

MIND

## WELLBEING + RESILIENCE

Develop wellbeing and resilience strategies for you and your team

**RUN SHEET | UP TO 20 MANAGERS**

**IN-PERSON DELIVERY: 1 x 2.5 HOURS | VIRTUAL DELIVERY: 2 x 90 MINUTES**

<b>WELCOME</b>	<ul style="list-style-type: none"><li>• Facts are on rotation as people join looking at the state of wellbeing at work e.g. 32% of people state the 'management style' as their main cause of work-related stress.</li></ul>
<b>INTROS</b>	<ul style="list-style-type: none"><li>• Facilitator intro.</li><li>• Brief overview.</li><li>• Group intros.</li><li>• Guardrails (what this is &amp; isn't).</li><li>• Group agreement.</li></ul>
<b>EXPLORING WELLBEING</b>	<ul style="list-style-type: none"><li>• Initial exploration takes place through different exercises/frameworks to understand what is meant by 'wellbeing at work'.</li><li>• Framework - Inverted U-Model:<ul style="list-style-type: none"><li>• Participants look at this pressure performance curve - and place themselves and their team members on it.</li></ul></li><li>• Framework - The Stress Bucket:<ul style="list-style-type: none"><li>• Participants look at this to help them understand what is causing them stress and what they can do about it.</li></ul></li><li>• Activity:<ul style="list-style-type: none"><li>• Everyone brainstorms what common stresses and strains at work are e.g. workload, timelines, people, poor communication.</li></ul></li><li>• Top Tip #1 - Throughout the session a variety of top tips are shared. The first one is shared here - 'Switch Off'.</li></ul>



MANAGER BEHAVIOURS	
KEY MANAGER COMPETENCIES	<ul style="list-style-type: none"><li>• Self-assessment:<ul style="list-style-type: none"><li>• Participants score themselves to understand how effective they are at preventing and reducing stress in their employees. They then consider what behaviours they need to introduce more.</li></ul></li></ul>
MANAGER EXERCISES	<ul style="list-style-type: none"><li>• Activity:<ul style="list-style-type: none"><li>• Common workplace scenarios are given and in pairs they reflect on what manager behaviours they could put in place for that scenario. e.g. Employee indicates they have been subjected to unacceptable behaviour from another colleague.</li></ul></li></ul>
SUPPORTING EMPLOYEES	
SPOTTING WARNING SIGNS	<ul style="list-style-type: none"><li>• Time is spent discussing what to do formally to support people with a diagnosed mental health condition or when they are struggling.</li><li>• We run through 'The Equality Act 2010', how to offer appropriate support and how to start a conversation.</li><li>• Top Tip #2 – 'Separate People &amp; Behaviours'.</li></ul>
OPEN VS CLOSED QUESTIONS	<ul style="list-style-type: none"><li>• To support an employee, you need to be able to ask questions in an open and non-judgmental way. We discuss the importance of 'Open Questions'.</li><li>• Activity:<ul style="list-style-type: none"><li>• We get 2 volunteers to practise using open vs closed questions in front of the rest of the group – to show how important open questions are when it comes to finding out about someone's wellbeing.</li></ul></li></ul>
LISTENING	<ul style="list-style-type: none"><li>• Our sessions constantly reiterate the importance of listening as a key manager skill to find out what is going on with employees.</li><li>• Activity:<ul style="list-style-type: none"><li>• Everyone reflects on a time they felt really listened to and writes down any behaviours you can use to demonstrate to someone you are really listening to them.</li></ul></li><li>• People then reflect on how good a listener they are and where they could improve things.</li></ul>
WELLNESS ACTION PLANS	<ul style="list-style-type: none"><li>• We explain the concept of a 'Wellness Action Plan' as an important measure to do with employees.</li><li>• It is an agreement between an employee and manager in order to address wellbeing and any needs.</li><li>• The 'Wellness Action Plan' template is run through and people are encouraged to do it as homework with their employees.</li></ul>



## Break (in-person training) / Session 2 (virtual training):

### WELLBEING STRATEGIES

#### EXPLORING RESILIENCE

- We start this session exploring the concept of 'Resilience' further.
- Activity:
  - We explore three different concepts that represent 'Resilience' and everyone has to think about which one resonates best with them and why.
  - We also share a number of personal stories relating to resilience.
  - From there, people come up with their own personal definition of resilience to keep in mind when things are challenging.

#### MINDSET

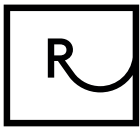
- We move onto specific techniques to help people improve their wellbeing and resilience.
- We run through the ABC Model as a way of handling non-resilient thoughts.
- Activity:
  - Everyone practises using it with their own personal example.

#### COGNITIVE DISTORTIONS & RESTRUCTURING

- We explore 'Cognitive Distortions' – negatively biased ways of thinking.
- Activity:
  - People read through the most common cognitive distortions and reflect on which ones they are most susceptible to.
  - People then explore how they can challenge their unhelpful thoughts with a more balanced view.
- Top Tip #3 – 'Rituals'.

#### DEALING WITH WORRY

- Anxiety is a lot of worries and 'what ifs'. We explain more about worry and how it is not helpful.
- Activity:
  - We then ask people to consider any of their present worries in line with the 'Circle of Influence vs Concern'.
  - People understand how to deal with worries dependent on whether they can do something about them or not.
- Top Tip #4 – 'Worry Bag'.



<h2>IN-THE-MOMENT STRESS BUSTERS</h2>	<ul style="list-style-type: none"><li>• Stress at times can be overwhelming. We all need practical ways of handling stress like this.</li><li>• We share a number of techniques that can help calm our body and mind quickly and easily.</li><li>• Activity:<ul style="list-style-type: none"><li>• We also lead everyone through a quick breathing exercise they can do.</li></ul></li></ul>
<h2>WELLBEING TOOLBOX</h2>	<ul style="list-style-type: none"><li>• NB this is also an activity we encourage them to do with their teams at a later date.</li><li>• Wellbeing should always be top of mind – it is important to have the right strategies and tools to prioritise it.</li><li>• Activity:<ul style="list-style-type: none"><li>• We encourage everyone to reflect and write down everything they can do to keep themselves 'well'.</li><li>• They can share ideas with the rest of the group.</li></ul></li></ul>
<h2>ACTION PLAN</h2>	<ul style="list-style-type: none"><li>• Everyone reflects on:<ul style="list-style-type: none"><li>• What they have learnt.</li><li>• Specific strategies they will put in place.</li><li>• One thing they will tell others about as a result of the course.</li></ul></li><li>• Further questions.</li><li>• List of resources and support lines.</li></ul>
<h2>100 DAY FOLLOW UP</h2>	<ul style="list-style-type: none"><li>• We send a different plan each month focused key areas of how to support wellbeing in teams. Other than some brief time for self-reflection, all of these activities can be done in the course of each person's work.</li></ul>