

Workplace Stress, Resilience and Well-being

20th November 2008

Conference Programme

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Speakers include:

- Dame Carol Black, *UK National Director for Work and Health*
- Professor Colin Mackay, *HSE*, Principal Psychologist
- Emma Donaldson-Feilder, *Affinity Health at Work*, Chartered Occupational Psychologist
- Dr Adrian Chojnacki, Vice President, *GlaxoSmithKline*, Employee Health Management
- Matthew Thomas, *Ernst & Young*, Manager of HR Strategy and Policy
- Amanda Hinkley, *Winchester & Eastleigh Healthcare NHS Trust*, Occupational Health & Safety Manager

Workplace Stress, Resilience and Well-being

at the CBI Conference Centre, London
20th November 2008

Conference Overview

This year's keynote speaker is Dame Carol Black

The 2008 In Equilibrium Conference is entitled 'Workplace Stress, Resilience and Well-Being'. The theme of the Conference centres on how management intervention in these 3 areas can maintain and enhance the health of people in the workplace. In today's constantly changing environment the need for investment in occupational health has never been greater.

The conference's main objective is to enable delegates to learn from the experience of organisations from the private and public sectors who have introduced employee support programmes to build a healthier and more resilient culture. These programmes include the management of stress, the development of resilience and the introduction of other health and well-being initiatives for employees at all levels of the organisation.

The conference places particular emphasis on the role of line managers. The importance of the line manager is a major theme in Dame Carol Black's recent review of the health of Britain's working age population 'Working for a healthier tomorrow'. In her review Dame Carol states that 'line managers have a key role in ensuring the workplace is a setting that promotes good health, well-being and performance'. Emma Donaldson-Feilder will also give us an update on the research she is undertaking for the CIPD and the HSE on the specific behaviours required by managers to implement the HSE Management Standards for stress.

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Conference Overview (continued)

Delegates will have the opportunity to attend 2 of the 5 workshops available. The workshops look at the actions managers and individuals can take to build resilience, manage stress and enhance well-being. The five choices are 'Stress and well-being-The Managers Role', 'Developing resilience in managers', 'Recognising bullying and harassment', 'Managing your stress – individual strategies' and 'Personal well-being and energy'. Each workshop will involve interactive discussion and will last approximately 75 minutes.

The conference also includes three case studies from organisations which have implemented initiatives to enhance resilience, general health and well-being. Dr Adrian Chojnacki from GlaxoSmithKline will discuss how they are sustaining and enhancing employee performance through their resilience and energy programmes. Matthew Thomas from Ernst & Young describes how their support infrastructure is based on engaging in conversation with their people about their health and well-being needs. Amanda Hinkley from Winchester & Eastleigh Healthcare NHS Trust discusses the launch of their strategy to encourage improvements in health and well-being in April 2008 and the impact it has had 6 months after it was introduced.

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The following professionals should attend

- HR and Personnel
- Occupational Health
- General Management
- Health and Safety
- Health and Wellness
- Line Management

Benefits of attending:

- Understand the central role of line managers in improving the health of working age people, through Dame Carol Black,
- Get the most up to date information on the HSE's initiatives on stress in the workplace
- Gain an understanding of how managers behaviour affects the health and well-being of the people they work with
- Learn how resilience training is so helpful in today's climate of constant change
- Hear about the experiences of managers who have implemented stress and wellness programmes
- Gain knowledge and experience from others by participating in a selection of practical workshops and discussion groups

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Programme

Thurs 20th Nov 2008

CBI Conference Centre, London

8.45-9.15 Registration

Session 1

9.15-9.30 **Introduction by Conference Chair** – Andrew McCulloch, Chief Executive of The Mental Health Foundation
Why manage Stress and Well-being at Work?

9.30-9.50 **Good Health is Good Business** – Dame Carol Black, UK National Director for Work and Health

In her keynote address Dame Carol Black focuses on the findings of her review of the health of Britain's working age population with particular emphasis on the line managers role in occupational health and well-being programmes.

9.50-10.10 **The Impact of the HSE Management Standards on UK Stress Levels** – Professor Colin Mackay, Principal Psychologist, HSE

In this presentation Professor Mackay provides us with an update regarding UK workplace stress levels and the positive effect the HSE Management Standards for Stress are having. He will also review the research conducted by the HSE into causes of stress and will provide an overview of their targets for the future.

