

BENELUX



2020

Black Swans and Unknown Unknowns



Opportunity?

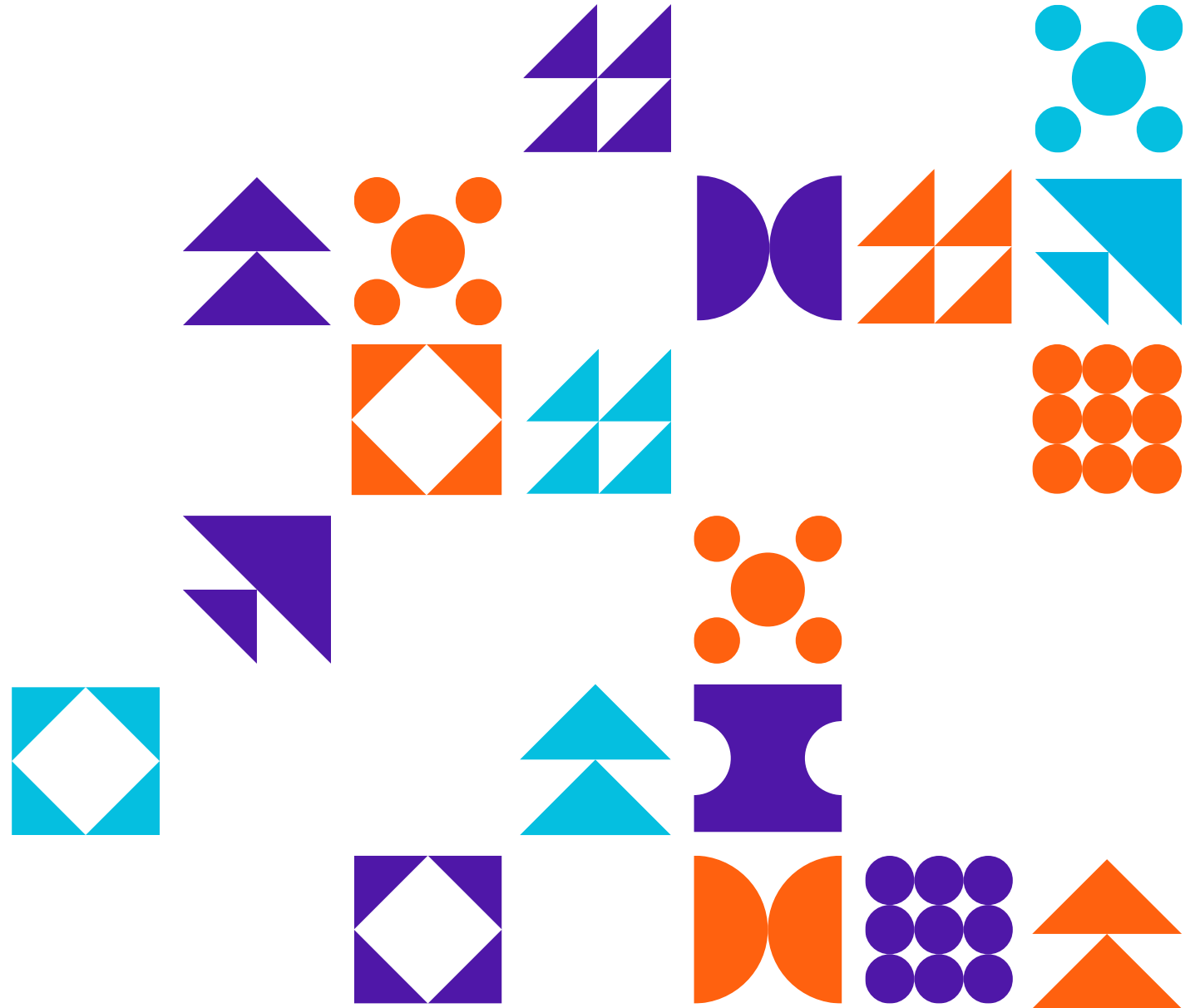
or

Threat?

