



Supporting Wellbeing

Drive organisational performance through people change

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EMGAGE

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1 The Wellbeing Challenge

Organisations recognise the need to promote wellbeing. Advantages include a more engaged workforce, improved mental health, increased resilience, reduced burnout, improved productivity, reduced staff turnover and increased profitability.

Research suggests there are important links between mindset, resilience, mental health and psychological wellbeing.

The challenge lies not only in being able to consistently measure wellbeing, but in supporting organisations to develop effective wellbeing strategies.



2 Engage Wellbeing

Engage is a robust, empirically validated, innovative suite of products which offers a solution to the challenge of wellbeing assessment and wellbeing support at work.

By measuring the psychological factors influencing wellbeing at work, Engage permits organisations to develop their own wellbeing strategy and to implement robust support to the right people, at the right time.

Factors associated with wellbeing are extensive, including; work overload, burnout, intolerance of uncertainty, vulnerability, compassion fatigue, work-life imbalance, etc. Neglect to manage this effectively can have a significant impact on absenteeism, mental health, work satisfaction, and performance.

Using Engage to accurately assess psychological wellbeing within a work context offers organisations a number of unique solutions:

- A benchmark assessment of wellbeing and methodology to create a wellbeing strategy
- Implementation of preventative measures aligned to core business objectives
- Practical support to employees to increase wellbeing and create a Personal Wellbeing Plan
- Strengthens resilience and improves effective stress management

3 How Does Engage Work?

Engage measures *intrinsic*, or psychological factors associated with wellbeing, specifically; Confidence, Openness and Impact. In addition, the Engage Wellbeing survey measures factors specifically associated with stress.

Research indicates that we are likely to respond more effectively to pressure at work when; (i) we feel confident, capable and in control, (ii) we are positive, open and receptive to change, (iii) we feel motivated and empowered to carry out our work effectively. This strengthens our resilience to cope with problems and challenges related to; work overload, technical aspects of our work, relationships and people, or when facing uncertainty and change.

When we have the right practical resources, relevant insights and appropriate knowledge at our disposal, our psychological resilience is increased. Being more resilient enables us to develop more flexible responses to the challenges faced at work. When we cope more effectively with stress, our wellbeing, satisfaction and sense of empowerment increases, enabling us to be more efficient at work.

4 The Engage Process

Engage provides an evidence based approach, using robust metrics and methodologies, to address psychological 'blockers' and 'enablers' of wellbeing. Addressing 'blockers' and leveraging 'enablers' using the Engage AIM methodology, provides practical support to help individuals cope more effectively with stress at work, which has a positive impact on wellbeing.

4.1 AIM Methodology

The Engage AIM methodology involves:

- **Assess** the 'blockers' and 'enablers' of wellbeing
- **Implement** the right support to the right people
- **Measure** impact over time to evaluate improvements in wellbeing

4.2 Validated Approach

Engage uses the Engage Model to assess an individual's Confidence, Openness and Impact across 15 validated scales. This involves completion of an online Engage Wellbeing survey (takes 10-15 minutes) which produces an Engage profile. Profiles can be used at an individual, team, group or, organisational level. Engage Offer

4.3 Individual Level

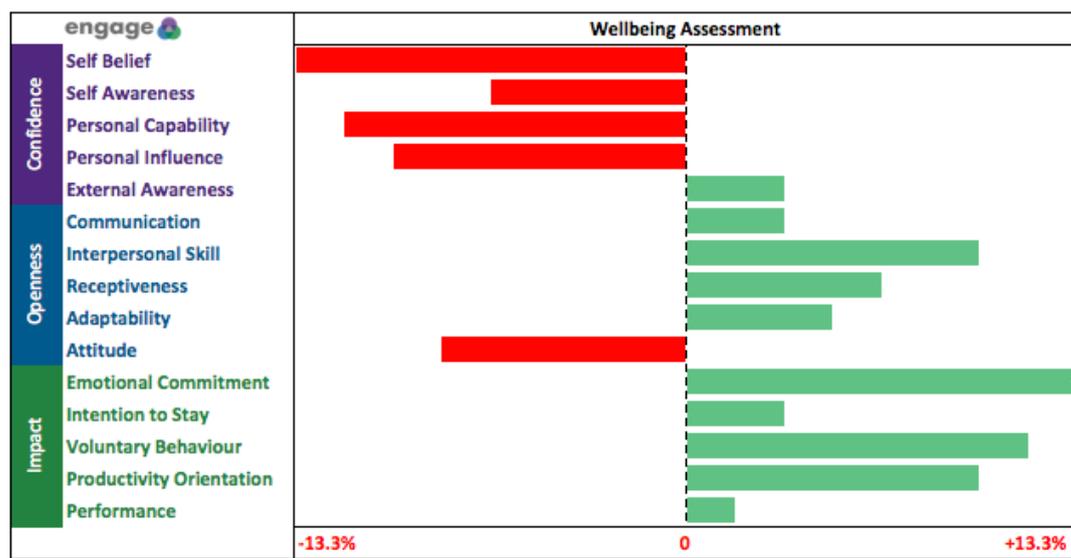
At the individual level employees register on the Wellbeing Programme where they follow a guided process to create their own Personal Wellbeing Plan. As part of this programme employees also follow the Engage Virtual Coach programme which is designed to increase awareness around personal risks to wellbeing and to create coping strategies to strengthen resilience and wellbeing. The Engage Wellbeing Programme is tailored for each individual, is highly practical, very intuitive to use and includes videos and exercise to complete. An additional option is available in this programme, which includes a 30 minute telephone feedback session where participants share their Personal Wellbeing Strategy with a qualified Engage Coach.

4.4 Group / Organisation Level (Pulse Report)

At group, or organisational level, profiles guide strategic decision making, supporting organisations to create a wellbeing strategy and select appropriate solutions to improve wellbeing.

Group / organisation level profiles are created using the Pulse Report. The Engage Pulse Report provides insight into the mind-set and wellbeing of employees, offering a unique culture map across the organisation. Collecting aggregated data in this way enables organisations to benchmark themselves against different norm groups, or segment data, across different criteria, e.g. age, gender, ethnicity etc. This type of data highlights areas of vulnerability across groups.

A sample Pulse Profile below:



Implications for wellbeing

High **green** scores – derailment implications

- Emotional Commitment – links to work overload and stress, over-commitment, displaced sense of loyalty
- Voluntary Behaviour – could indicate difficulty saying ‘no’, defining clear boundaries, taking on too much, impact stress and wellbeing

High **red** scores – areas of risk / concern for wellbeing

- Self-belief – low self-esteem, self-doubt, distorted negative thinking, interferes with decision making, potential to see things worse than they are, unhelpful comparisons
- Personal Capability – lacking confidence to do the job, or aspects of the job, feeling less resilience and resourceful to deal with uncertainty
- Personal Influence – less confident to take control, or to influence the outcomes, less willingness to take ownership



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