10.10-10.30 **The vital role of managers in preventing and reducing stress at work**

Emma Donaldson-Feilder, Chartered Occupational Psychologist, Affinity Health at Work

In order to reduce and manage workplace stress effectively, employers need to ensure that managers demonstrate the skills and behaviours that allow them to manage their staff in ways that minimise work-related stress. This session will explore why managers are so vital and which manager behaviours are most important for preventing and reducing stress in staff. It will reveal the findings of new research, funded by the HSE and the CIPD, which has developed a competency framework identifying the specific behaviours required by managers to implement the HSE Management Standards for stress.

10.30-11.00 Refreshments, Networking and Exhibition

11.00-11.20 **Sustaining Healthy High Performance -Through a Global Resilience and Energy Portfolio**

Dr Adrian Chojnacki, Vice President, Employee Health Management, GlaxoSmithKline

Adrian will describe how GSK's occupational health function has developed and implemented health initiatives to positively support business success and culture through focus on the sustainable healthy-high performance of the business, the teams within the business and the individuals within those teams. This required a shift in the traditional occupational health paradigm of all stakeholders, working with the inevitable pressure to be more effective organisationally and personally. It is proposed that this link of health to business performance should be the new focus for occupational health

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11.20-11.30 Question and answer session with previous speakers

Session 2

Workshops

11.30-12.45

The same five workshops will be run concurrently before and after lunch. This allows delegates to choose to attend two of the workshops, one before lunch and one after lunch.

Workshop A: Stress and Well-being: the managers role

Fiona McLaren Organisational Consultant

This workshop reviews the Statutory and HSE requirements managers need to be aware of and how they can protect themselves and the organisation. This is followed with a summary of the actions managers can take to enhance well-being and prevent stress at work. There will also be some interactive exercises and general discussion regarding how the following affects the stress and well-being of employees:

- Workplace pressures and demands
- The characteristics and behaviour of the individual
- The behaviour of the manager
- Personal circumstances

Workshop B: Developing Resilience in Managers

Michaela Loughney, Business Psychologist

The need for resilience in managers has never been greater. In coping with the increased workload and pressure caused by organisational change and growth, all managers experience setbacks and disappointments. These are inevitable. However, it is the resourceful ways in which they respond to these adversities that separates resilient managers from the rest. In this workshop Michaela Loughney looks at the evidence supporting the benefits of developing resilience in managers and provides some examples of how managers can develop resilience skills and attributes.

Workshop C: Recognising Bullying & Harassment in the Workplace

Lynne Walton, Consultant

Too little is known about bullying in the workplace. Sadly it often takes the publicity of high profile bullying cases involving high levels of compensation to raise awareness of this all too common problem. More organisations are in denial about the existence of bullying and harassment than any other management or cultural problem. Part of the problem is that Bullying and Harassment are terms that can be widely misunderstood and at times overused. This workshop will discuss the importance of raising awareness and how managers and staff can recognise potential bullying and harassment situations.

Workshop D: Managing your stress - individual strategies to help you cope

Sue Butterfield – Business Psychologist and Consultant

Managing your own stress is a very personal affair. The same situation or set of circumstances can cause excessive pressure and stress for one person but can also motivate and provide a buzz for someone else.

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Workshops (continued)

Consequently, its 'horses for courses', to combat personal stress we need to work out what works for us as individuals. This workshop starts with a comprehensive review of stress awareness and how participants can recognise it in themselves and their colleagues. They will then be introduced to a variety of tools and techniques they can choose from that will reduce stress and boost well-being.

Workshop E: Personal Well-being and Energy – Dr David Mason Brown – In Equilibrium Medical Director

In this fascinating session Dr Mason Brown will explore the relationship between personal well-being and energy. Energy can be gained and lost in many ways you may not be aware of. For example an unhealthy diet or a toxic relationship can deplete your energy just as much as the inability to switch off and poor quality sleep. Attendees at this workshop will receive a personal copy of Dr Mason Brown's audio CD 'Relaxation Techniques' which helps people to switch off after work and improves their quality of sleep.