WELLBEING FOR TEAMS

Andy Whittle

**The key to creating high-
performance teams**





Wellbeing for Teams - Agenda

- What Wellbeing for Teams is all about
- Some Statistics
- Mckinsey report
- Deloitte Study
- How to recognise the need for Wellbeing
- What you can do - Hints and Tips
- Conclusion and Takeaways

“THOSE WHO HAVE A 'WHY' TO LIVE,
CAN BEAR WITH ALMOST ANY 'HOW'.”

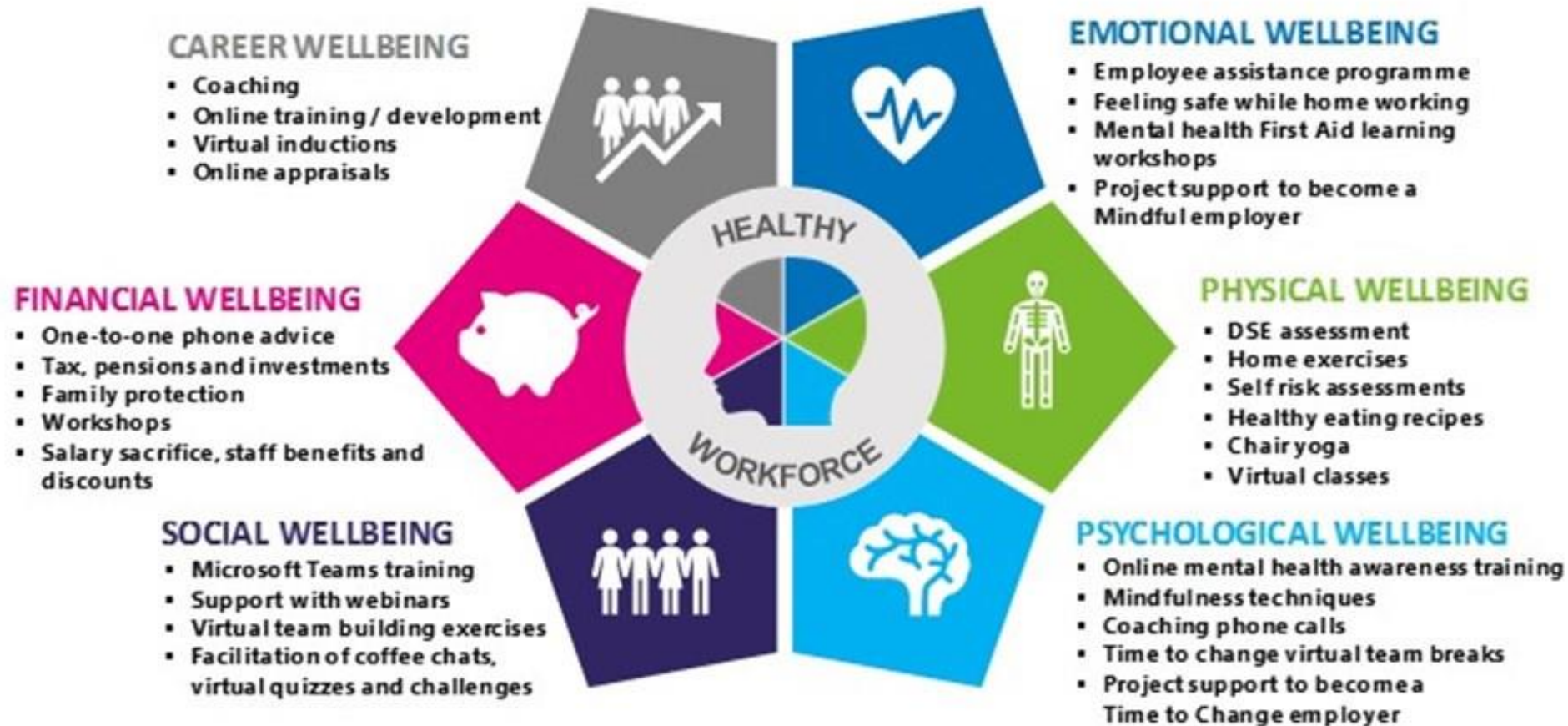
Viktor E. Frankl, *Man's Search for Meaning*

