



Health & Wellbeing

WHAT EMPLOYEES WANT?

What people want?

SAFE

- **Safety at work**
- Management competencies & standards
- Absence management
- Health surveillance
- Safety training
- MHFA and First Aid
- Behaviour workshops
- Occupational Health
- **Financial security**
- Financial advice & legal advice
- 1/3 credit card debt
- 2/3 borrowed loans

LOVE

- **Strong relationships in and out of work**
- (Age range for breakdown of relationships 40-45yrs)
- Key managers
- Key technicians
- Relationship counselling
- Legal advice

WANTED

- **Good corporate citizenship**
- Family friendly policies
- Good management
- Promotion prospects
- Reasonable hours
- Training
- **Good health & health care**
- **Financial support**
- Pension advice

FULLFILLED

- **Sense of purpose**
- **What we are doing is worthwhile**
- **To be valued**
- **Recognition**



BRE in 2016

Absences & Mental Health management:

- Absence management & daily reporting.
- Return to work interviews.
- Referrals to Occupational Health (both via management and self referral)
- Counselling.
- Mental health lite training for managers courses.
- Behaviour workshops.
- Mental Health First Aiders training/2 day course.

Further training and advice

What became apparent was the need for specific further mental health training:

- A traffic light system for the signalling of mental health issues & events.
- Supervision for the mental health first aiders including:
- 3 monthly group meeting, individual meetings after an event and on-going advice, support and guidance.
- Listening skills.
- Reflective feed back.
- Company awareness as well as employee awareness- what is available to them within the work place. What to expect.

RED

Contact: OH Provider/Counsellor telephone no.
(please ring twice in quick succession to know it is
an emergency)

Call ambulance 999

Go with them to hospital

AMBER

Talk to them

Speak to OH/Counsellor

Arrange an urgent OH apt

email: occupational health

GREEN

Talk to them

Make a follow/up apt

email: occupational health

Inform OH/Counsellor

Listening Exercises:

(to do in pairs)

- **TALK AT EACH OTHER (2 mins)**

When we talk at each other at the same time we are not listening to each other. We do not hear what the other person is saying. What does that feel like?

- **BACK to BACK (2 mins)**

Sitting back to back is like being on the phone. We miss facial expression, body language and eye contact.

- **3 FACTS ABOUT EACH OTHER (5 mins)**

What did you hear and what did you not hear?

Skills & Knowledge for listening

What do the following words mean as a listener?

- **EMPATHY**

Being emphatic involves accepting the other person and making a connection with them, demonstrating rapport and thereby enabling the person to open up and explore the issues they are struggling with through the development of trust.

- **SINCERITY**

Is often referred to genuineness and sometimes authenticity and means that you are what you seem.

- **RESPECT**

To enable someone to talk freely you need to cultivate an attitude of acceptance, valuing them and giving respect to them and their struggles however small they may be. Being non-judgemental.



- **INTEGRITY**

Most people are quite astute at picking up when someone feels negatively or indifferently towards them. You need to be truly accepting of a wide range of people.

- **RESILIENCE**

Listening to people is more demanding than you think it is, you need to develop the ability to be open-hearted and yet protect yourself.

- **FAIRNESS**

Treating people as equal.

- **ASSERTIVENESS**

Means the ability to believe in yourself and to speak plainly and directly when necessary, without being aggressive or imposing your ideas on another. It also involves taking responsibility for your own position and reactions (for example “I believe/think....”)



- **HUMILITY**

Seeing yourself as the competent one with all the answers, knowing best can be very seductive. However experienced and competent you are, you cannot automatically assume that you know what is right for another person. Remember, you always have more than one way of approaching a problem.

- **COURAGE**

Sometimes you may feel out of your depth. Having courage means taking risks, exposing your own doubts, uncertainties and mistakes. Often you have to contain your own anxiety and make a decision by yourself. You may be faced with situations you don't feel comfortable with.

For example breaking confidentiality to ensure a child's safety. You may find yourself in a situation where you need to challenge an organisation or colleagues.

Health Events Calendar 2017

February

World Cancer Day (4th)
OCD week (15th)
Eating Disorders Awareness week
(27th Feb-4th Mar)

March

Prostrate Cancer Month
Ovarian Cancer Month
Nutrition and Hydration week (13th-
19th)

April

World Health Day (7th)
Bowel Cancer & IBS Awareness
Month
Depression Awareness Week (tbc)
On Your Feet Britain (28th)

May

Mental Health Awareness Week (8-
14th)
National Walking Month
Action on Stroke Month
Deaf Awareness Week (15th-21st)

June

Men's Health Week (12th-18th)
Carers Week (12th-18th)
Diabetes Week (12th-18th)

September

Migraine Awareness Week (3rd-9th)
World Suicide Day (10th)
Know Your Numbers BP testing (11th-
17th)
National Eye Week (18th-24th)

October

Back Care Awareness Week (2nd-
6th)
World Mental Health Day (10th)
National Arthritis Week (tbc)

November

Movember (Men's Health
Awareness Month)
Lung Cancer Awareness Month
Alcohol Awareness Week (13th-
19th)

December

Decembeard (Bowel Cancer
Awareness Month)
Anger Awareness Week (1st-7th)

communication

one call

one click

one chat

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