12.45-1.45 **Lunch, Networking and Exhibition**

Session 2 (Continued)

Workshops

1.45-3.00

Delegates attend their second choice workshop

Workshop A: Stress and Well-being: The managers role

Fiona McLaren - Organisational Consultant

Workshop B: Developing Resilience in Managers

Michaela Loughney - Business Psychologist

Workshop C: Recognising Bullying & Harassment in the Workplace

Lynne Walton - Consultant

Workshop D: Managing your stress – individual strategies to Help you cope

Susan Butterfield - Business Psychologist and Consultant

Workshop E: Personal Well-being and Energy

Dr David Mason Brown - In Equilibrium Medical Director

Session 3

3.00 - 3.20 **Building a Resilient Organisation**

Michaela Loughney, Business Psychologist and Researcher

Michaela will provide a summary of the research she has undertaken into how personal resilient attributes are so helpful for individuals and teams who suffer setbacks and change. As organisational demands continue to increase and uncertainty becomes the norm it will be the healthy, resilient organisations that will perform the best.

3.20 - 3.40 Refreshments, Networking and Exhibition

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3.40 - 4.00 **Case Study: The benefits of running a Well-Being Programme in the Financial Sector**

Matthew Thomas, Manager of HR Strategy and Policy, Ernst & Young

At Ernst & Young, supporting our people starts at the most fundamental level – their physical and mental well-being. It is only from strong foundations that they can handle the complex issues and challenges that they face every day. In today's pressured lifestyles, people want a flexible and balanced approach to work. One that takes into account their individual needs and personal commitments. At its most basic, we provide a comprehensive support infrastructure to help our people monitor and improve their health and well-being. But providing the infrastructure is only the start. We engage our people in a conversation about their health and well-being and it is this strategy that ensures that we deliver.

4.00 – 4.20 **Case Study: Raising the Profile of Health and Well-Being at Work, a success story from the NHS**

Amanda Hinkley, Occupational Health & Safety Manager, Winchester & Eastleigh Healthcare NHS Trust

The Occupational Health & Safety Service at Winchester and Eastleigh healthcare NHS Trust launched a Healthy Workplace strategy at Board level to encourage improvements in health and well-being in April 2008. Amanda Hinkley will review the impact of this Strategy 6 months after it was introduced, reflect on the challenges of promoting and improving Health in the NHS and summarise the results of the Trust's stress survey and staff survey (2007)

4.20 - 4.30 Q and A Session with previous speakers

4.30 Chairman's closing remarks and conference end

Documentation

All delegates will receive full conference documentation, complete with copies of presentations and a delegate list.

Please see over for speaker biographies and booking form.

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Speakers

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Professor Dame Carol M. Black DBE, FRCP, FMedSci.



Professor Dame Carol Black is the National Director for Health and Work, Chairman of the Academy of Medical Royal Colleges and Chairman of the Nuffield Trust, and maintains a deep interest in both the clinical and research aspects of connective tissue diseases.

Spearheaded by Carol Black as National Director, Health, Work and Well-being is a joint initiative across government to improve the health and well-being of working age people.

Dr Andrew McCulloch



Dr McCulloch has been Chief Executive of the Mental Health Foundation for 6 years. He was formerly Director of Policy at The Sainsbury Centre for Mental Health for 6 years and a senior civil servant in the Department of Health for 16 years, where he was responsible for mental health and learning disabilities policy from 1992 to 1996. He has particular interests in policy development, partnership working, models of care, human resources and public mental health. He has spoken and published widely on these issues.

Andrew's other experience has included being a school governor, the non-executive Director of an NHS Trust and the Chair of Mental Health Media. He is expert mental health adviser to the Council of Europe and to NESTA. He has served on numerous advisory committees and policy inquiries. His PhD is in the psychology of old age.

Professor Colin Mackay



Dr Mackay graduated in 1971 from the University of Loughborough with a BSc (Hons) in Ergonomics. He then spent two years in The Human Sciences and Advanced Technology Research Group (HUSAT) at the same University conducting research into human-computer interaction and related topics. Currently he is Principal Psychologist in the Better Health at Work Division of HSE's Policy Group with a particular responsibility for technical policy aspects of, and research into, work-related stress, work-related upper limb disorders, human factors and behavioural aspects of health and safety. His team in the Health Psychology Unit is currently working on the implementation of HSE's new management standards for work related stress.

Emma Donaldson-Feilder



Emma Donaldson-Feilder is a Chartered Occupational Psychologist who specialises in helping organisations achieve sustainable business performance through improvements in the well-being, morale, productivity and engagement of staff. She combines research and practitioner roles with writing, presenting and lecturing on workplace well-being. She is co-director of a research programme funded by the HSE and CIPD, which is investigating the link between leadership/management and employee stress/well-being. She has particular expertise in assessing and managing work-related stress risks and has worked with a wide range of clients in the public and private sectors. She is also Consultant Editor for a CIPD subscription publication on performance and well-being.

