

The Change Bulletin

OCTOBER 2020 EDITION

Hi ,

Thank you for joining me for the October Change Bulletin



I've been thinking a lot about these lately!

And no, not just because we were holding out for October before we put our heating on (it's the small achievements!) but because the shape of an iceberg really resonates with what is visible about each of us and the enormity of what is hidden under the surface.

It is so easy, not to mention an automatic function of our brain, to make assumptions based on what we see. Yet so much of what is really going on is hidden in the depths of the chasm and we don't know about it unless we actively seek to find out.

With this in mind, I've written **advice for managers** to equip them for dealing holistically with people in their team. I was inspired by training that I provided for managers about how to support people experiencing barriers to engaging in the workplace, including those about mental health.

I also experience a moment of relief (and laughter) when chatting with [Andy Bibby](#) from the brilliant [87% mental wellbeing platform](#) recently... I had made incorrect assumptions (tut tut... I *know* what pesky things these can be) about his engagement with a project we are collaborating on. I was feeling a tad inferior assuming he was more informed and planned than I. Mmmm, sounds like a little bit of imposter syndrome kicking in?! (Which reminds me... check out the [podcast](#) about this when [Philip Rose](#) from [Ignium](#) interviewed me to get my psychological take). Back to Andy; it turns out he was looking to me as the expert for guidance and assumed he was on the back step! It was a good reminder about what to [keep in mind](#) about checking out our beliefs.

“Your assumptions are your window on the world. Scrub them off every once in a while, or the light won’t come in.”

ALAN ALDA

[Amanda Page](#) from [Change Tempo](#) and I also visited the iceberg model in our training for leaders about [guiding teams through times of change](#). It was a great opportunity for people to examine why change fails by unpicking the resistance factors that must be addressed if we are to succeed. Again, it was about looking beyond the obvious A to B and delving under the surface. You can find out more about the workshop [here](#) – although sales have ended we’ll be providing an encore so drop me an [email](#) to be first in line for the inside scoop. Here is what one participant had to say:

“ The most useful thing was learning about the cyclical nature of change, as driven by the brain. This workshop really helps the process of self-examination.”

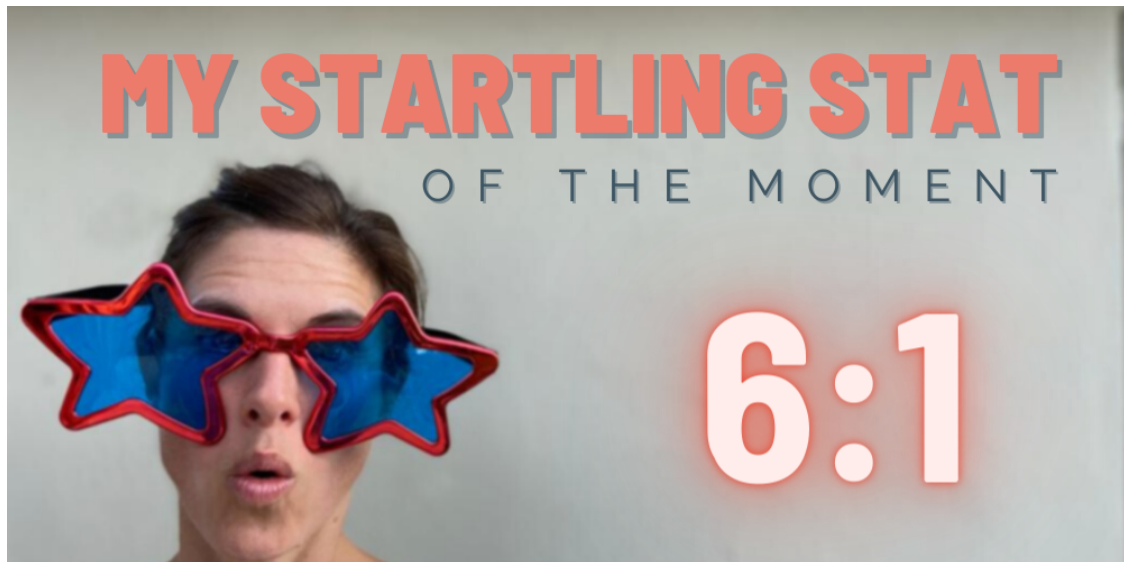
[MICHAEL OMER](#) | Leadership Coach

Thank you for signing up!!

Lisa

PS hoping you find my little nuggets of wisdom helpful, I'd be super grateful if you would **share** this bulletin with someone you think might also be interested. All new signups from today till the end of the month, as well as the person who refers them, gets popped into the **prize draw** to receive a free **Saltee hand sanitiser sample** (the gorgeous one I raved about in my last edition). Make sure they pop your name in the comments box when they sign up so you get a chance to win too.

SEND THEM THIS LINK: itstimeforchange.co.uk/join_the_club



If you're still looking for a positive business case for investing in staff wellbeing, how about the finding that employers can expect to get an average return of £6 for every £1 spent? When intervention is organisation-wide, addressing the whole culture and raising awareness, this is a startling return on investment. For any fuddy-duddies out there, a reactive response yields a mere 3:1 return.

