

Creating a Mindful Place to Work

Chloe Owens, HR Manager

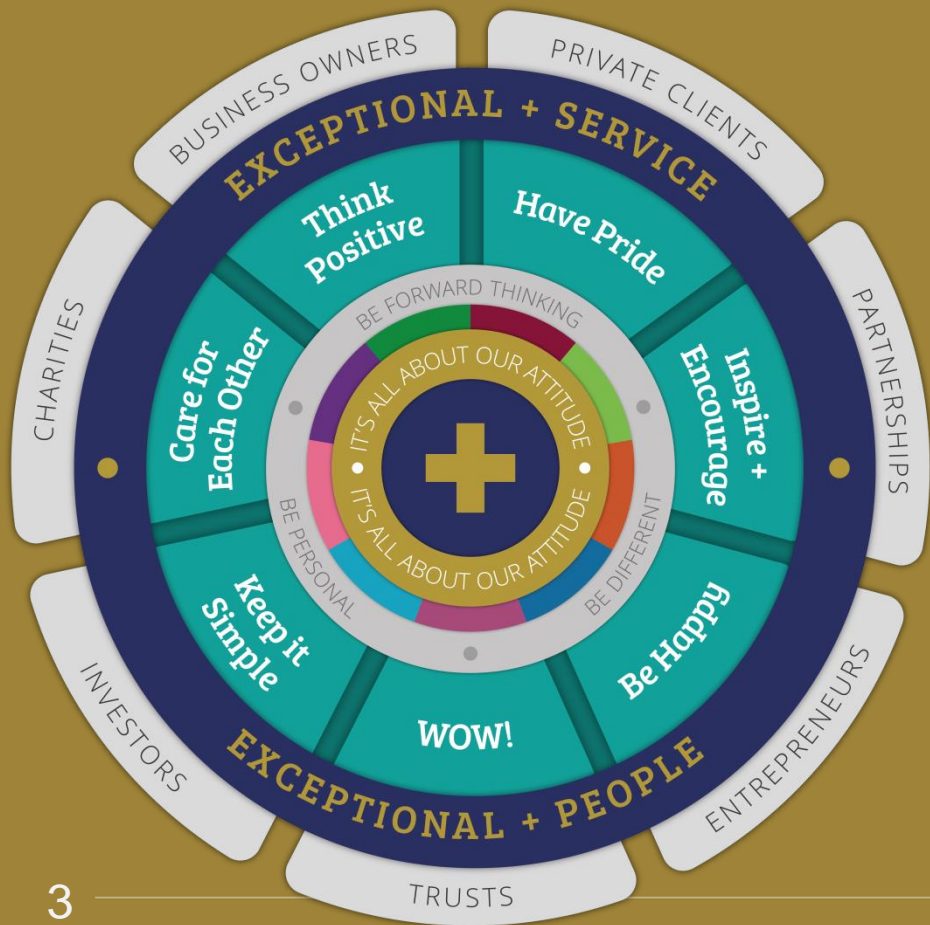
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Garbutt + Elliott

Welcome!

- ▶ **Who are we?**
- ▶ **Why was this important to us?**
- ▶ **Benefits to G+E**
- ▶ **The Mindful Employer project**
- ▶ **What did we find out?**
- ▶ **Our actions**
- ▶ **How did we get on?**
- ▶ **The challenges**
- ▶ **What next?**
- ▶ **And finally.....**

Who are we?



- Accountants with a 'difference'
- 130 people
- York and Leeds based
- A strong people culture
- Focus on values/behaviours

Why was this important to us?

- ▶ We are **personal**.....**forward thinking**.....**different**.....
- ▶ **raising awareness**
- ▶ **keeping our people mentally strong**
- ▶ **identifying how we could be proactive**
- ▶ **creating a supportive culture**
- ▶ **encouraging people to talk**
- ▶ **supporting people when (before?) they need it**

The Benefits to G+E

- ▶ **engaged people**
- ▶ **increased productivity**
- ▶ **reduced/maintained low sickness levels**
- ▶ **reduced staffing costs/improved retention**
- ▶ **reputation of being a 'great' and mindful employer**
- ▶ **attract great people**
- ▶ **attract new clients**

The Mindful Employer project

- ▶ **late 2015/during 2016 – partnered with Leeds Mind**
- ▶ **December 2015 – benchmark staff survey/ interviews**
- ▶ **survey results used to action plan**
- ▶ **During 2016 - interventions**
- ▶ **October 2016 – final staff survey/interviews**
- ▶ **January 2017 – Mindful Employer Report**

What did we find out?

- ▶ managers felt they were **generally supportive**
- ▶ a **lack of confidence** re how to have a supportive conversation
- ▶ general feeling that disclosing an issue = viewed **negatively**/seen as **weak**
- ▶ general **lack of knowledge** re support available
- ▶ **uncertainty** over mental wellbeing policy
- ▶ Some 'agentic' personalities promoting **openness**

Our actions

- ▶ **developed our communications**
- ▶ **Leeds Mind resources**
- ▶ **Manager training and introduction sessions**
- ▶ **focus on wellbeing aspects of our Employee Healthcare cover**
- ▶ **Mindful Employer conference June 2016**
- ▶ **regular Mindful Employer networking events**
- ▶ **PR activity**
- ▶ **development of Mental Health and Wellbeing policy**
- ▶ **signed up to the Mindful Employer Charter**

How did we get on?

- ▶ **positive effect** on overall staff perception
- ▶ positive change has been felt across **all** staff
- ▶ high level of people feel they would be **supported** by managers if they disclose a mental health issue



How did we get on?