**“Wellbeing is the balance point
between an individual’s resource pool
and the challenges faced.”**

Did you know; On average we spend 3507 days at work over a lifetime. That is a quarter of your life.
Work can give us a sense of purpose, structure and satisfaction, plus, of course, the wages.
It can also cause **stress**.



About Wellbeing for Teams





Wellbeing for Teams – Some Statistics (for the bottom line)

Managers who prioritise their own well-being can better help others prioritise theirs. In 2019 a study by [BetterUp](#) found that workplace belonging can lead to an estimated:

- 54% increase in job performance
- 50% reduction in staff turnover
- 75% decrease in employee sick days.

They also showed that a micro exclusion can lead to a 25% decrease in a team's performance.



Wellbeing for Teams – Some Statistics (for the bottom line)

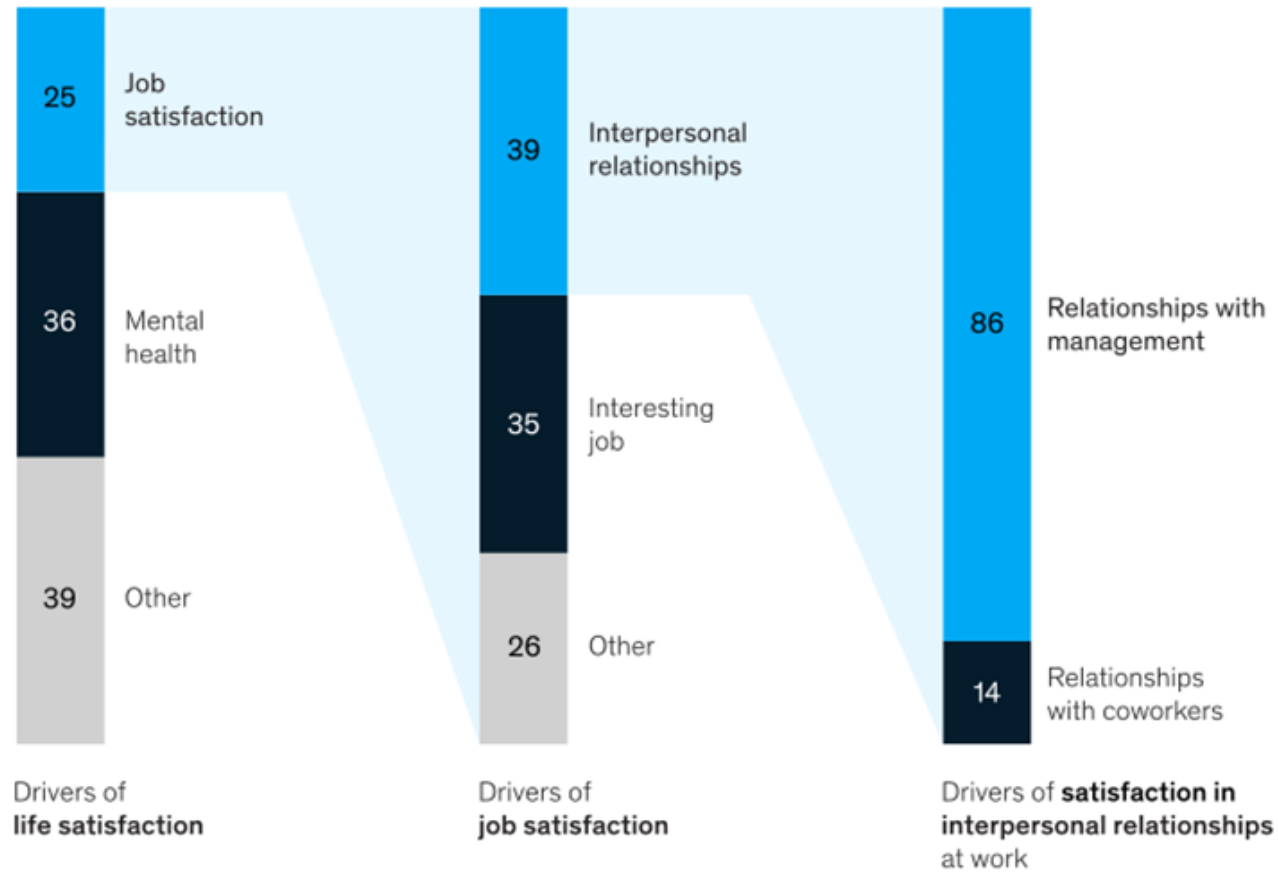
Organisations that establish the kind of inclusive culture in teams and among staff in general, are twice as likely to meet or exceed financial targets:

- 3 times as likely to be high-performing,
- 6 times as likely to be more innovative and agile and
- 8 times more likely to achieve better business results.



Wellbeing for Teams – Some Statistics ([Mckinsey study](#))

Relationships with management are a critical factor in employees' life satisfaction.



Businesses looking to make an external social contribution should, paradoxically, look inside: improving workers' job satisfaction could be the single most important thing they do.

In many ways, there is only one question any manager need ask: How do I make my team members' lives easier—physically, cognitively, and emotionally? Research shows that this “servant leader” mentality and disposition enhances both team performance and satisfaction.



Four practices that have proven effective (According to Mckinsey):

- 1. Empathy, compassion, and vulnerability**
- 2. Gratitude**
- 3. Positivity**
- 4. Awareness and self-care**



A Deloitte study found 2 main topics: **Wellbeing and Belonging**

Organisations need think about Wellbeing on three levels:

- 1. Well-being isn't just a gender or generational issue;** it's an issue that is faced by all workers.
- 2. Modeling well-being behaviour** is critical, especially for millennial talent and men.
- 3. Fostering a culture of well-being** cannot just be dictated from the top—it should be embedded by leaders at every level.

<https://www2.deloitte.com/content/dam/Deloitte/us/Documents/about-deloitte/us-about-deloitte-infographic-well-being-survey.pdf>



A Deloitte study found 2 main topics: **Wellbeing and Belonging**

Organisations need to foster Belonging on three levels:

1. **Comfort**, where workers feel respected and treated fairly;
2. **Connection**, where workers have strong relationships with colleagues and teams;
3. **Contribution**, where workers can see and appreciate the impact they are having on the organisation's goals at large. They feel connected with the organisations purpose and goals.