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Speakers

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Dr Adrian Chojnacki



Adrian is a consultant occupational health physician, and Vice President of Employee Health at GSK in the UK. He is part of Corporate HR, and in addition to responsibilities for the health and well-being of employees, is part of GSKs "Total Reward" Benefits and Compensation steering group and has worked with Organisational Leadership and Development at GSK to bring in a new leadership framework. Adrian is an accredited trainer of Energy and Engagement from the Human Performance Institute based in Orlando Florida and his mission is to unlock the potential of employees to allow them success in all dimensions of their lives

Matthew Thomas



Matthew Thomas has worked as Employee Relations Manager at Ernst & Young since 2004 having previously worked at Bestway Holdings for three years in an operational HR role. Matthew's depth of knowledge in the fields of employment law, employee engagement and change management, has enabled him to develop and co-head the firm's Disability Working Group and more recently he created the firm's first well-being strategy which has resulted in the development of the well-being programme, EnergyY

Amanda Hinkley



Amanda is currently the Occupational Health and Safety Manager at Winchester and Eastleigh Healthcare Trust. Amanda is an Occupational Health Nurse and holds a specialist qualification at MSc level in Occupational Health. She has 18 years occupational health experience gained with a diverse range of client groups including Marks and Spencer (retail) Orange (telecommunications). Over 10 years with 3 different police forces including Hampshire Constabulary and a private OH service provider (BUPA). All these roles have involved implementing, developing and managing Occupational Health services. Amanda has worked as an Account Manager for a private Employee Assistance Provider and this provided her the opportunity to develop her experience of managing mental well-being in the work place.

Michaela Loughney



For the last twenty years Michaela has worked as an internal and external Consultant and Trainer including a number of years at Liverpool John Moores University as a Business Advisor. Michaela is a Business Psychologist and Trainer delivering bespoke programmes in stress management, resilience, well-being and management development including as an Associate Trainer and Consultant with In-Equilibrium since 2004. With In Equilibrium Michaela has jointly designed and developed a resilience training programme for managers and teams to help people and organisations thrive in times of change and recover from adversity successfully. Her research endeavours have taken her to the USA to meet experts in resilience in both academic and business fields. In-Equilibrium's resilience training programme is innovative and extremely effective and Michaela is delighted that it has proved to be so successful. Michaela has an excellent track record and reputation as a Trainer and Consultant helping organisations to improve performance and profitability; and helping teams and individuals to reach their goals and objectives.

Dr David Mason Brown



Having worked with many large organisations over the last 15 years, David Mason Brown is one of the UK's most sought after presenters on stress, energy and well-being. Before becoming one of the Founding Directors of In Equilibrium, Dr Mason Brown spent 20 years as a medical doctor in General Practice. As a doctor he has always had a special interest in stress related illness and as a result has become a leading figure in the emerging science of mind-body medicine. The combination of this knowledge and his engaging enthusiasm results in a unique style that motivates many delegates into making life-changing decisions and commitments. He is also a specialist in Energy Medicine and delivers training courses on how individuals can increase their personal energy levels.

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Sue Butterfield



Sue has originated, developed and delivered a wide ranging repertoire of quality training to improve business and personal performance for a range of companies from SME's to Blue Chip companies. In addition to specialising in Stress Management at Strategic, operational and individual level, Sue specialises in the fields of leadership, management and communication. Her training courses are practical, interactive, informative and entertaining and cumulate in delegates developing a tangible action plan for implementing their learning in the workplace.

Lynne Walton



Lynne has been writing, developing learning materials and training on the subject of Bullying and Harassment for over 10 years. Additionally she managed the National Programme for serious crime training including domestic violence and racist crime. Lynne is a highly experienced corporate trainer who has developed and delivered training to a diverse range of learners from a variety of backgrounds and cultures. Lynne has a professional background with Learning and Development and Criminal Justice.

Fiona McLaren



Fiona McLaren is an organisational consultant and coach with an MSc in Organisational Psychiatry and Psychology from King's College London. She focused on managing change and personal transition, work-related stress and wrote her dissertation on the problem of absenteeism in a professional services firm in the City of London. A visiting lecturer in organisational psychology on Masters courses at King's College and Brunel universities, she is also a Chartered Fellow of the CIPD.

