



MIND POISE

Performance and Wellbeing

Consultant Psychologist

FOREWORD



Michael is a Chartered Psychologist and registered with the British Psychological Society (BPS) and Health and Care Professions Council (HCPC). He currently works in both professional sport and business, having been a professional cricketer prior to retraining as a psychologist. He created Mind Poise with the purpose of helping individuals, teams and businesses fearlessly go after their ambition, create a memorable and meaningful journey in the process and learn to thrive in a challenging and ever-changing world.

A key part of organisational development is about managing how people adapt to change at work and ensuring they have the capacity to meet the demands placed upon them. Workplaces are constantly shifting: new systems, new processes, moving offices, working from home and new company objectives are all creating variables which are difficult to balance for employees at all levels. With so many moving parts, it's important to ensure these parts are well-oiled working harmoniously and capable of coping with what is thrown at them. By integrating evidence-based, psychological principles throughout your business, you give yourself the best opportunity of reaching and exceeding your vision.

Flourishing employees lead to a flourishing organisation.

Michael Roberts CPsychol

Founder and Consultant

Mind Poise



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The
British
Psychological
Society

Chartered Psychologist



Mission

The future of your business starts with the psychological flexibility and wellbeing of your people. However, where do you start? This can be a challenging question to answer, especially when it comes to creating tangible, sustainable and long-term change.

Mind Poise believes that:



Choosing adaptability with your mindset and behaviours breeds wellbeing and performance



Having purpose, being valued and free to express oneself leads to true fulfilment at work



The onus isn't just on staff to manage their wellbeing

The mission is simple, to bring the above beliefs to life in your business through tangible action. Most workplace wellbeing efforts today fail as they only focus on brief periods of intervention, lacking longevity, accountability and proof needed to drive the desired change. Michael will help you bridge that gap, driving sustainable performance and wellbeing change with a uniquely designed Consultant Psychologist role that covers organisational, group and individual support.

Introduction



With mental health problems affecting one in six British workers each yearⁱ and mental health being the leading cause of sickness absenceⁱⁱ it is not surprising that employers are starting to look more closely at the crucial role they play in supporting the wellbeing of their staff.

Money spent on improving mental health has shown a consistently positive return on investment. At a time when there is a national focus on productivity, the inescapable conclusion is that it is in the interest of both employers and Government to prioritise and invest far more in improving mental health.

A high-performing business however is more than just mental health. Performance is about developing social and task cohesion within your business, ensuring those in managerial roles have the relevant skills to lead and empower, ensuring staff feel valued and can express their true selves and providing identified high-potential employees with development plans to flourish. Additionally, through the help of a Chartered Psychologist specialising in performance psychology, your business will benefit from powerful team building, support around recruitment, one of the most effective profiling tools available in sport and business and skills to enhance confidence and motivation to meet organisational targets

The proposition of having an in-house psychologist might seem daunting, but it need not be. The role below can be applied on four different levels of integration to suit your needs and budget, with further flexibility and adaptation where required. Feel free to go through these levels in detail and perhaps pick and choose exactly what you would like! Having done so, please read on to better understand the underpinning of the service and a little more detail around certain key elements. Alternatively, give Michael a call!

Duties / Responsibilities		Full Time	Gold	Silver	Bronze
Organisational Support	Primary point of contact for all mental health matters, providing psychological support to employees and guiding clinical referral where appropriate	✓	✓	✓	✓
	Design, develop and deliver training, learning and development programs, and focus group sessions for staff at all levels, throughout the year	✓	✓	✓	✓
	Integrate a monthly wellness survey to support employees and help the business manage work-related stress through anonymous reports illustrating trends and sources of stress	✓	✓	✓ (UK only)	✓ (UK only)
	Design and disseminate the business' mental health at work plan, ensuring continual feedback is garnered to inform what works and where changes can be made	✓	✓	✓	✓
	Write and distribute monthly communications internally and externally, driving a change in how the business is seen to handle mental health	✓	✓	✓	
	Design and develop a Mental Health Policy for the business, establishing that your business sees these issues on the same level of importance as physical wellbeing	✓	✓ (UK only)	✓ (UK only)	
	Help develop, implement or evaluate employee selection procedures, including psychometric tests, situational judgement questionnaires, assessment centre exercises and structured interviews	✓			
	Review the ergonomic design of a workplace by assessing the suitability of elements such as lighting, noise levels and furniture and provide recommendations for changes or improvements	✓			
Group Support	Design and deliver specific Mental Health Literacy support to Line Managers, ensuring this group are trained and confident to handle challenges which might arise with their teams	✓	✓	✓	✓

