



Wellbeing in your workplace

A guide for brokers

#BackToBusiness



A guide to wellbeing in your workplace

As we go into 2021, there's still some uncertainty about Covid-19 and working situations. People are under pressure, facing new and different ways of working and trying to maintain a work-life balance when work and home may now be the same place.

Their usual support may feel further away due to isolation and the disconnect from colleagues. Now is a good time to review your strategy for your staff's wellbeing to help you move into next year happily and healthily.

In this guide, you'll find five top tips on wellbeing for your staff from Aviva's wellbeing Lead, Debbie Bullock. We'll also advise you about further support available from us for your employees.

Watch the video

Charlotte Fisk, Distribution Proposition Consultant, explains the importance of Wellbeing as part of your strategy in the current climate.



How can I support my staff's wellbeing through the pandemic?

At least one in six workers will experience a mental illness every year*. As we continue to live through new and uncertain times, increased feelings of anxiety and stress are natural reactions when having to adjust to a new situation.

Whether we're continuing to work from home or returning to the workplace, we're all learning to adjust to a new normal. It's key that we start to learn about the importance of wellbeing and the many ways in which we can start to prepare to support ourselves and our colleagues.

Why is the Wellbeing of my staff important?

Understanding wellbeing in the workplace has never been more important. Change in the workplace is inevitable but the impact it will have on employees will differ – especially in these uncertain times when many of us are working from home and trying to adjust our home life balance.

It's important that we set time aside to talk to staff about their wellbeing – staff who feel valued and listened to are more likely to perform to their optimal level. There are many tools and techniques you and your colleagues can practise at work or home to stay mentally and physically healthy.

Start by educating yourself on the basics of wellbeing

When it comes to wellbeing, there are so many useful resources online that it's often hard to know where to start. We suggest **appointing a wellbeing champion** – someone who can start to learn the basics, how to embed this into your daily practices and start to get employees talking.

Our top three websites for beginning your journey to understand wellbeing are:

- Mind - <https://www.mind.org.uk>
- Mental Health at work - <https://www.mentalhealthatwork.org.uk>
- NHS - <https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing>

Wellbeing – it's business as usual

Once you've learnt the basics it's important that you embed Wellbeing plans, so they become 'business as usual'. It's become the norm that we're presented with an increasing number of changes to both our home and work lives that we need to quickly adjust to. That's why we need to frequently talk about and assess our wellbeing with each other.

*<https://www.mind.org.uk/workplace/>

Want to learn more about wellbeing but just don't have the time right now?

In these unprecedented times we know that you may not have the time to focus on this as much as you would like to right now. If you've only got five minutes you can read our top tips on how you can support your employees' wellbeing.

Top tips we recommend for you

01

Role model the right behaviours: If you suggest actions your team could take to support their wellbeing (not being always online, taking a break at lunch away from the screen etc), unless they see you live those values your words will not resonate. Your employees will mirror many of your behaviours, so set the best example to support both your wellbeing and theirs.

02

Ask "are you ok?": Quite often we ask "how are you" as a greeting, "fine thanks" is the standard reply and you move on with the conversation. So it's important, especially now when we're not face to face, to ask how people REALLY are, and be prepared to listen to their answer and empathise or offer support if needed.

03

Root cause before 'nice to have': Wellbeing has become a buzzword, and some employers think offering a gym discount and fruit on Fridays will tick the wellbeing box. Instead, ask your employees what would really improve their wellbeing, and try to get to the root cause of issues. Find ways to address those first – this could be workload, working conditions etc. You must get the basics right before you add the 'nice to have' extras.

04

Inclusion: If someone doesn't feel that their working environment is inclusive it will impact their wellbeing. Work hard to create a place of psychological safety – where employees feel safe and empowered which will create trust in leaders and bring diverse thinking to light. All of this will improve their wellbeing.

05

Make it easy: Whatever wellbeing information and/or services you have, make sure it's easy for employees to find/understand. You could have the best wellbeing programme in the world, but it's useless if your employees don't know about it, or how to access the services. It's a fine balance between maintaining their awareness and not overloading them with information. Make it simple, make it memorable.

So how can Aviva help?

You also benefit from access to:

- **Wellbeing Webinars:**
 - [Wellbeing in Your Workplace: Managing Stress & Resilience Webinar](#)
 - [Wellbeing: Effective Working From Home Webinar](#)
- **Development Zone:** Don't forget you have access to free licences on Development Zone – our online learning and assessment system created in association with RWA. Our online wellbeing courses include:
 - Five ways to wellbeing
 - Mental Health – maintaining a healthy mind at work
 - Mental Health and wellbeing at work
 - Achieving a fair work/life balance
 - Anxiety in the workplace
 - Imposter Syndrome
 - Burnout
 - Remote Working

Need more support?

To find out more about the additional expert help available from us and our partners, get in touch with us by emailing: brokerpropositionssupport@aviva.com

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