This is certainly an investment worth making when you consider that the cost of poor mental health in the UK workplace is now around £45 billion: £7bn in absence costs, £27bn-£29bn in presenteeism costs, and around £9bn in turnover costs. Shocking.

So why is this? Well, research shows that work-related mental health problems are caused largely by:

- Increased pressure and workload
- Lack of support
- Negative work relationships
- Lack of trust in managers
- Poor handling of organisational changes

Now consider for a moment the fact that these findings precede covid-19. We know that rates of anxiety and depression tripled during lockdown (*Psychosomatic Medicine*, Oct 2020). Add to that the fact that the rising costs to businesses have been driven mainly by people underperforming, in other words, presenteeism, and the reality that for many of us now working from home it goes without saying distractions are likely.

Data also shows that young professionals are most vulnerable; they are twice as likely to experience depression, burnout and financial worries and to leave their company than older employees.

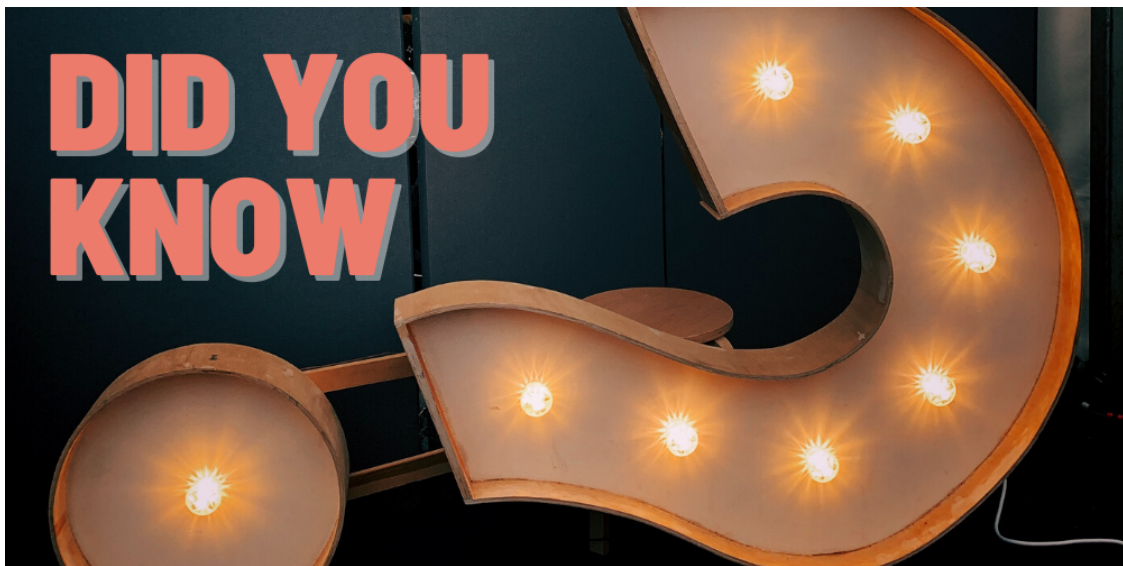
(I know... you're impressed... so many startling facts – I got carried away!)

Calling all leaders to take action!

Your employee engagement strategy needs to focus more on wellness; they go hand-in-hand. When employees are involved, committed and enthusiastic, they perform significantly higher than their disengaged counterparts and are more loyal to the company. And that is all about culture; feeling part of a community that values them, where they feel safe to contribute honestly and openly and where they are invested in holistically.

So, put your shiny new shoes on and take a new approach:

- Tackle stigma and increase awareness of mental health (that's about good mental health too, by the way), particularly for younger staff
- Boost morale by enabling employees to be part of creating the vision and working together to achieve goals
- Build stronger work relationships to provide social connection
- Promote healthy habits about sleep, nutrition and exercise
- Tackle the causes of stress
- Consider a holistic range of support and guidance to promote wellbeing and reduce stress with access to information and experts about health, fitness and finance.
- Unpick the drivers of presenteeism and turnover. Do you have the workplace insight to know about the blockers and motivators for your employees?



12th - 16th October is National Work Life Week

It's an opportunity for both employers and employees to focus on wellbeing at work and work life balance. There are some useful resources for employers to download via the Working Families link below to help you think about flexible working. Being ahead of the game is important in light of a finding by the [Working Families organisation](#) that 48% of working families plan to make permanent changes to their working patterns following covid-19.

I would emphasise too the need to be able to switch off from work and not allow it to become all consuming, just because it remains in our home. Boundaries have become blurred and while flexibility is good, a 24/7 approach to work is not.

Never has this been such an important priority with so many of us working remotely. I know from my clients that this can be a real barrier to us being able to thrive, and with 13 million working mothers and fathers making up more than a third of the workforce, the new reality is a widespread juggling act.

For any of you reading this following the 16th and thinking, 'never mind, I've missed it', I'd like you to re-read the startling statistics above. We HAVE to put people's wellbeing and their ability to engage first. And that means 52 weeks a year.