	Provide Mental Health onboarding for new starters, ensuring this group is educated on the fundamentals around stress management and mental health literacy	✓	✓ (UK only)	✓ (UK only)	
	Use SpotlightTEAM profiling tool to help take teams to another level, leveraging team strengths whilst avoiding the potential dysfunctions that can undermine team performance	✓	✓ (UK only)		
	Manage, train and supervise the Mental Health Champions team	✓			
Individual Support	Individual Development Plans (IDPs) to support identified high-potential employees	✓	✓	✓	✓
	Work one-to-one with individuals to support them in becoming more successful and effective in delivering their organisational objectives, while also enhancing their career development and personal wellbeing	✓	✓	✓	✓
	To provide support and counselling to individuals experiencing work related stress. For example, help them talk with their line manager, identify and advise on possible solutions and direct them to suitable additional services	✓	✓	✓	✓
	To help individuals return to work successfully after a period off work, for example, by advising on bespoke strategies to meet their specific context	✓	✓ (UK only)		
	Use SpotlightPROFILE tool to help individuals become more aware of their mindset and behavioural preferences and how to leverage these in their working context	✓			
	Provide coaching, guidance and advice to employees in order to help them plan and manage their careers	✓			
	Annual Fee	To be discussed	To be discussed	To be discussed	To be discussed

Underpinning

Positively managing mental health underpins good employee engagement and benefits everyone – employees, employers and the bottom line. Every employer’s success depends on a healthy and productive workforce, and if employees feel valued and supported, they’ll likely achieve more.

The work carried out is underpinned by three complimenting frameworks

- The Workplace Wellbeing Model
- The government’s independent review, *Thriving at Work*
- Keyes’ dual continuum model of mental health and mental illness

The Workplace Wellbeing Model

While research continues to investigate the multiple factors that influence wellbeing in the workplace, the evidence-based Workplace Wellbeing Model identifies five main drivers of wellbeing in the workplace, in order of importance:

1. Health, Relationships (both drivers ranked of equal importance)
2. Security, Environment (both drivers ranked of equal importance)
3. Purpose

The model below brings these drivers to life further, mapping them to existing conceptual frameworks developed by specialist organisations such as the HSE (stress) and the WELL Building Institute (environment), as well as other existing evidence-based frameworks on aspects such as flourishing and engagement.



Workplace Wellbeing Modelⁱⁱⁱ.

Thriving at Work

These drivers are then at the heart of each of the six core standards which make up the Thriving at Work independent government review, guiding organisations on how they can better support employees' mental health. By adopting these standards, all organisations, whatever their size, will be equipped with both the awareness and tools to address and prevent mental ill-health which is caused or worsened by work, as well as the ability to support people with a mental health condition to thrive, from recruitment and throughout the organisation. It is strongly recommended that all employers, no matter what your sector, workplace type or size, look to adopt the six core standards – no matter how long it will take to implement. 6 core standards:



1. Produce, implement and communicate a mental health at work plan that encourages and promotes good mental health of all staff and an open organisational culture.



2. Develop mental health awareness among employees through accessible support and education



3. Encourage open conversations about mental health and the support available when employees are struggling, during the recruitment process and at regular intervals throughout employment, with appropriate workplace adjustments offered to employees who require them.



4. Provide your employees with good working conditions and ensure they have a healthy work/life balance and opportunities for development.



