



Work & Well-Being

Well-being at Work - Definitions

.....“a state of complete physical, mental and social being ‘well’”
(WHO)

“a good or satisfactory condition of existence with the workplace”
(ILO*)

“a state of contentment which allows an employee to flourish and
achieve their
full potential for the benefit of themselves and their organization”
(CIPD)



How to sustain good practice in Workplace Wellbeing?



Activity

- Think of the key issues facing well-being in the 21st Century?



79% of employees experience work-related mental health issues – survey MISCO (August 22)

- Seventy-nine per cent of employees have experienced mental health issues such as stress and anxiety related to their work, a new survey published by Misco has found.
- The data was compiled into the third edition of the *Employee Well-being at the Workplace* survey, which Misco began in 2020 in response to the COVID-19 pandemic.
- The data was collected through a 10-minute survey distributed among employed people online, to which 355 people responded.



MISCO survey

- Half of respondents work more than 40 hours a week.
- Half of the employees surveyed additionally said that they felt pressure at work, with 43% saying that they were subject to a heavy workload and 41% to tight deadlines.
- When it comes to factors that impact their performance at work, 40% cited trouble concentrating as a major cause of their poor mental wellness, while 29% attributed this to conflict with their colleagues.



MISCO Survey

- Almost two-thirds (72%) said they have never disclosed unmanageable stress or mental health problems to an employer or superior at work, increasing by four percentage points from 68% in 2021.
- In 2022, many employees started working the majority of their time from the office and this post-pandemic re-entry has brought about a great deal of changes to our working style.

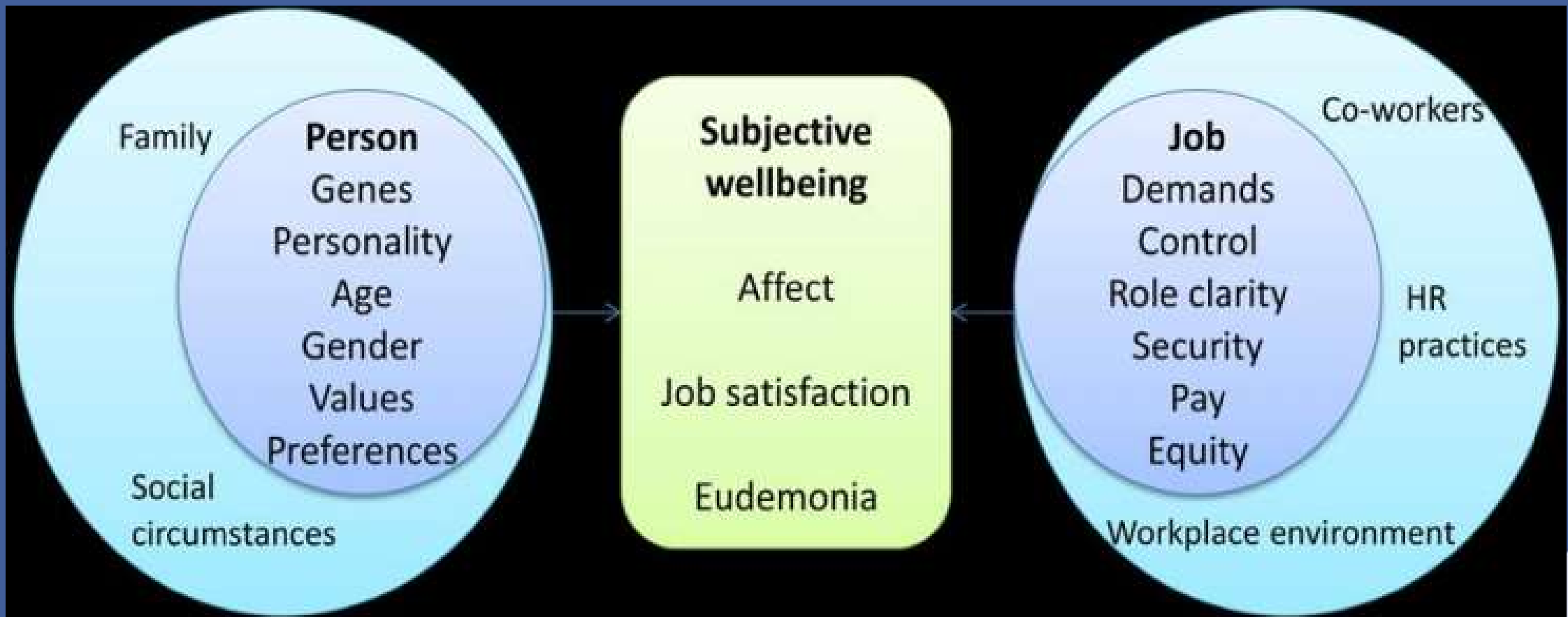
<https://miscomalta.com/wp-content/uploads/2021/06/Employee-Wellbeing-at-the-Workplace-2021.pdf>



