

# Taking Care of Business

Strategies for individual and organisational resilience in a post-COVID world

Tuesday 28<sup>th</sup> July 2020

Session Summary:

**Let's Connect:**

- Dr John Briffa, Better Business
- Ralf Schneider, Better Business
- Nicola Foster, Better Business
- Participants names and Organisations - confidential

**Key Themes:**

Themes		
Focus	Example	Explore
<ul style="list-style-type: none"> <li>· Mental wellbeing is top of mind</li> <li>· Mental wellbeing is seen as #1 potential disrupter of culture</li> <li>· Doing the right thing</li> <li>· Provide safety and job security in the crisis</li> <li>· Turbo-charge the existing plan for mental and physical well-being</li> </ul>	<ul style="list-style-type: none"> <li>· Special leave programmes</li> <li>· Virtual summer camp for kids</li> <li>· Healthy habits and physical health challenges supported by apps and nudges</li> <li>· Full suite of employee assistance</li> <li>· Family friendly as global proposition</li> <li>· Training on mental health detection and peer support with focus on stress/depression/anxiety</li> <li>· Vitality woven into fabric of many off-sites and retreats</li> </ul>	<ul style="list-style-type: none"> <li>· Real science and data</li> <li>· Link to culture</li> <li>· How to change the mindset and increase usage of wellbeing support offered</li> <li>· What's the right split of accountability for personal resilience</li> <li>· How is wellbeing support changing post COVID</li> </ul>

## ***Expert Input***

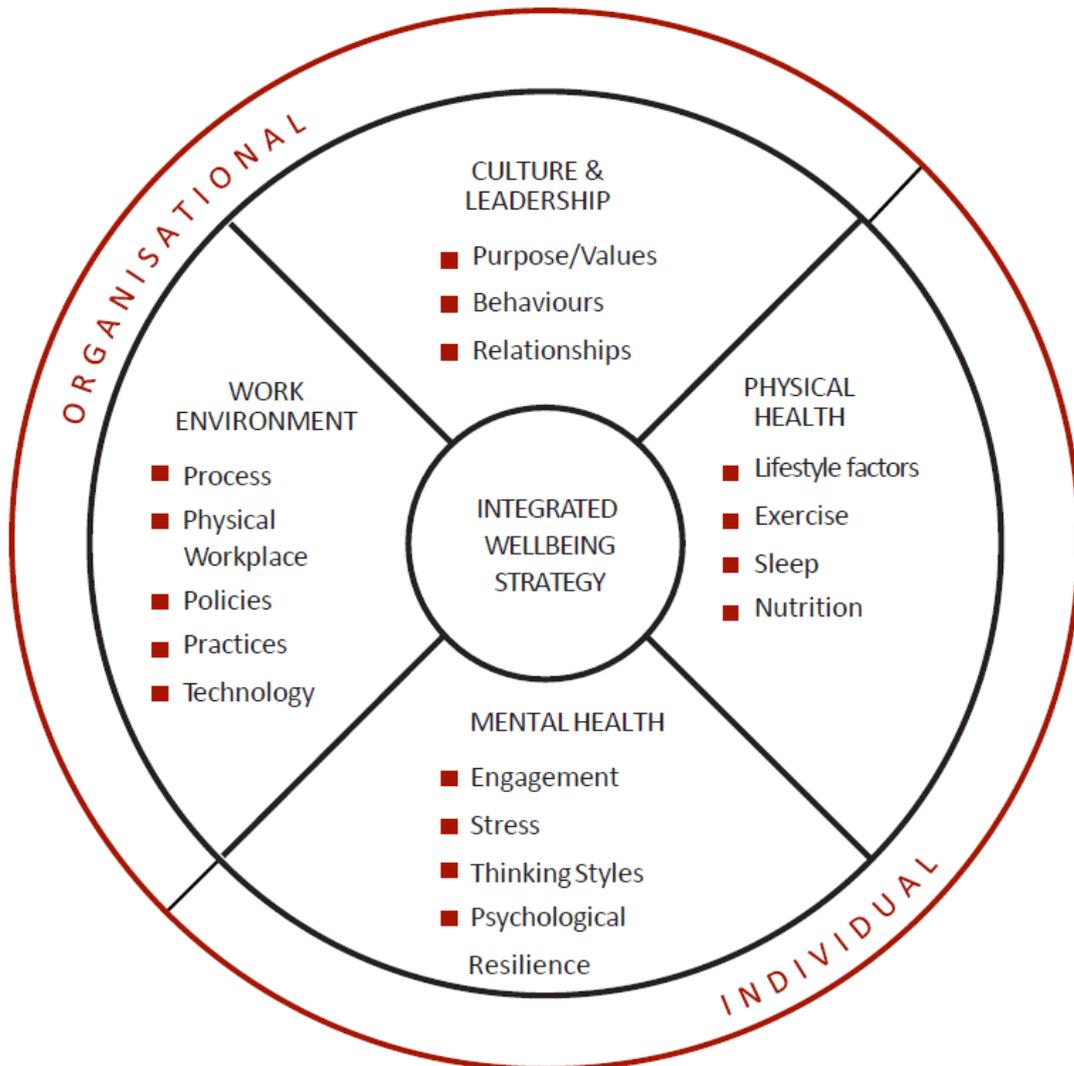
### Taking Care of Business:

- Wellbeing issues have associated costs (estimate for the UK £43bn) from presenteeism, absenteeism and staff turnover.
- Even in the absence of mental health issues, fatigue and wellbeing issues can have significant impact on engagement, productivity, leadership, talent development and resilience
- The 'cost of doing nothing' can be substantial
- The issues are most acute at senior level
- Wellbeing, performance and resilience can be supported through interventions that take a science-based, individualised, practical and holistic approach.

### Healthy High Performance:

1. Challenge can enhance performance through activation of the stress response and heightened energy
2. However, stress can derail thinking and decision-making, and over the longer term can lead to 'adrenal fatigue and burnout
3. Psychological and emotional stress is not the result of life experiences and events *per se*, but comes from our perspectives on those events
4. The key to controlling our emotions is to control our thinking
5. Breathing exercises can help calm the stress response and improve our ability to focus and concentrate
6. The brain is an energy-hungry organ, but most people can fuel it perfectly well from internal stores
7. Time-restricted eating has a range of short- and long-term benefits for performance and wellbeing
8. Sleep is fundamental to wellbeing, performance and resilience, but sleep needs vary from person-to-person and time-to-time
9. While sleep scheduling is traditionally recommended, it is usually counter-productive and what usually works better is to go to bed earlier when the schedule allows
10. Even moderate amounts of alcohol tend to disrupt sleep, and those who like to drink are generally better off confining it to the weekend

A Holistic Approach to Healthy High Performance:



***Follow on Session: Taking Care of Business Part 2***

This will explore the link between wellbeing, culture and leadership and ideas for embedding/implementing individual and organisational wellbeing.