

Workplace Wellbeing, Mental Health and Resilience 20th May 2021

Time	Session	Session
9.15	Welcome: Scott Alexander, Head of L&D, Legal Island	
9.30	Introduction and Meet the Chairs: Becky Jones, Global Employment Counsel – HR, Citco, and Niamh Gaffney, Executive Coach & Facilitator, KinchLyons.	
9.40	<p>Keynote Opening Presentation: Transitioning to a new normal – surviving and thriving in a post-pandemic world.</p> <p>Since the Spring of 2020, we have all experienced unprecedented levels of upheaval and change. We are now finally beginning to see some light at the end of the tunnel. As we slowly begin to emerge from restrictions, we need to recognise that we are embarking on a new phase of change. It would be naïve, and overly optimistic, for us to think of this as a return to normal. The stage of change that we are about to enter comes with potential challenges that should not be underestimated. Thinking in advance about change - and transition, our individual response to change - will serve us well as we navigate through the uncertainty ahead.</p> <p>Billy Byrne, Executive Coach at KinchLyons, sets the scene for today's event and invites us to think about what we have been through and what lies ahead. He will argue that the key to preparing for the future lies in recognising the uniqueness of the change that we have already experienced. As a result of this unique experience, our transition to whatever we define as the “new normal” will itself be unique. This requires consideration if we are to succeed and, indeed, take advantage of the opportunities that may be presented to us.</p> <p>In this session we will look at transition and try to anticipate what this may mean for both individuals and organisations. Among the questions that we will explore are:</p> <ul style="list-style-type: none"> • What’s so different about this transition? And why does this matter? • What will be some of the overarching features of the “new normal”? • What does transition mean for the individual? • What are the implications for organisations? 	

10.10	Let's Look at Your Options for This Morning	
10.15	<p>It's the Law, Stupid! Legal responsibilities for managing mental health, removing mental health stigma and embedding a culture of wellbeing within your workplace. We should all know by now that there are many benefits to implementing a wellness programme (One of our other sessions sets out just the top 7 – there are more). But there are also concomitant negative impacts of NOT having a wellness programme. It's not just the case that your organisation will lose out on benefits – not having a wellness programme will cost you. In this session, Jennifer Cashman, Partner, RDJ sets out:</p> <ul style="list-style-type: none"> • Common themes in employment equality laws in relation to mental health and discrimination and how wellness programmes might mitigate risk • How not having a wellness programme can lead to successful unfair dismissal claims • What wellness actions could be deemed to be reasonable accommodations / adjustments for disabled employees • How promoting employee wellbeing can reduce the 	<p>Understanding Long Covid: An Employer's Response: We all know that Covid-19 is a pernicious, sometimes a seemingly arbitrary illness, which caused little problem for many but killed others. In between those extremes, it has left us with an enormous cohort of people with long covid. Long covid symptoms vary from extreme fatigue to insomnia, chest pains to dizziness, tinnitus to depression. Occupational Health Specialist and registered occupational health-chartered physiotherapist, Stuart Nottingham, Director, Sun Rehabilitation, explains the impact of long covid on people, their working lives and what employers and colleagues can do to help employees with long covid. Indeed, failure of employers to act is likely to be in breach of employment equality and other legislation.</p>

	<p>risk of personal injury and stress claims</p> <ul style="list-style-type: none"> • How, now we have a new Code of Practice from the WRC in Ireland and pressure for similar rights in other jurisdictions, the right to disconnect will likely become the norm for most employees 	
10.45	Screen Break	
11.15	<p>The Business Case for Wellbeing: The Positive Impact of Wellness</p> <p>Are Workplaces with Positive Mental Wellbeing Really More Productive? It would appear so – there is decent empirical evidence for this and we all intuitively know it to be the case – we have all experienced greater focus, creativity and productivity when we are happy and engaged in our work. According to Well Step, the Top 7 reasons for having a wellness programme are:</p> <ol style="list-style-type: none"> 1) Wellness Programmes Improve Employee Health Behaviours 2) Wellness Programmes Reduce Elevated Health Risks 3) Wellness Programmes Reduce Health Care Costs 4) Wellness Programmes Improve Productivity 5) Wellness Programmes Can Decrease Absenteeism 	<p>Building Your Robust Wellbeing Strategy: Redefining Resilience and Organisational Wellbeing. The pandemic has catalysed a burnout and wellbeing crisis. Leaders around the world are rallying around resilience in response. But organisational resilience has become synonymous with stress management. Eibhlin Johnston, Author, Speaker, Transformational Coach and founder of The Resiliency Hub argues we need a more holistic definition; one that promotes our physical, psychological and social wellbeing. This session will outline:</p> <ul style="list-style-type: none"> • The immediate steps you can take to build true organisational and employee resilience – whatever the world has in store. • Why we need to rethink our understanding of resilience in 2021 • Where organisations are today – from the