Work related stress - Video interviews - Dan's Story - Part 1




Factors affecting Well-Being



Source: Does Worker Well-Being affect Worker Performance? (BIS, 2014)

Key Issues

- Why does employee well-being matter?
- How do you help employees, managers and organisations to consider this as important issue?
- Emotional engagement, what does this mean?
- How do you keep employees satisfied and engaged?
- Should employees be happy? Does happiness add value to employers?
- How does the 24/7 internationalised work culture affect employee well-being?
- Long hours, employee absence, mental health issues



How to support employee wellbeing during COVID-19

Negative Impacts on Well-Being

“Well-Being tends to be lower when the demands of the job are particularly high. Job demands result not only from the amount or type of work, but also from any incompatibility with pressures from outside of work.”

Source: Does Worker Well-Being affect Worker Performance? (BIS, 2014)



Positive Impacts on Well-Being

- Autonomy over how they do their job
- Participation in decision-making
- Variety in their work
- Clarity over what is expected of them, including feedback on performance, e.g. via appraisals
- Opportunities to use and develop their skills, e.g. via the provision of training
- Supportive supervision
- Positive interpersonal contact; with both managers and co-workers, customers
- A perception of fairness in the workplace, pay, diversity, equality

Source: Does Worker Well-Being affect Worker Performance? (BIS, 2014)



Positive Impacts on Well-Being

- Policy interventions may not directly target wellbeing, however these interventions may still affect wellbeing as an outcome.
- Improving Access to Psychological Therapies (IAPT)
- There is strong evidence that increased physical activity improves the wellbeing of people in general.

Emotions at the Workplace



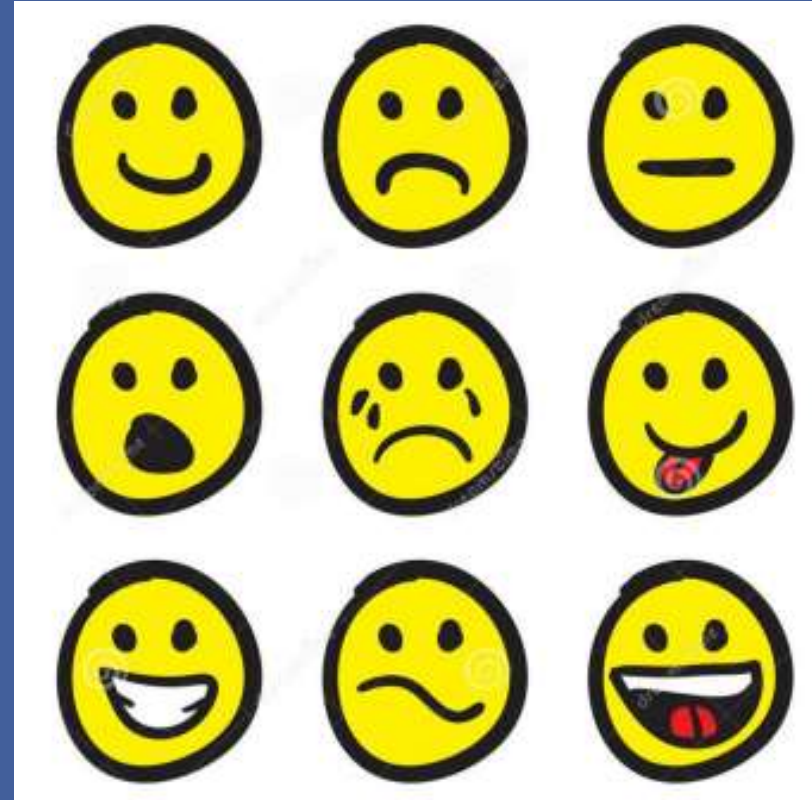
Emotion controls behaviour?

