

# WELL-BEING CONVERSATIONS PROGRAMME

2 Hour Virtual Training Session for Line Managers



The Covid-19 pandemic is challenging people's resilience and caring has never been more critical.

**Well-Being Conversations** are supportive, coaching-style one-to-one discussions focused on building individual and team resilience. They centre on promoting the ability to adapt and grow following adversity. Supporting people to nurture the skills that help them maintain their well-being in the workplace, particularly when times get tough.

Combining the Coaching process with **Well-Being Conversations** enables people to set their **own** agenda, in their **own** way, to reach their **own** self-defined well-being goals.

This course prepares managers for having compassionate conversations with staff and also demonstrates commitment to staff welfare.

## PROGRAMME DIRECTORS:



**Lisa Carver,**  
Executive Coach BA, PGC

Lisa is a leadership coach supporting people to excel at work and specialises in stress management and resilience. She is a professional member of the International Stress Management Association.



**Jennifer Dootson**  
BA, MSc.

Jennifer is an experienced coach, trainer and expert in psychological safety. She has extensive experience in creating robust health and well-being recovery plans. She is a Mental Health First Aider.



## OUTCOMES:

- Supports people to design & action well-being plans.
- Increases resilience & ensures people feel cared for & supported
- Provides opportunities for staff to reflect on their 'battery level' with regular check-ins
- Creates conversations that can identify tools individuals, their line managers & their team can use to recharge & stay well
- Utilises coaching tools & skills to promote autonomy and independence
- Equips staff with the knowledge, skills & mind-set to achieve their well-being goals
- Supports people to identify practical & achievable solutions
- Helps develop collaborative relationships based on rapport & trust



**'Mental Wellbeing Initiatives yield a 1:4 return on investment'**

Stevenson-Farmer review 'Thriving at Work' & purpose.'

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Helps people design & action a personal well-being plan

## PURPOSE:

### 1. To enable discussions about well-being and the impact of:

- Covid-19 pandemic
- intensity of workload
- other factors outside the workplace

### 2. To increase resilience and emotional intelligence by:

- identifying the factors that promote and nurture recovery
- increasing capacity to cope
- reducing negative effects of stressful working environments

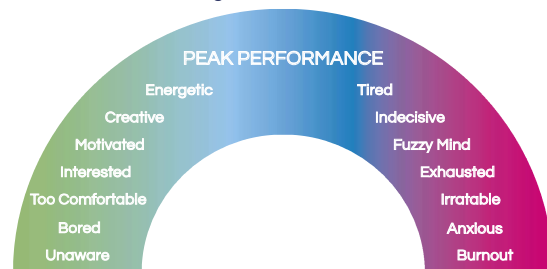
### 3. To identify individuals who may benefit from further help, including mental health support and enlist that help promptly.

## FEATURES:

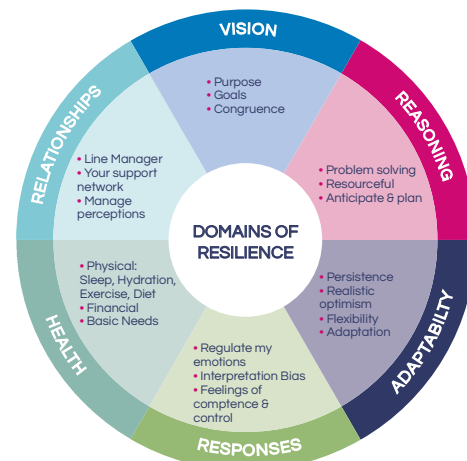
- The fundamentals of thriving at work
- What a well-being conversation is/isn't
- The Well-Being Wheel
- The Circle of Strength
- Powerful questions
- Listening skills
- Understanding stress and resilience
- Personal well-being plans
- Support tools for challenging times
- Threat Based Mindset: fight, flight, freeze and fawn
- Moving from being overwhelmed to competency and action
- Neuroscience (habits, behaviours, motivation, commitment and mindset)
- How to access further support

## THE STRESS ARC

maintaining motivation without burnout



Stress occurs when perceived pressure on an individual exceeds ability to maintain resilience



Some of the typical signs and symptoms of poor or declining mental health may be more difficult to identify in employees working from home or more flexibly. Typical signs include:

- Working long hours / not taking breaks
- Increased sickness absence or lateness
- Mood changes
- Distraction, indecision or confusion
- Withdrawal
- Irritability, anger or aggression
- Uncharacteristic performance issues
- Over-reaction to problems or issues
- Disruptive or anti-social behaviour.

Note: if one or more of these signs are observed it does not automatically mean that an individual is experiencing poor mental health, but should be a prompt for a manager to have a well-being conversation.  
Source: CIPD, Jan 2021