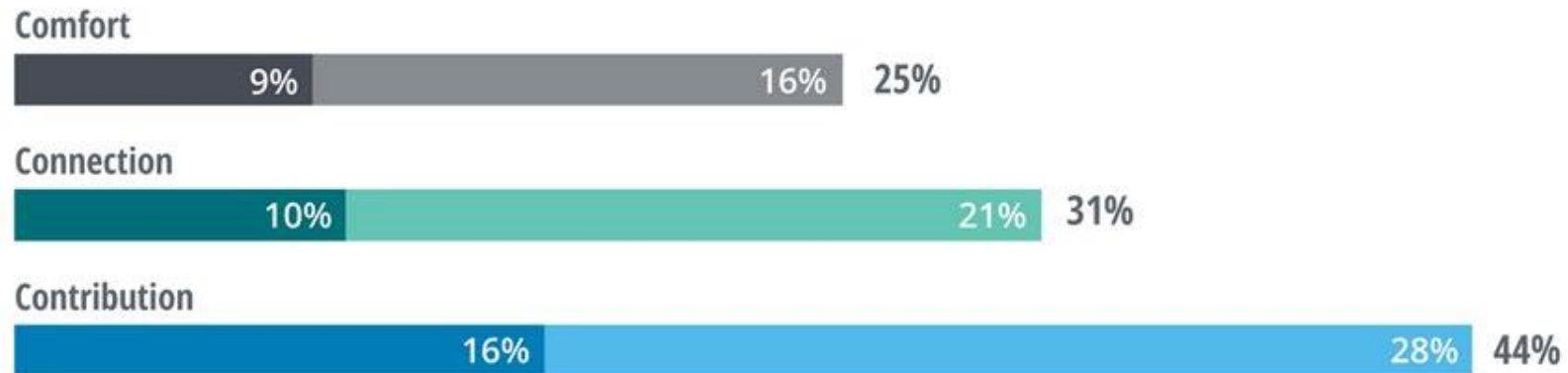
Other factors can be Contribution and Connection (Deloitte)

FIGURE 1

Contribution and connection drive belonging more than comfort alone

Which of the following is the biggest driver of creating belonging in your organization?

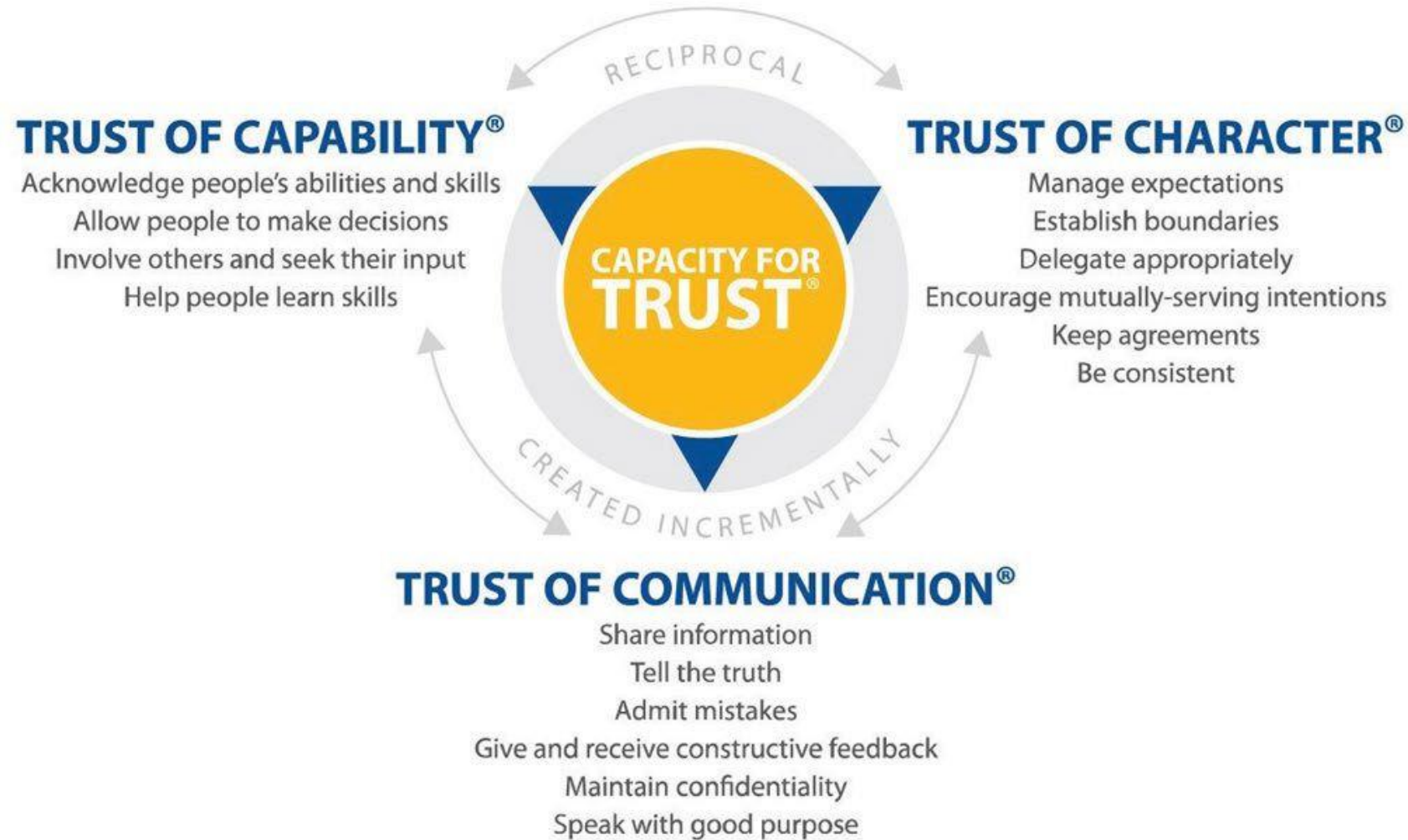
- Workers who can bring their full, authentic selves to the workplace
- Workers who are treated fairly
- Workers who can identify with a defined team (e.g., function, department, geography, etc.)
- Workers have a sense of community and feel connected to others in the organization
- Workers who are valued for their individual contributions
- Workers who feel aligned with the organization's purpose, mission, and values



