Citation

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The last few years have given us a whole new understanding of how people are able to stay productive through challenging times and adjust to new working patterns.

Managing employee wellbeing is incredibly important. Not only can it improve employee contentment and confidence at work, but it can also boost productivity and reduce presenteeism and absenteeism.

Our experts have put together an exclusive guide to help you manage your team's wellbeing.

Where to start

It's important that you emphasise to your people that there's no stigma around discussing mental health, and instead you should promote it. Clearly communicate that you're there to support them at all times, not just when things are difficult.

This is a big task, so training your managers is vital. Handling sensitive conversations is a specific skill, and helping your managers understand how they can support their teams will help them tackle this.

And don't forget about your managers too! They'll need your support as they navigate the changes that working through the pandemic brings.

Did you know?

Poor mental health can have a significant impact on employee productivity, attendance and satisfaction, with recent research from Deloitte showing that poor mental health costs UK employers up to **£51 billion a year**.

How you can support your people

There are a lot of options for you to look at when supporting your staff, and sometimes the simplest gesture can go a long way. It's important you analyse how much help your staff need so you're able to provide them with the right level of support. Here are a few examples of what you can do to motivate and help your employees, to get you started.

Take a look at your culture

- Set aside daily or weekly time for you and your employee to have a one-onone during work time.

- Make sure your people are aware that they can be honest and open with you.

- Allow your employees to develop their skills through online training, so they know their development is important to you.

- Pay attention to any changes in their behaviour, mood, work output, focus or motivation.

- Provide your employees with more positive and constructive feedback so they know how they can develop.

- Keep connected with employees who are working remotely by regularly communicating —whether it's a phone call, video chat or text — make sure you're not just firing off lots of emails that may go unread.

- Celebrate your employees' achievements, whether they're personal or professional.

Supporting your managers

- Consider training for your managers so they know what signs to look for if someone on their team is struggling and how to handle any difficult conversations.

- Take their feedback on board and show them that you're open to suggestions, so they feel involved.

- Offer them opportunities to attend courses, webinars, and workshops on how best to manage their teams' wellbeing.

- Regularly communicate with them - they have the difficult job of supporting employees and they might well need some support too.

Remember

Promote positive wellbeing strategies outside of work through things like exercise, meditation, and healthy eating. Wellbeing isn't just about when things go wrong, you can be proactive too!

External wellbeing support

Supporting your employees during work time is crucial to maintain a happy and motivated workforce, but there are some uncertainties which you might not be able to reassure them of.

They may have bigger problems on their mind — like financial and legal questions which they might not feel comfortable discussing with you.
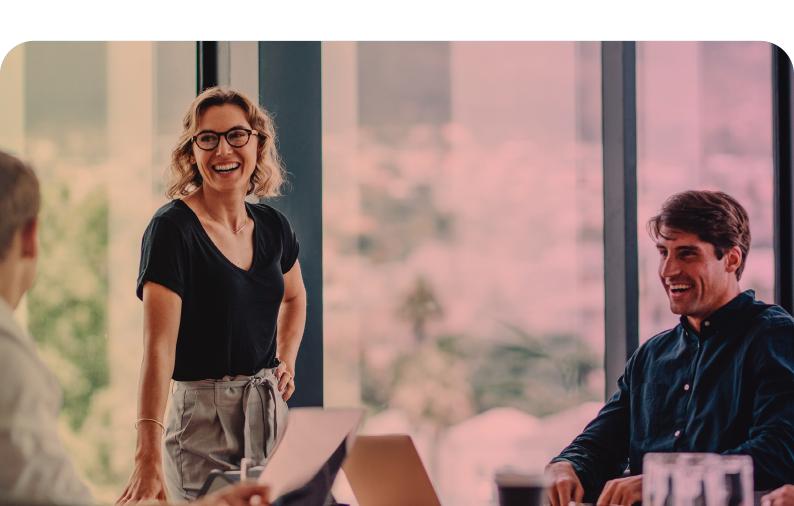
Teaming up with external providers can give your employees confidential answers to the most pressing questions around financial, legal, mental health and wellbeing matters, especially in these worrying times. It means you can support your people around the clock when it matters most.

Supporting your remote workers

Many employers are now making hybrid and remote working arrangements permanent.

If a typical working day in the office involves a high level of interaction with team members and a bustling office atmosphere, changing to a more remote role full-time can take its toll on your employees' mental health and create a feeling of isolation.

It's really important to look at ways to make sure your remote workers stay happy, productive, and motivated.

Let's take a look at a few ways you can make this work in your business...

Important

The CIPD and Mind identify factors such as lone working, negative relationships, poor communication, and people working long hours and not taking breaks as key triggers for poor mental health at work. With more workers now working flexibly or completely remotely, all of these could become more common.

Jumping from a public work environment to the confined space of your own home can affect everyone. It's really important to look at ways to make sure your people are still happy, productive, and motivated under the circumstances. Let's take a look at few ways you can make this work in your business...

Promote a healthy work-life balance

While you may worry that some employees may take working from home as an opportunity to take it a little easier, in reality, many will feel pressure to work harder, or longer hours, in order to prove they aren't.

As an employer you need to balance keeping productivity up alongside encouraging people to keep taking breaks. When working from home it can be very easy to feel tempted to stay at your laptop throughout your lunch or extend the end of the day by a few hours.

Be sure to encourage staff to work their contracted hours and don't stretch their working day into home life simply because they're working from home. As with everything, balance is key.

Collaborative tools and platforms for your remote workers

There are plenty of tools that allow employees to interact with one another such as Asana, Zoom, Basecamp, Trello, Flock to name just a few. These are online collaboration tools so everyone can keep track of where tasks are up to and who they're assigned to.

How Citation can help

While the measures outlined in this guide are just a small selection of what you can do to support the wellbeing of your people, you don't have to do it all on your own.

Our teams of Health & Safety and HR & Employment Law experts have helped thousands of clients keep their teams motivated and productive, while weathering the changing landscape of compliance and putting their legal obligations first.

If you'd like the backing of our expert team, simply give us a call on **0345 844 1111** and our team will be happy to discuss your business' needs. Or get in touch with us online and we'll call you back at a time that suits you.

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