- Fear leads us to escape from a bad situation
- Anger to assert our rights
- Joy leads us to reach out to others
- Embarrassment to want to hide



Emotions

- Engagement
- Attitudes
- Job satisfaction
- Career satisfaction
- Retaining employees



Emotional Intelligence

'The capacity for recognizing our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships.'



Emotional Intelligence

Wellbeing in
the workplace



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Mental Health & Wellbeing Context

- 61% employees generally felt happy at work but over half have felt anxious on several occasions
- 66% of employees have experienced a mental health problem
- 73% have experienced poor mental health at their current job, but only half have disclosed
- 60% said they would go to work when experiencing poor mental health (27% with poor physical health)

Source: Mind Workplace Wellbeing index 2017/18 (43,000 employees took part)



Is Mental Health important in the workplace?



What is Resilience?

- Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems or workplace and financial stressors. It means "bouncing back" from difficult experiences.
- Research has shown that resilience is ordinary, not extraordinary. People commonly demonstrate resilience. One example is the response of many Americans to the September 11, 2001 terrorist attacks and individuals' efforts to rebuild their lives.
- Resilience is not a trait that people either have or do not have. It involves behaviours, thoughts and actions that can be learned and developed in anyone.



Characteristics of Resilience

Resilient individuals can be recognised by their confidence (self efficacy), coordination (planning), control, composure (low anxiety), commitment (persistence), and ability to make adversity meaningful. A high level of resilience can be recognised in the following characteristics:

- Ability to engage with and utilise others for own support and development
- Manages negative emotions
- Asserts influence but accepts external controls
- Learns from past experience
- Seeks and uses supportive environmental factors
- Practises the use of protective factors

(Source: NHS England, 2016)



Hints and Tips to maintain Resilience

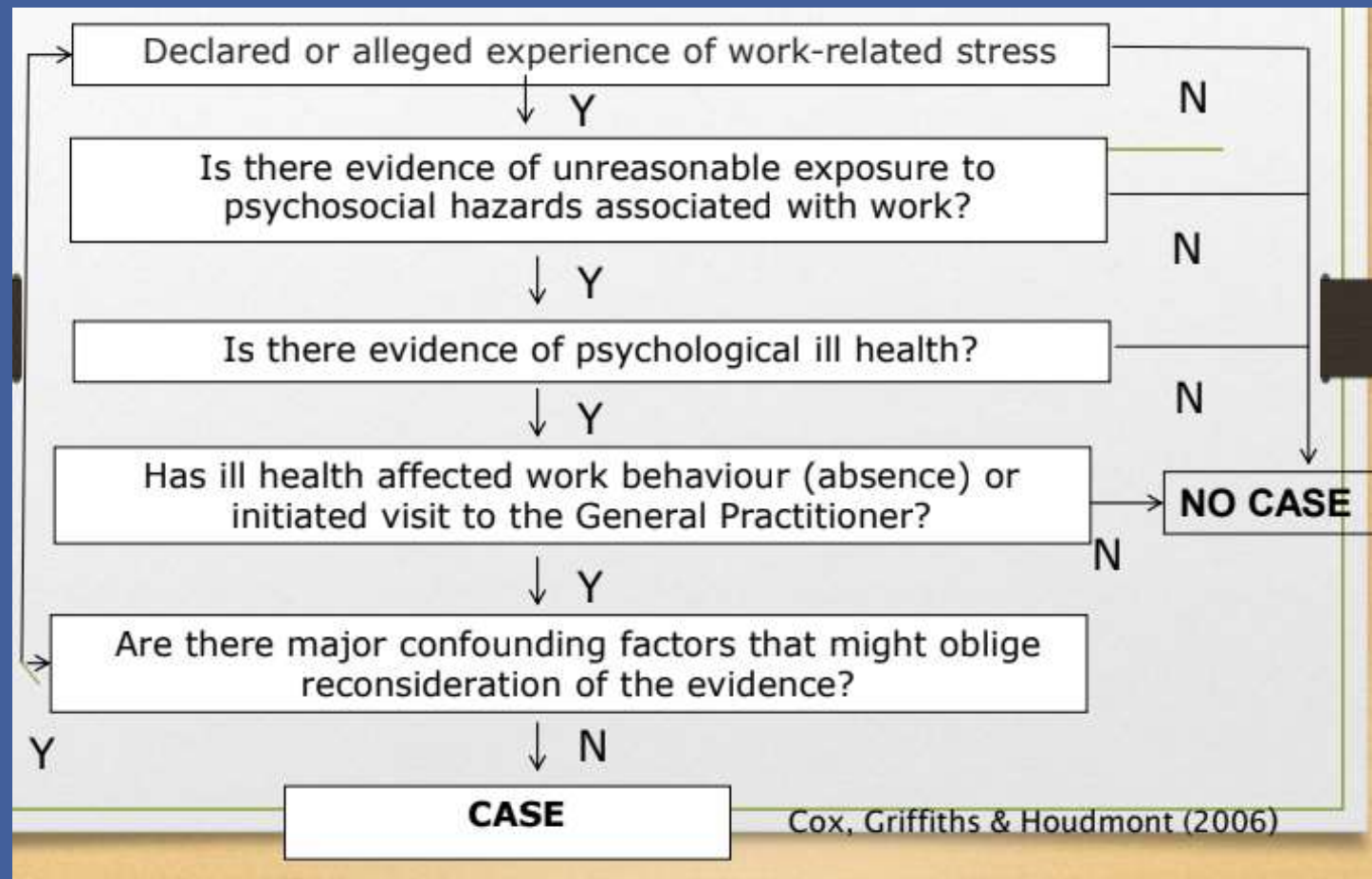
- Be open, ask 'how are you?' Do not walk away listen and look
- When you have worked through a tough time, share
- Be authentic, do not pretend when something is going wrong
- Be healthy, know when to switch off from technology
- Consider personal boundaries between work and non-work
- Be present and in the moment