You never know, if you get this right, you might get a 🎤 shout out 🎺 on October 16th when it's **National Boss's Day!!!**



Building a Great Agency. People First.

We know that high performance cultures lead to long term, sustained success. By thinking and operating more consciously, agencies improve their purpose, passion and profits, and with an open culture, they can understand what is working, what isn't and how to change it.

That's what I'll be discussing on 14th October at the Festival of Happiness when I will be joining a panel alongside [Magnus Wood](#) and [Jo Webb](#). We will be taking you through some of these insights and sharing how they make a positive difference to the way you run your company.

SIGN ME UP

All sessions are free to attend and open to all so check out what else is going on at the Alliance of Independent Agencies' Festival of Happiness here:



Remember, remember the 5th of November...

I'm so excited about hosting our first live, face to face, **in person** 😊 workshop with George Anderson and Phil Rose designed to help you create strategies to develop your Brain, your Body and your Business.

The connection between mindset and growth has been well documented, yet when times are tough some find themselves slipping into 'bad' habits. The impact... we forget to do the things that make us feel good about ourselves. We neglect our mind; we stop training and we become 'obsessed' in the business without thinking about how to move forwards.

We will help you reconnect, get back on track and build your business.

Due to social distancing, space is limited at the fabulous College Farm so book your place now!

I want to be there

THE CHANGE CLUB ROUND UP...



... some of the best bits to accelerate
wellbeing, engagement & leadership success

- Have you thought about upskilling your **Mental Health First Aiders**? The Department for International Trade have and I'm excited to be working with their team. They have their eyes wide open to the fact that they will benefit from greater-depth knowledge and skills to recognise and support anyone experiencing emotional challenges.

There are **5 critical questions** that people in a MHFA role should be asking themselves:

1. What opportunities do you have for **upskilling**? The MHFA course got you

started. But it was just that... a start.

2. Are you confident about **communicating and promoting** your role so that it is utilised well?
3. Do you know how to collaborate with **line managers**? Do you feel able to support them to have the confidence and the necessary conversational skills required to create a safe and open dialogue?
4. How do you measure **impact** and **overcome barriers** to success in your role as Mental Health First Aider?
5. Are you equipped to address the impact of **covid19** on engagement and productivity, from a mental health perspective?

Our session this month focused on developing the MHFA role and preventing suicide. The feedback clearly demonstrated the value for the participants themselves, as well as for the colleagues they work with. Be prepared. Be confident. Make a difference. Get in touch to find out how I can support your MHFA employees and wellbeing strategy.

- Check out the downloadable **Engagement Action Plans**, a useful tool to support conversations between managers and their team. For some people, talking to people about what is getting in the way of feeling their best and most engaged at work comes naturally. For others, knowing what to ask, how to ask and how to support most effectively can feel a bit alien. So, if you want to 'click' more with your team, or know someone who needs a bit of help, this might just help steer a meaningful conversation.
- As Furlough comes to an end this month, **redundancies** are predicted to rise. **Here** is a basic guide about how to deal with them. If you're not sure where to start or unsure of the process that you should follow, Duncan will provide you with some pointers.
- As a continuation to the theme of redundancies... Covid-19 is ravaging the UK's job market and as the furlough scheme winds up, the outlook for many jobseekers is bleak. Some forecast that we could see up to four million people out of work in 2021. So what can today's young people learn from those who found themselves out of work during the 1980s when unemployment figures were last at their peak? **BBC Sounds' Surviving Unemployment** shares some insights from people who have survived this experience.
- I mentioned in the September Change Bulletin about the brilliant new Yellow Eve that was just about to launch. Well, it's **here** and you have until 23rd October to join as a member before the introductory offer expires. Take a look at what I had to say in my article about the **'Pink Collar' Recession**.

- I've also been busy contributing to a column in You Magazine by journalist Eimear O'Hagan who asked me for a psychological perspective about the question: **Are you ready for your midlife moment?** Forget fast cars and affairs. We discuss how to make this stage in your life exciting, meaningful and an opportunity to be the real you.
- Spot the difference: Can you find the new addition to **Amazing People** on my website? Obviously this list isn't exhaustive... there are soooo many great people that I have the privilege of working with. But thought I'd keep you on your toes!!

Indulge Yourself! If you're anything like me your phone is full of photos. But how often do you capture what is most important in a way that really makes a difference? Covid misery is on the up so put a smile on your face & appreciate what is good and what you're grateful for! For me, that's my family and our adventures. I discovered the very talented local photographer **Aurel** who captured **my family** beautifully... wow. Not a bad spin-off from his roots in business photography!



"Lisa is an expert in her field. She uses her psychological expertise to develop a framework that delivers top level leadership and management development to encourage good mental health and wellbeing in the workplace resulting in the production of a more effective and productive team!"

Zoe Lidster - Managing Director - Harwood HR Solutions



I'm ready to hear from you at lisa@itstimeforchange.co.uk – let's start the conversation & I can let you know how I can help.

If you haven't already done so, don't forget to connect with me on [LinkedIn](#)

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