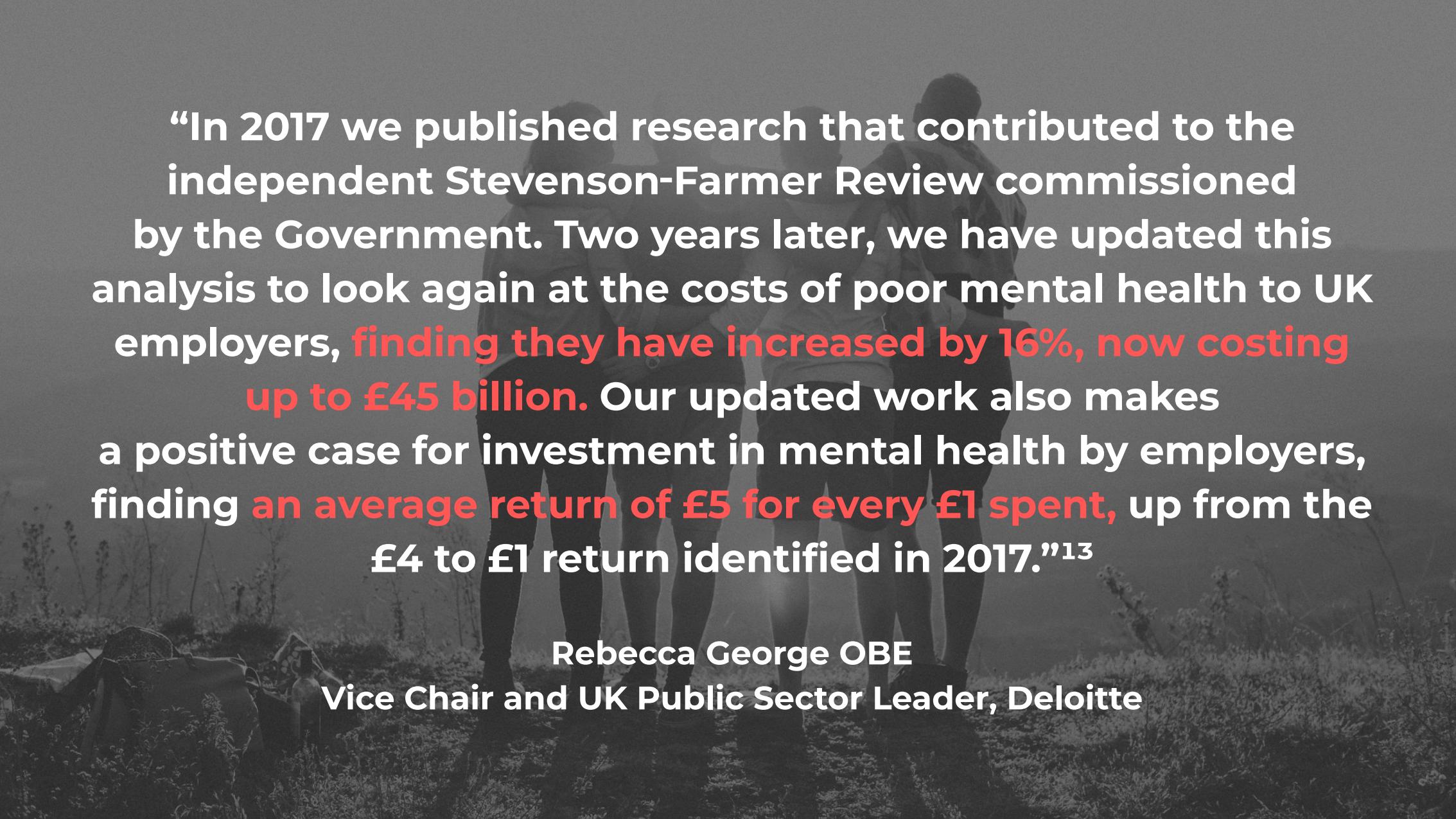
Empathy amongst peers and between managers and their teams creates connection and offers a huge, natural antidote to a disconnected and potentially dis-engaged workforce. Empathy - a form of emotional intelligence - can be developed with the right training.