Definition of work-related stress

- “has so many different meanings that it is confusing, elusive, and heard so often its meaning is frequently distorted, and its implications taken for granted” Arthur, 2005
- “The adverse reaction people have to excessive pressure or other types of demand placed on them.” HSE
- “Emotional and psycho-physiological reaction to aversive and noxious aspects of work, work environments and work organisations. It is a state characterised by high levels of arousal and distress and often by feelings of not coping” European Commission

Definition of work-related stress



Internal & External Sources

Internal Sources

- Personality overload/underload
- Work Relationships
- Career development
- Family

External Sources

- Role
- Role Conflict
- Redundancy
- Shift Work
- New Technology
- Bullying

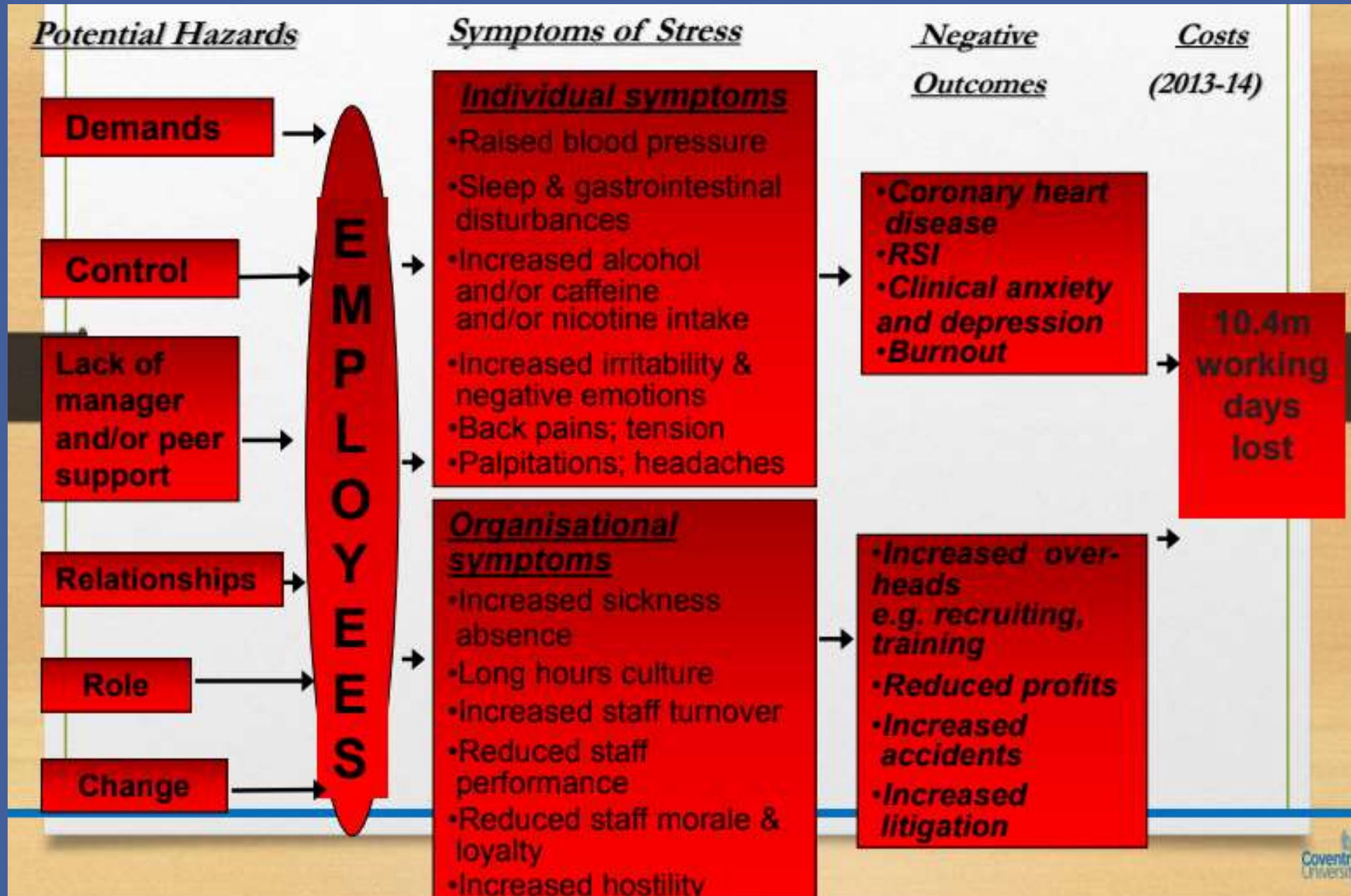


Effects of Stress on Health

- Evidence that stress leads to:
 - Physical Health:
 - Heart disease
 - Greater risk of strokes
 - Musculoskeletal problems
 - Mental Health:
 - Burn out
 - Tiredness
 - Depression
 - Low self esteem



Model of Work Stress © Adapted Palmer & Cooper 2001



Coping Strategies (Individual)

- Knowledge About Stress
- Physiological Fitness
- Time Management
- Assertiveness
- Social Support Network
- Try to plan



Coping Strategies (Organisational)

- Improve the person-job fit
- Improve employee training and orientation programs
- Increase sense of control for employees
- Eliminate punitive management
- Remove hazardous or dangerous work conditions
- Provide a supportive team-orientated work environment
- Improve communication



Workplace Interventions

- Employee Assistance Programmes (EAPs)

Berridge and Cooper 1993 definition:

“a programmatic intervention at the workplace usually at the level of the individual employee, using behavioural science knowledge and methods for the control of certain work related problems (notably alcoholism, drug abuse and mental health) that adversely affect job performance, with the objective of enabling the individual to return to making her or his full contribution and to attaining full functioning in personal life”