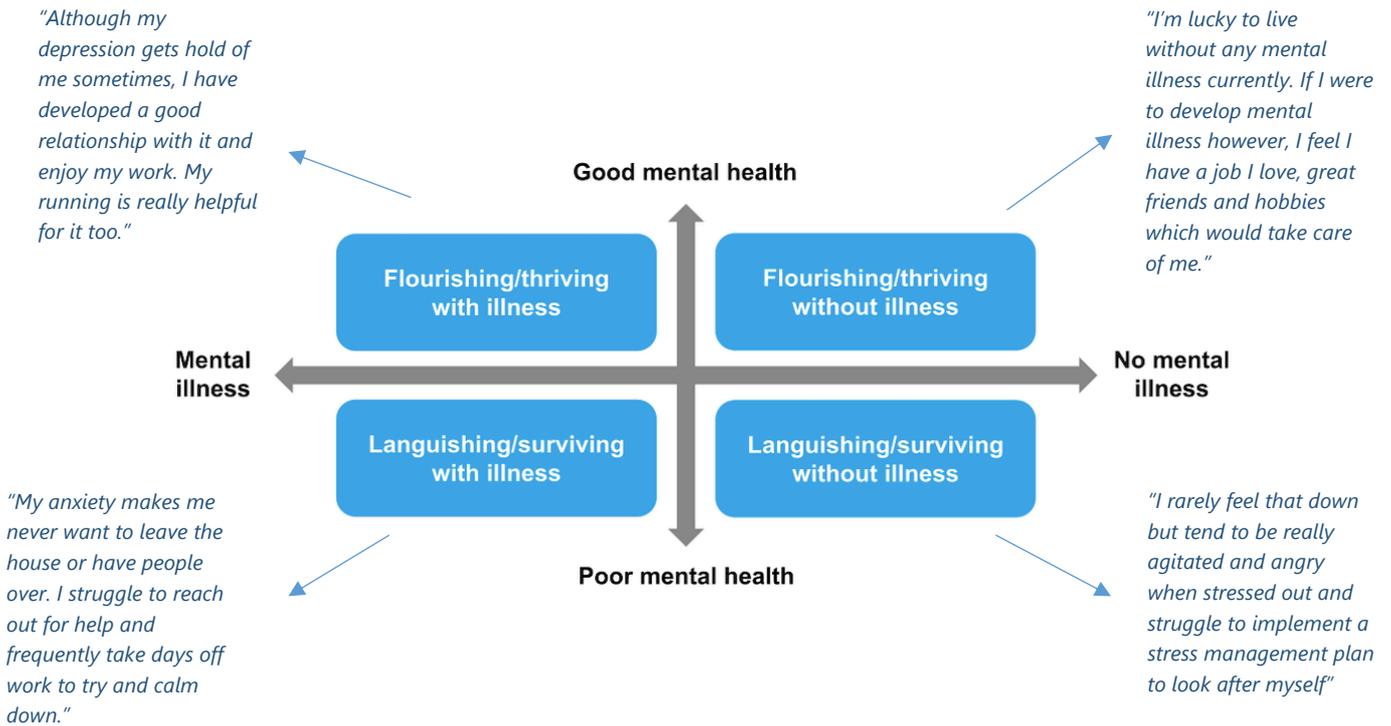
5. Promote effective people management to ensure all employees have a regular conversation about their health and wellbeing with their line manager, supervisor or organisational leader and train and support line managers in effective management practices.



6. Routinely monitor employee mental health and wellbeing by understanding available data, talking to employees, and understanding risk factors.

Keyes' dual continuum model

Finally, to help change the way in which mental health and mental illness are viewed and reduce any prevalent stigma, the dual continuum model provides a contemporary view of wellbeing. It demonstrates how mental health and mental illness are separate and distinct concepts, providing four distinct quadrants we may find ourselves in at any given time depending on our particular life circumstance. Despite the popular narrative, a person diagnosed with a mental illness can *also* have good mental health and be flourishing and thriving in their lives. Likewise, a person can be languishing or experiencing poor mental health and not be diagnosed with a mental illness. As such, we can feel empowered to strive towards a state of good well-being and do work that is meaningful, fulfilling and has purpose alongside the diagnosis of a mental illness; mental illness does not have to define us in the workplace.



Learning and Development Workshops

The workplace provides numerous challenges that can impact wellbeing and performance for managers and staff alike. Implementing bespoke workshops, at times which provide employees flexibility to jump in as and when their schedule allows, can help in a number of different ways. These can be designed to:

- Develop robust confidence
- Enhance intrinsic and extrinsic motivation
- Boost conflict resolution skills
- Build psychological flexibility
- Create effective teams

These workshops can take place throughout the UK and on Zoom where necessary, providing the opportunity to access professional support regardless of where you are. Michael can cater for groups of between 8 and 40 individuals at one time, providing supporting materials and follow-up where required.

The priority is to leave your business a happier and healthier place to work, where relationships are improved, employees' sense of support and wellbeing is increased and managers feel confident that their staff are well prepared to not just cope with, but enjoy the demands of day-to-day work life.

Focus Group Sessions

Online focus groups, confidential and completely optional in nature, provide a forum for employees to share their opinions and challenges, learn vicariously through peers and get to know each other better with no geographical constraints. Mediated by Michael, there are multiple benefits to such opportunities, including creating a greater sense of belonging to your business and allowing for shared experience. Moreover, employees have the opportunity to express emotions which they otherwise might be masking in the workplace, allowing them to be more present-moment focused and calmer when returning to work.

Example 12-month learning and development plan, featuring monthly alternation of workshops (run weekly) and focus groups (run fortnightly):

Months	JAN	FEB	MAR	APR	MAY	JUN	JUL
Topic	SM	FG	PuP	FG	MHL	FG	Review
Weeks	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

SM – Stress Management; FF – Focus Group; PuP – Performing Under Pressure; MHL – Mental Health Literacy

Months	AUG	SEP	OCT	NOV	DEC
Topic	PS	FG	MBP	FG	Review
Weeks	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

PS – Psychological Safety; MBP – Mindset and Behavioural Preferences.