	<p>6) Wellness Programmes Can Help Improve Employee Recruitment and Retention 7) Wellness Programmes Build and Help Sustain High Employee Morale</p> <p>Can all of these be true? Emer Hinphey, Managing Partner, Think People analyses the data and (spoiler alert - it's true) asks the obvious question - why aren't more of us running wellness programmes?</p>	<p>viewpoint of employees and employers</p> <ul style="list-style-type: none"> • Practical steps on how to take a whole-person approach that builds employee wellbeing and organisational resilience
11.45	Screen Break	
11.50	<p>How to Ensure Employees Can Work Effectively from Home. In March 2021, Hughes Insurance announced that their workforce of over 250 people would now be working from home permanently, with the opportunity to work 2 days in the office for collaborative purposes.</p> <ul style="list-style-type: none"> • Why did they make that decision? • How can they ensure employee wellbeing? • What happens to their offices? • How do they counter any feelings of isolation? • What's in it for employer and employee's? <p>Sarah Balmforth, HR Director at Hughes Insurance, explains.</p>	
12.20	Screen Break	
12.30	Panel Discussion	Panel Discussion
1.00	Lunch and Networking	
2.00	Welcome Back	
2.05	<p>QUBeWell: Creating a Wellbeing Strategy for Staff and Students. Creating and implementing a workplace wellbeing strategy is not easy. So, think about how more difficult it might be to create one for staff <u>and</u> all of your customers or service users. It would be</p>	<p>Boosting your Working Parents' Wellbeing and Resilience from Bright Horizons</p> <p>Things might be easing, and schools are going back, but working parents have had to bear enormous pressures in the</p>

	<p>madness to embark on such a strategy, wouldn't it? Not according to Conor Curran, Head of Diversity & Inclusion Unit at Queen's University Belfast. Queen's saw great benefits in developing a wellness programme that can be accessed by students as well as staff. In our second case study of the day, Conor explains:</p> <ul style="list-style-type: none"> • The key points in the QUBeWell initiative • How it started and the main reasons QUB thought they needed to do more in the area of mental health and wellbeing • Who got involved and how, who the key drivers were in bringing it to fruition, and what each brought to the process • The main reasons QUB decided to combine student and staff wellbeing, rather than have separate schemes for staff and students • How this initiative relates to other supports e.g. an EAP scheme. • How much this initiative might cost in terms of time and money and how lockdown has affected plans • How much QUB expects to save in terms of time and money as a result of this initiative 	<p>last year, particularly with juggling WFH with home schooling. There are still uncertainties as we progress out of lockdowns and, in any case, the summer holidays are coming and schools will be out again. There is a moment now for employers to step up in recognising and supporting working parents as a part of talent retention and inclusion Jennifer Liston-Smith, Head of Thought Leadership Bright Horizons UK, sets out tried and tested approaches used by top employers and shares the following:</p> <ul style="list-style-type: none"> • What does a family-friendly strategy look like for leading employers? • What impacts do family-friendly services have? • Why managers matter, and networks. • How can employers best show empathy and support over the remainder of the academic year, the summer and the Autumn?
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	<ul style="list-style-type: none"> • The other, less tangible, benefits QUB expects to see arise, both in relation to student matters and staff • What success will look like for this initiative • What QUB intends to do that will maintain momentum and keep QUBeWell in the spotlight in the years to come 	
2.35	Screen Break and Networking	
2.50	<p>Keynote Closing Presentation: Building your own Resilience OR Positive Psychology Perspective: Building Resilience & Maximising Your Energy</p> <p>This session provides brain-hacking techniques to <i>accurately</i> analyse your thoughts, feelings and subconscious responses, manage your worries, and regain control when you feel overwhelmed. Leadership Consultant, Peter Nolan of Coaching Mindsets discusses a <u>positive psychology</u> approach to wellbeing places the emphasis on not just surviving, but thriving.</p> <p>This session will cover:</p> <ul style="list-style-type: none"> • The neuroscience of change, stress and resilience including the impact of working from home and communicating remotely. • Understanding our responses to stress and different events including and exploration of the SCARF model. • Positive psychology, negativity bias and their place in our current world environment • Focusing on what we can control and using this to target your energies and effort and increase focus. • Maximising our choice by reframing our attitudes and response to stress triggers. 	

	<ul style="list-style-type: none"> • Why we should consider energy management, particularly when working from home, and the importance of rest and recovery. • Developing a compassionate awareness self and others
3.20	Screen Break
3.25	Panel Discussion: All 3 Afternoon Speakers
3.55	Round-Up and Close at 4.00