- Stress Management Training



ELEVATE YOUR WELLBEING WITH THERAPY CLOUD

Online Mental Health Services

GET STARTED →

Workplace Interventions

- Visit website - <https://therapycloud.eu/>



WHAT IS THERAPY CLOUD?

Therapy Cloud an online therapy platform that's changing how individuals access psychologist services in Malta.

We are on a mission to **empower you** on your path to emotional well-being, providing a dynamic and personalised approach to therapy that fits seamlessly into any lifestyle.

With Therapy Cloud, you can access therapy from the comfort of your home, office, or anywhere with an internet connection. Take the first step towards a happier, healthier you today!



The Healthy Organisation

“Financial success and a physically and psychologically healthy workforce” Cartwright & Cooper, 1994

- Levels of stress are low
- Employee organisational commitment and job satisfaction are high
- Sickness, absenteeism and labour turnover rates are below the national average
- Safety and accident records are good
- Fear of litigation is absent
- Profitability and/or efficiency of resource use are good
- Impact on the physical environment is positive or neutral



Work related stress - Video interviews - Dan's Story - Part 2



The logo for 'Learning Outcomes' features the word 'Learning' in a bold, black, sans-serif font with a red apple icon above the letter 'i'. Below it, the word 'Outcomes' is written in a larger, bold, black, sans-serif font. To the left of the text is a blue graduation cap icon.

Learning Outcomes

- An understanding of how work links with an individual's personal and organisational well-being.
- The structure of work (work and non-work) the negative aspects of work including stress, work-place bullying and the roles of emotions.
- Mental and physical health will be considered including symptoms and disorders as well as potential interventions to increase well-being.