Our conversations¹² show employees want and need:

- **To be listened to and acted on**
- **To be treated as individuals**
- **To be treated with compassion**
- **Clear work-life boundaries**
- **Flexibility**
- **Shorter meetings**
- **Less video calls**
- **121s with managers**
- **Human-centric updates from leadership**
- **Wellbeing resources that include discussions, activities and interaction**

“Embedding wellbeing into a company culture is a long-term journey. Over the next 12 months we’re going to continue to see a huge amount of change and people’s demands and circumstances changing too. You’ll protect the long term impact by listening to what people want.”²

Kirsten Samuel, Chief Executive Officer, Kamwell



“In 2017 we published research that contributed to the independent Stevenson-Farmer Review commissioned by the Government. Two years later, we have updated this analysis to look again at the costs of poor mental health to UK employers, **finding they have increased by 16%, now costing up to £45 billion**. Our updated work also makes a positive case for investment in mental health by employers, **finding an average return of £5 for every £1 spent**, up from the **£4 to £1 return identified in 2017.**”¹³

Rebecca George OBE
Vice Chair and UK Public Sector Leader, Deloitte

Mind(set) The Gap.

Less passive. More active.

The People Insight research¹⁰ revealed a gap between advice and resources available for mental health and wellbeing and people's perceived mental health.

82% of organisations scored highly for 'I know where to go to for support regarding my health, safety and wellbeing' but only 67% rated their health and wellbeing as excellent, good or fair.



83% rated their level of concern about the health and wellbeing of their people at an 8 or above but only 28% rated themselves an 8 or above when it came to prioritising their own wellbeing.⁶

Survey respondents asked for more live activities and interactive discussions around mental health, saying these would be more helpful than sending out resources to read.

So, whilst many organisations are providing written resources and guidance around mental health there's an opportunity to better support people by providing live, interactive and educational-based training. This also indirectly gives people permission to prioritise their mental health.

The Mindset Revolution.

Time Magazine had a front cover dedicated to The Mindful Revolution back in 2014. **Now, we believe, is the time for The Mindset Revolution.**

Nothing shifts until something moves. We believe in raising awareness, shifting attitudes and changing beliefs around mental health for all. Awareness, understanding and empathy is only the start. People then need to take action and personal responsibility for themselves and those around them.

We believe it's the art of putting this knowledge and awareness into practice that can be the key to unlocking a transformative life for individuals and teams - now and always.

Personal responsibility is one thing but permission from an employee's organisation is another. Add to that psychological safety to bring your whole self to work.

This requires education, empathy and above all emotional intelligence across the organisation and its people, from the top down.

“My Whole Self aims to create a healthier working culture built on respect and collaboration. We’re encouraging employers to create a culture where people can be themselves at work. Whether online or in person, bringing your whole self to work is a mindset that’s better for mental wellbeing and better for business.”¹⁴

Mental Health First Aid England, My Whole Self Campaign 2020



**Now is the time for The Mindset Revolution
raising individual and collective
knowledge, awareness and empathy
in the area of mental health.**

Our vision is to inspire a mindset movement.

POINT3 Wellbeing 2020

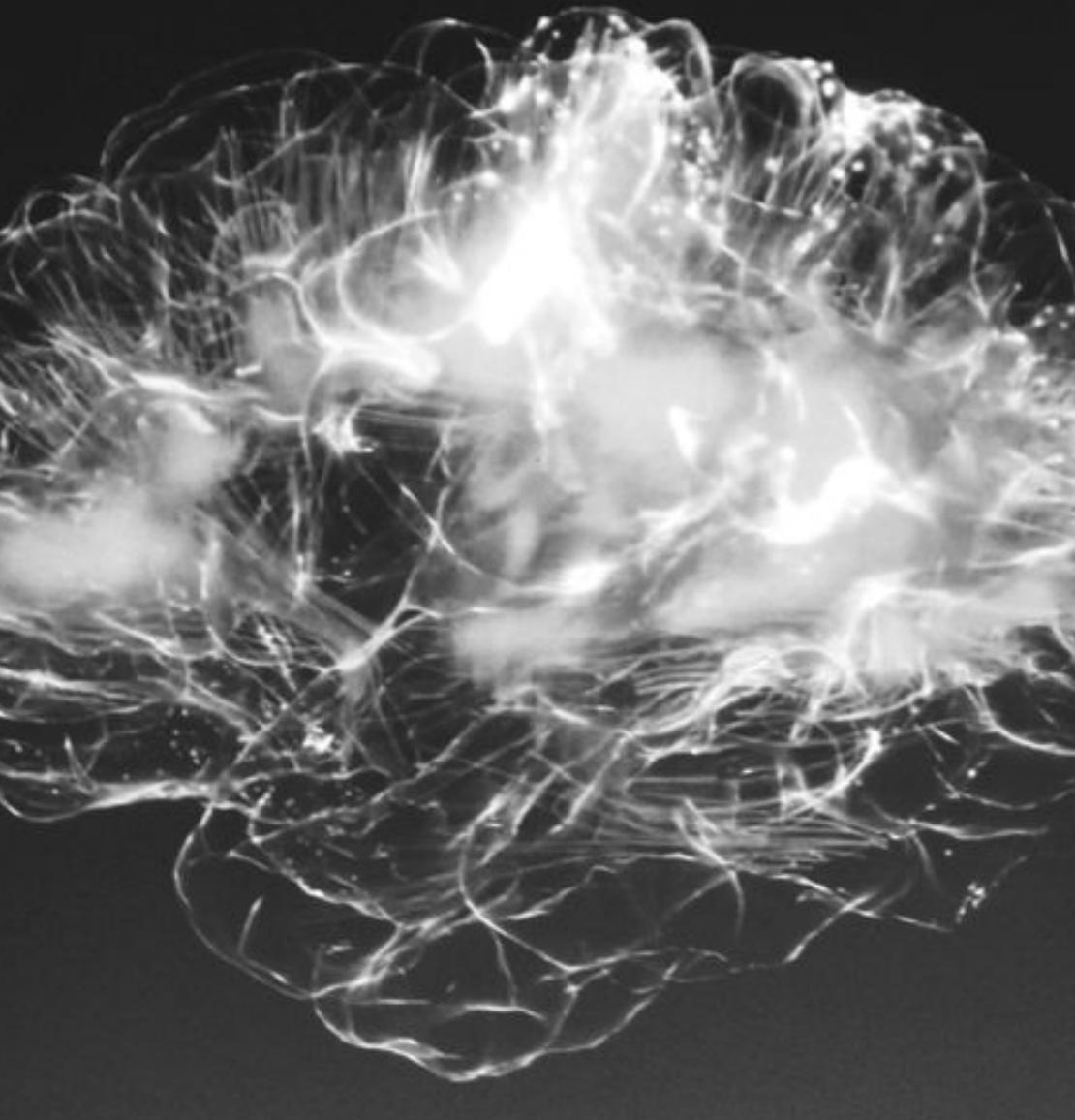
Are you ready?