Before working in organisational consultancy, Fiona spent several years in HR at senior management level in the City. Her clients have ranged from major City and regional law firms, barristers' chambers, oil and gas companies, charities to private and public companies.

Sponsorship and Marketing Opportunities

For details of sponsorship and marketing opportunities please contact Alastair Taylor on 0131 476 5027 email alastair@in-equilibrium.co.uk

Conference Booking Form: Workplace Stress,
Resilience and Well-being
Thursday 20th November 2008
CBI Conference Centre, London, WC1A 1DU

Please post the completed form to In Equilibrium, Albany Business Centre, Gardeners Street, Dunfermline, KY12 0RN or scan completed form and email to bookings@in-equilibrium.co.uk fax back to 0871 900 5349 or call us on 01383 622 002.

Organisation _____
Job Title _____
Address _____
Postcode _____
Telephone _____
Fax _____
Email _____

Delegate name	Job Title	Workshops (Please choose 2 workshops)
_____	_____	A B C D E
_____	_____	A B C D E
_____	_____	A B C D E
_____	_____	A B C D E

Invoice details if different from above

Invoice name _____
Address _____
Telephone _____
Email _____

Venue: CBI Conference Centre, Centre Point Tower, 103 New Oxford Street, London, WC1A 1DU

Cancellations: Cancellations received in writing up to one month before the event (i.e. 20th October 2008) will be refunded in full, less an administration charge of £30 plus VAT per delegate.

Price
£249 plus Vat per delegate Total due
_____ delegates @ £292.58 including Vat each £_____

How to Pay

Invoice (attach purchase order if required)

Cheque enclosed

GBP (£) Made payable to Equilibrium Associates Limited and post to In Equilibrium, Albany Business Centre, Gardeners Street, Dunfermline, KY12 0RN

Bank Transfer

Payments should be remitted to: Bank of Scotland, 38 St Andrew Square, Edinburgh, EH2 2YR A/C name: Equilibrium Associates Limited. A/C number 00280018 Sort code: 80-11-00

Credit Card

Visa/ Master card /Access Debit Card Other

Apologies but we cannot accept American Express

Please call us on 01383 622 002 so that we can take full credit card details securely.

Joining Instructions will be emailed 2 weeks before the conference date

Conditions

This booking form constitutes a legally binding agreement. Please note that full payment is required in advance of the event and In Equilibrium reserves the right to refuse admission if payment has not been received. If you are sending a purchase order please attach a copy to this booking form.

Please note, details of attendees are included on the delegate list in the conference documentation and are shared with organisations directly connected with this event. In addition we may use this information to contact you about future In Equilibrium events. Please tick here if you do not wish to receive this information from us.



Conference Booking Form: Workplace Stress, Resilience and Well-being Thursday 20th November 2008 CBI Conference Centre, London, WC1A 1DU

Underground Stations

Tottenham Court Road – Central and Northern Lines (1 min)
Leicester Square – Northern and Piccadilly Lines (10 mins)
Goodge Street - Northern Line (7 mins)
Warren Street – Northern and Victoria Lines (12 mins)
Euston Square – Circle/ Metropolitan Lines (15 mins)

Car Parks

There are NCP car parks nearby in Adeline Place, Museum Street and Bloomsbury Square.

Taxis

Taxis are normally freely available in New Oxford Street.

Buses

Bus Routes - 1, 7, 8, 10, 14, 19, 22b, 25, 29, 3b, 55, 73, 9b, 134 and 17b

Hotels

Hotel near conference centre:-

The Mandeville Hotel

Tel: +44 (0)20 7935 5599 Mandeville Place, London, Four Star, WIU 2BU
Special etc. venues rate of £165 per night (room only) www.mandeville.co.uk

The Academy Hotel

Tel: +44 (0)20 7631 4115, 17-21 Gower Street, London WC1E 6HG

The Berners Hotel

Tel: +44 (0)20 7666 2000 3 Berners Street (Off Oxford Street) W1A 3BE

Blooms Townhouse

Tel: +44 (0)20 7323 1717 7 Montague Street, London WC1B 5BP
Email: blooms@grangehotels.com www.grangehotels.com

For full hotel details please go to <http://www.in-equilibrium.co.uk/index/cms-filesystem-action?file=hotel-pack-for-cbi.pdf>



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