

There are 3 key steps to determine the case for health and wellbeing in the workplace

- **What are the causes of our wellbeing? Be it good or bad**
- **Dimensions of wellbeing (individual & workgroup morale & distress)**
- **Outcomes of wellbeing (internally and externally)**

PART ONE; Causes of wellbeing

“What do we stand for?” Philanthropy versus Pragmatism I.E. “Is it our duty?” VS “Will it make us more successful? Are we as a company motivated by the Absence of illness or optimisation? Causes – What do we do here that causes the level of wellbeing at our company? Be it good or bad

In Health and Wellbeing we look for Physical AND Mental Wellbeing, research suggests that although the physical state may improve the wellbeing program is not fully recouped if one’s mental resilience isn’t improved.

PART TWO; The dimensions of Wellbeing (Morale & Distress)

The Key dimensions of Wellbeing

- Individual Morale
- Workplace Morale
- Individual Distress
- Workplace Distress

Morale refers to the “positive effect”. Let’s look at morale in an Individual and Workgroup environment. Morale is the single best predictor of internal and external organisation outcomes there is a strong link of research that supports the claim that the higher the morale the greater the outcome.

Workplace Distress has two contexts

Individual distress – naturally worried & has stress

Workgroup distress – negative team

Which is worse Low Morale or High Distress?

Morale is the single best predictor of internal and external organisation outcomes. Research carried out has found that workplaces who rate LOW in the area of wellbeing is that way more so because of LOW levels of morale as opposed to HIGH levels of distress. The table below demonstrates four possible scenarios where distress and morale combined help create a workplace environment that is either favourable or not.

RELATIONSHIP BETWEEN MORALE & DISTRESS IN THE WORKPLACE	LOW DISTRESS	HIGH DISTRESS
LOW MORALE	PRESENTEEISM	TIME BOMB
HIGH MORALE	UTOPIA	GO, GO, GO

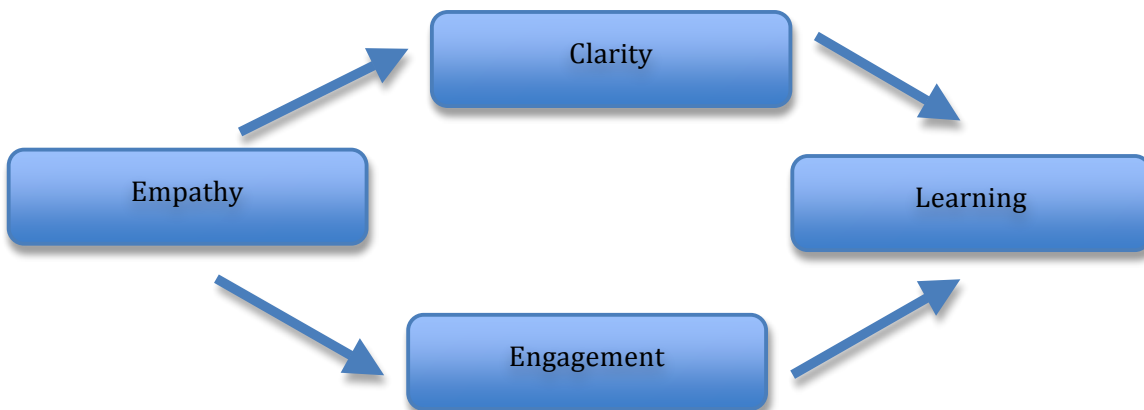
Wellbeing at work has two key drivers; the personality and the environment

Personality traits that can affect the workplace environment are emotionality, extraversion, openness, agreeableness and conscientiousness. The question for some companies is, do we recruit for wellbeing or knowledge?

FACT: The elements of wellbeing not attributable to personality, out of work factors are 85% determined by the immediate workgroup in which the employee works. The local environment, the persons immediate team is absolutely crucial his or her wellbeing, there is only 15% left for everything else.

WELLBEING MOTIVATED	LOYALTY	RETENTION	ABSENCE COST	CUSTOMER SERVICE	SALES PERFORMANCE
85%	60%	25%	15%	50%	55%

Peter Hart's Four Pillars of Corporate Culture



If health and wellness initiatives make employees feel heard and valued they pay off. Wellbeing needs to relate to the four pillars of corporate culture; empathy, clarity, engagement, learning. From this diagram you can see that empathy is a key driver for the four pillars, while clarity assists with motivation and development within the organisation.

PART THREE: Wellbeing Outcomes (internal & external)

Internal - Reduced staff turnover, reduced absenteeism and presenteeism, increased discretionary effort, increased productivity

External – Stakeholder and customer satisfaction, profit and business growth

The benefits of Wellbeing programs

Outcome research suggests that better wellbeing program delivers the following benefits both internally and externally

- Lower staff turnover and increased retention
- Increase in discretionary effort
- Better OH&S outcomes
- Lower absenteeism
- Higher levels of advocacy on behalf of the organisation