



# Enabling Wellbeing Conversations

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# Session Outline

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**Aims and Objectives**

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**Wellbeing Conversations- Why, What, Who, When?**

**3**

**Framework for having a wellbeing conversation**

**4**

**Good Signposting**



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# Aims and Objectives

## Session Aim

Enabling you to have an effective wellbeing conversation

## Learning Objectives

### A better understanding of:

- What a wellbeing conversation is
- How to have an effective wellbeing conversation using the 3 A's framework
- Good signposting

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# Wellbeing





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**What are the  
different things that  
impact our  
wellbeing?**



# What are wellbeing conversations?

- Health and Wellbeing Conversations are supportive, coaching-style one-to-one discussions focused on building individual and team resilience
- The aim is to embed these conversations across the system and to create cultures where people feel heard and valued, and in which diversity is respected



# What are wellbeing conversations?

- Wellbeing conversations should consider holistic needs, identify areas of support and include effective signposting
- *Three main purposes of wellbeing conversations:*
  - ✓ To enable all staff to have a confidential discussion about their wellbeing and what impacts on it
  - ✓ Think about how individuals and teams can nurture and protect their wellbeing (e.g. Five ways to wellbeing)
  - ✓ Identify areas of support and signpost effectively



# Outputs from a wellbeing conversation




*Intended outputs from an effective wellbeing conversation are to be able to identify:*

- Areas of health and wellbeing that could be improved using a prevention or self-management approach. This includes support from line managers for workplace adjustments/ flexible working
- Areas needing additional, targeted support
- Areas of organisational change where factors beyond the team or individual are impacting on health and wellbeing





## What wellbeing conversations are **NOT**

- Psychological interventions 
- Performance reviews 
- Intended to be documented 
- Risk or mental health assessment 



## Why is it important to have them?

### **The NHS People Plan 2020-21 sets out an ambition**

“From September 2020, every member of the NHS should have a health and wellbeing conversation and develop a personalised plan.

These conversations may fit within an appraisal, job plan or one-to-one line management discussion, and should be reviewed at least annually. As part of this conversation, line managers will be expected to discuss the individual’s health and wellbeing, and any flexible working requirements, as well as equality, diversity and inclusion.”

# Why is it important to have them?

Our NHS is made up of 1.3 million staff who care for people with skill, dedication and compassion





## Who should be having these conversations?

- In most cases, a health and wellbeing conversation will be held by a line manager or supervisor but in some instances, colleagues may feel more comfortable talking to another trusted colleague about their wellbeing
- We want to encourage these conversations across an organisation with the ambition that teams actively support one another by regularly checking in



## When or where should they happen?

- Several different factors have an impact on our wellbeing
- At work factors like workload, capacity, relationships with colleagues and the physical working environment can have an impact
- Outside of work- relationships, health, sleep, finances, caring responsibilities etc. can have an impact- especially if something has changed recently
- Wellbeing conversations could be opportunistic or be scheduled as part of 1:1s , shift handovers, annual work planning/appraisals etc.

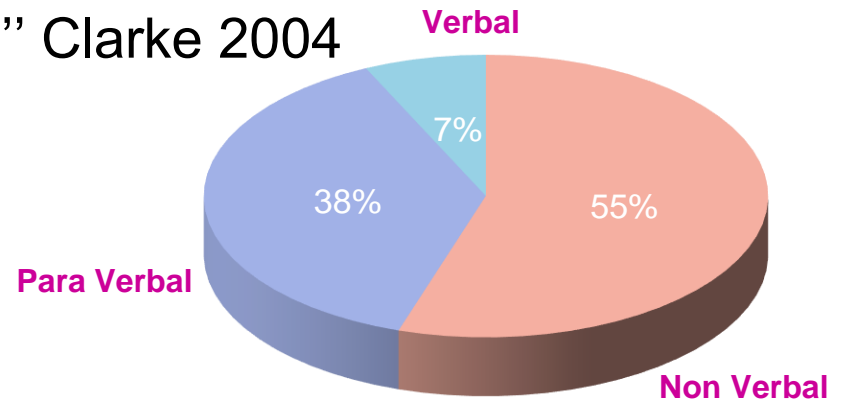
# Building blocks

“Two-way process of reaching mutual understanding, in which participants not only exchange (encode-decode) information but also create and share meaning.” Clarke 2004

## Elements of communication

- ▶ Verbal – What we say
- ▶ Non-verbal – body language
- ▶ Para-verbal – how we speak

All these come together when you do **Active listening**



# Active Listening

## 6 KEY ACTIVE LISTENING SKILLS



1. PAY ATTENTION.



2. WITHHOLD  
JUDGEMENT.



3. REFLECT.



4. CLARIFY.



5. SUMMARIZE.



6. SHARE.



## Approaching a wellbeing conversation

- It is important to choose a safe, confidential space; both virtually and in person
- Before you start the conversation, think about the person and reflect on any cultural considerations
- A great open question to start a conversation is simply asking *'How are you?'*
- Allow your colleague time to reflect and respond and actively listen to their response
- Where needed, follow up with more open questions- allow them to explore and bring out what is important to them



# Wellbeing conversations Framework

## Ask

Ask an open question

Skills:  
Attending/Active listening

## Assess

Continue to explore topic & check for support needs

Skills:  
Attending,  
Empathising,  
Understanding

## Assist

Signposting to appropriate support

Knowledge: Internal and wider assets  
Skills: Helping, effective signposting

# Let's Practice



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**Barriers and solutions!**



# Recording Wellbeing Conversations

***Wellbeing conversations are confidential, so how do we record these for future check-ins ?***

- Keeping a summary by completing a Wellness Action Plan (suggested templates in the Resources Section)
- You could keep a summary of the conversation by completing a Wellness Action Plan
- You could also keep notes and ensure the file is password-protected
- You could also make reference to the conversations you have had during an appraisal or through ESR.

# Good signposting

- Signposting is giving someone details of an organisation/ service that might be able to address their needs
- It is normally left to the individual to contact the organisation and get the relevant support
- Depending on your role, you might facilitate the first contact





# Good signposting

How to get there

Correct address

Who to speak to

Times of opening

Services provided

Days of week

Referral process



# Resources

## Health and wellbeing resources

- ▶ [NHS Better Health](#)
- ▶ [NHS Better Health-Healthier Families](#)
- ▶ [NHS Every Mind Matters](#)
- ▶ [NHS-Five Steps to Wellbeing](#)
- ▶ [Mental Health Foundation](#)
- ▶ [MIND](#)



# Resources

## Wellbeing Conversations Resources

- ▶ [Health and wellbeing conversations toolkit](#)
- ▶ [NHS Leadership Academy Learning Hub](#)
- ▶ [NHS England-Wellbeing Conversations](#)
- ▶ [Training for Managers](#)
- ▶ [MIND-Wellness Action Plan](#)



# In Summary

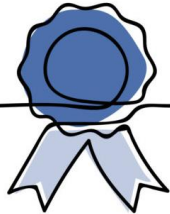


# In Summary

## People Promise



We are **compassionate** and **inclusive**



We are **recognised** and **rewarded**



We each have **a voice that counts**



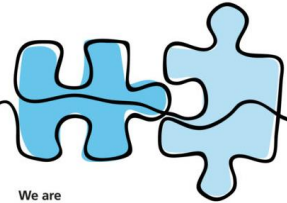
We are **safe** and **healthy**



We are **always learning**



We work **flexibly**



We are **a team**

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**Feedback**



**Thank you**