As we continue to work through this global pandemic, emotional intelligence - and specifically, empathy - offers a huge, natural antidote to the physical disconnection and dis-engagement that your people might be experiencing at this moment in time.

Now is the time to review and reshape your culture and organisation to ensure it is “future fit” for disruption. Consider how empathy is built into and expressed through your organisational culture and values - to boost motivation and morale, and to support the good mental health of your people, so they thrive during times of disruption.

We offer a series of mental health and mindset training, and experiences which create an opportunity for people to come together (virtually), connect and learn new theories and practical tools that will develop their emotional intelligence, empathy, resilience and balance. Together, we can inspire a mindset movement.





**How can we help you
inspire a mindset
movement amongst
your people?**

Get in touch for a free
2021 strategy session

[Let's chat!](#)

References and Resources

¹<https://www.mind.org.uk/information-support/types-of-mental-health-problems/statistics-and-facts-about-mental-health/how-common-are-mental-health-problems/>

²Kirsten Samuel, CEO, Kamwell during POINT3 Wellbeing webinar July 2020 - Navigating a Time of Change: Putting the Mental Health & Wellbeing of your people first as they return to work / the workplace. <https://vimeo.com/440333927/0ec6a091f9>

³Mark Lacey, Senior Vice President | Chief Human Resources Officer International – EMEA & Asia Pacific, Northern Trust during POINT3 Wellbeing webinar July 2020 - Navigating a Time of Change: Putting the Mental Health & Wellbeing of your people first as they return to work / the workplace.
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⁴PWC CEO Panel Survey 2020 - UK findings <https://www.pwc.co.uk/ceo-survey/ceo-panel-survey.html>

⁵McKinsey - Reimagining the post-pandemic workforce July 2020
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¹¹Carolyn Nevitte, Head of HR and Marketing, People Insight Ltd during POINT3 Wellbeing webinar July 2020 - Navigating a Time of Change: Putting the Mental Health & Wellbeing of your people first as they return to work / the workplace. <https://vimeo.com/440333927/0ec6a091f9>

¹²POINT3 Wellbeing webinar July 2020 - Navigating a Time of Change: Putting the Mental Health & Wellbeing of your people first as they return to work / the workplace.
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¹³Deloitte Report: Mental Health and employers - Refreshing the case for investment, January 2020
<https://www2.deloitte.com/content/dam/Deloitte/uk/Documents/consultancy/deloitte-uk-mental-health-and-employers.pdf>

¹⁴<https://cdn.mentalhealthatwork.org.uk/wp-content/uploads/2020/03/20113010/Supporting-your-mental-health-while-working-from-home-3.pdf>

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How can we inspire a mindset
movement amongst your people?

Thank you!

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