- ▶ an overall **cultural shift** G+E towards making mental health and wellbeing an **'acceptable'** topic for conversation
- ▶ we clearly have some **positive personalities**/go to people
- ▶ there is a general feeling that G+E is **moving with the times** and becoming a more **compassionate employer** than had been the case as little as 10 years ago

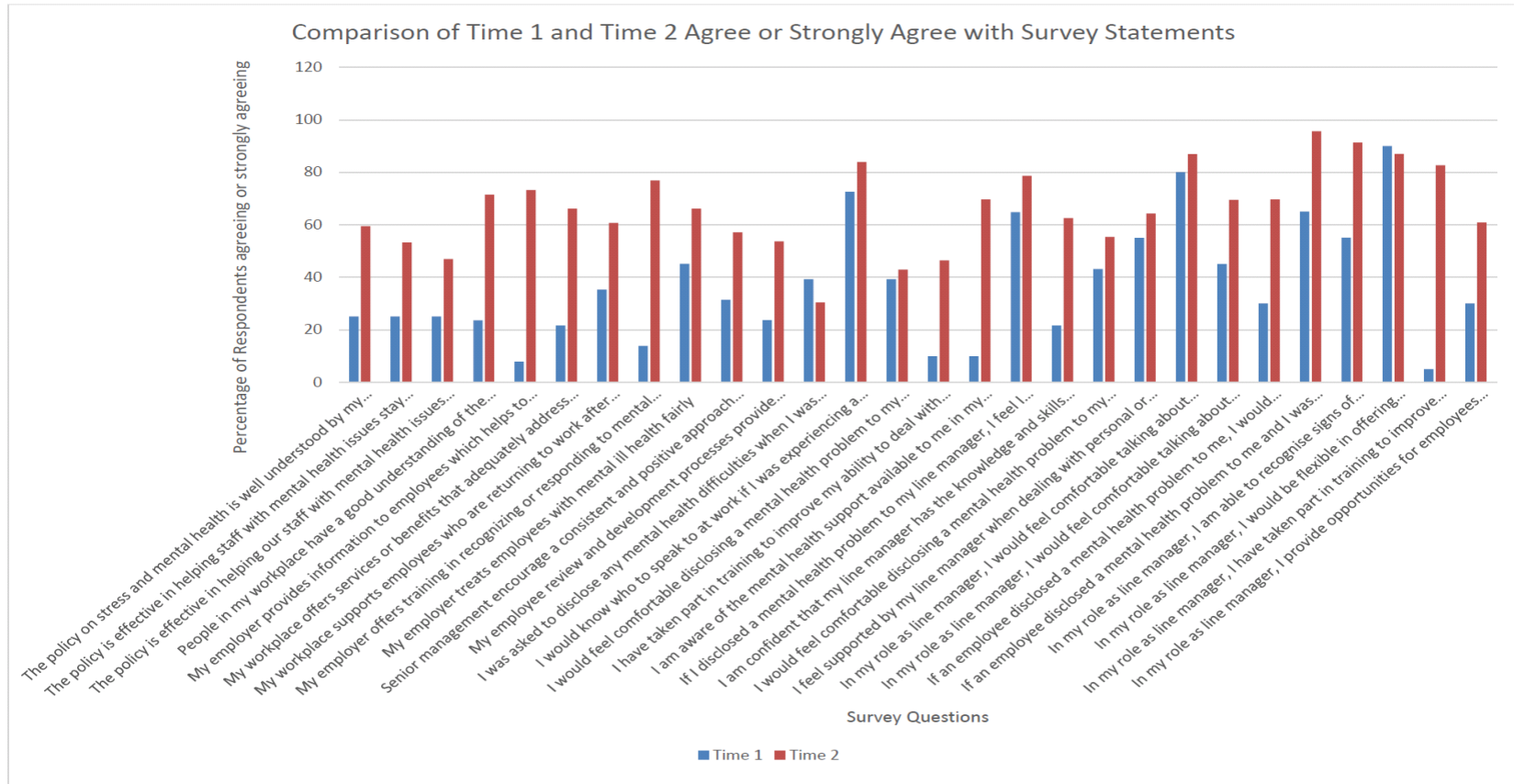


How did we get on?

- ▶ still an element of **stigma** among some of our people
- ▶ work to do with our **younger** staff



Appendix 2: Comparison of agree or strongly agree for all survey statements T1-T2



The Challenges!

- ▶ we are accountants!
- ▶ Partner **buy in**
- ▶ “we don’t believe in stress”, “there’s **no such thing**”
- ▶ chargeable time
- ▶ HR **‘fluff’**

What's Next?

- ▶ **reinforce the good things we are already doing**
- ▶ **raise awareness of specific national activities ...Time to Talk Day, Mental Health Awareness Week**
- ▶ **look at how physical wellbeing can be promoted**
- ▶ **look at how we can change the perception of our younger employees**
- ▶ **look at our competitors and what they do**

What's Next?

- ▶ **networking events/Chartered Signatory groups**
- ▶ **keep our 'people pages' updated with Mindful Employer news**
- ▶ **use our pillars, e.g. 'Care for Each Other', to promote behaviours and raise awareness**
- ▶ **coach our people to help them find solutions and see the 'wood for the trees'**
- ▶ **ultimately get our people talking to others to share their own personal experiences**

And finally.....

- ▶ **find a senior 'sponsor'**
- ▶ **remember we all have mental health**
- ▶ **talk about 'positive' mental health and *staying healthy***
- ▶ **don't just make it about stress, depression, anxiety**
- ▶ **don't overload staff and switch them off**
- ▶ **get people talking about it openly**
- ▶ **don't give up!**

Thanks for listening!

▶ **Any questions?**