Wellness survey

Informed by Workplace Wellbeing, carrying out a monthly wellness survey allows you to measure and monitor the wellbeing of employees. By asking people directly about how they are from a wellbeing perspective, what their current sources of stress are and what they feel they might need from a support perspective, you can better target workshop and wellbeing activities and programs to improve performance and wellbeing. This data can also inform organisational-level priorities, such as where increased resources are needed and where perhaps specific groups within the business require the most support. Each month you will be provided with an anonymous report of leading stressors and over time, gather trends related to wellness, such as times of the year that are most impactful.

The design of the survey can be bespoke to what you desire, using the Workplace Wellbeing Question Bank which has a collection of validated questions developed and used by various organisations to measure different aspects of wellbeing. For most of these questions, there is national data available for you to compare the results for your employees against.



Spotlights

Spotlight

Based on the science of psychology, along with decades worth of experience in elite sport, the team at [Mindflick](#) designed SpotlightPROFILE to be practical, memorable and relevant to the modern world of performance. Their experiences in the world of elite sport taught them a hard lesson about character...people change when there's something to be won and lost. In fact, it taught them that it wasn't enough to just understand 'Behavioural Style', 'Mindset' also needed to be considered. Put simply, some people were trying to win, whilst others were trying not to lose - with both proving to be successful strategies when applied skilfully. Michael is a Licensed Practitioner who can bring SpotlightPROFILE and SpotlightTEAMS to life in a way that suits your business's needs.

Despite a long history of psychological 'typing' and its application, recent research and the changing nature of the workplace means simply understanding psychological preferences is no longer enough. With this in mind, Spotlight by Mindflick approaches things slightly differently. The core principles are:



People change when there's something to be won or lost (and there's increasingly something to be won or lost in our daily interactions)



Modern Personality theory shows that we can change across contexts, and with volitional effort – it's important to recognise and understand this shift



To connect and thrive in the modern workplace, it's important to be able to FLEX our behavioural style and COPE in a variety of ways depending upon the mindset we need



It's therefore less about "where you are" (on the profile) and much more about "where can you get to"



Our weaknesses are often our strengths over-played – anything to excess becomes toxic.

You begin by completing the simple, fun and intuitive online questionnaire – a quick, 15-minute process. The in-depth Spotlight reports are then generated along with corresponding team maps (where members of a team have each completed a profile). Each Spotlight profile is then individually debriefed by Michael, bringing the learning to life for the individual and helping them connect with others more effectively and thrive both in their work and personal lives. If completed as a team, it is often best to bring the whole team together to experience a workshop – ranging anywhere from 2-hours to 1-day. During the workshop, individuals explore the models, understand their own and their team's preferences, and coach one another in how to FLEX and COPE.

FAQs

How do I know the content is good quality?

Michael is a Chartered Psychologist and registered with the British Psychological Society (BPS) and Health and Care Professions Council (HCPC). He currently works in both professional sport and business, having been a professional cricketer prior to retraining as a psychologist. He has two psychology-related Master's degrees and has undergone years of supervised training, alongside a consulting role at a City-based law firm, in order to ensure the work delivered is of the standards expected in applied psychology. Combining all of this, Michael is able to deliver a unique program which caters for the contextual demands of various industries.

How do I know the program is having an impact?

Throughout the process, feedback will be garnered through straight forward online surveys as well as before and after scores for workshops. These will provide feedback to both Michael and your company around engagement and knowledge transfer. At the end of the program, business region managers will be invited to complete a further survey to judge overall effectiveness. You are encouraged to carry out your own feedback process in order to understand potential financial impacts, both in terms of revenue and savings made through a reduction in absenteeism.

We have offices around the world – how will this be accommodated for?

Session timings will be organised at a time convenient to the region. These will be agreed in advance.

What about cultural differences?

Prior to each topic being rolled out, each region will be asked to complete a survey related to the topic. For example, in relation to stress management, employees will be asked:

1. In a typical week, how often do you feel stressed at work?
2. What are your main sources of stress?
3. To what extent do you know how stress works?
4. Are you currently engaging in any stress management strategies?
5. What would your main aim be from attending a workshop on stress management?

Answers received would then inform minor but potentially important changes to the content provided.

ⁱ CIPD in Partnership with SimplyHealth. (2012). Absence Management Annual Survey Report. CIPD.

ⁱⁱ Chief Medical Officer. (2013). Annual Report of the Chief Medical Officer 2013. Public Mental Health Priorities: Investing in the Evidence. Department of Health and Social Care.

ⁱⁱⁱ <https://whatworkswellbeing.org/resources/workplace-wellbeing-questionnaire-methodology/>