Source: Deloitte Global Human Capital Trends survey, 2020.



One major factor in all teams is Trust





We are living in a VUCA World

VUCA World

Understand that people are working in a VUCA world and consider how you can assist them to move from volatility/uncertainty/complexity/ambiguity towards a clear vision:

VOLATILITY

UNCERTAINTY

COMPLEXITY

AMBIGUITY

VISION

UNDERSTANDING

CLARITY

ADAPTABILITY / AGILITY



What can we do to increase Wellbeing in teams?:

- Regular Team meetings over Zoom/MS Teams or whatever technology the team uses.
- Check in processes, where everybody gets to speak about **how they are feeling** and to **ask for what they need** (not just practical stuff, but emotional support too)
- Catch up conversations with the team leader. 1 to 1 interviews.
- Open and Honest conversations to find out if everything is OK at home.



What can we do to increase Wellbeing in teams?:

- Being at home can increase stress on all the family/partners - not everyone has an office space or a good connection or even a desk of their own.
- Extra communication effort to ensure people are up to date with all news. (Any changes in team or project).
- Live Meetups if safe and possible. Outside meetings (walking meetings)
- Being clear about what is being asked of you or what you are asking.
- Setting boundaries - not overworking.




What can we do to increase Wellbeing in teams?:

- Celebrate Milestones, special or social occasions, jokes database etc.
- Inclusion plans – Especially, but not only, newcomers.
- Show Appreciation
- Stay healthy yourself:
- Reflection on how the work is going - getting and giving feedback
- Keep hydrated



What can we do to increase Wellbeing in teams?:

- Exercise - away from desk time - use a timer
- Eat properly, not always pizza delivery or high salt content food.
- Set team challenges - or own challenges to make life more interesting
- Help others outside work.
- Online MOOCs - learn at your own pace and the topics you choose
- Ensure people know where and how to ask for help if and when they need it



Conclusion:

Wellbeing has to be implemented at all levels – top down

We are also responsible for our own Wellbeing

There are many ways to make it part of our daily life

Know that you are not alone – be community minded

Check in with other people and yourself regularly

Get help early- ask for help (VIP)

Build resilience

Take advantage of the technology you have

Establish new ways of working (with clarity)

Be open and adaptable – change is here to stay

<https://www.mind.org.uk/workplace/coronavirus-and-work/tips-for-supporting-yourself-and-your-team/>

A Rising tide raises all
boats

Q & A



THANK YOU

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