



Leading Organisational Health and Wellbeing

Business Case

Although the Organisation have been investing in leadership skills: a) It seems excessively top-down; b) Some leaders seem to lack accountability, commitment, and/or understanding the business case for a continued, company-wide D&I strategy. Client-facing roles, critical for organisational performance, are among the more affected groups by health and wellbeing issues.

Deliverables / Outcomes





- Long-term talent growth, enhanced EVP and retention, motivation-based performance gains; supporting a more responsive, resilient and connected organisation.
- For leaders, extra recognition and followership, leveraged talent retention, supportive culture. Inclusive teams create superior value, fuelling innovation and in-house capability.
- For employees, extra motivation, engagement, health, and feelings of belonging and fairness (via holistic wellbeing).

Project 1 - Developing leaders as teachers and coaches

Approach foundations

Health and Wellbeing Project 1 is contextualised by an integrative leadership approach addressing elements such as caring for others, emotional support, acknowledging differences of individuals, teams, and cultures, influence through inspiration and personal meaning, development, and growth.

(All project initiation and planning phases (including resource planning, allocation, budgeting, efficacy metrics) were previously accomplished, and are not part of this work sample)

Delivery phases	
	Talent processes linked to new integrative leadership approach
	Effective development feedback group coaching
	Cultural intelligence & corporate values, 'Walk the talk' sessions
	Motivation through meaningful influence workshops
	Building personal D&I journeys
	Relationship building scenario & role play sessions

Participants

HR, senior management team, line managers

Line managers, external facilitators

Line managers, HR

Line managers, HR and/or external facilitators

Line managers, D&I team

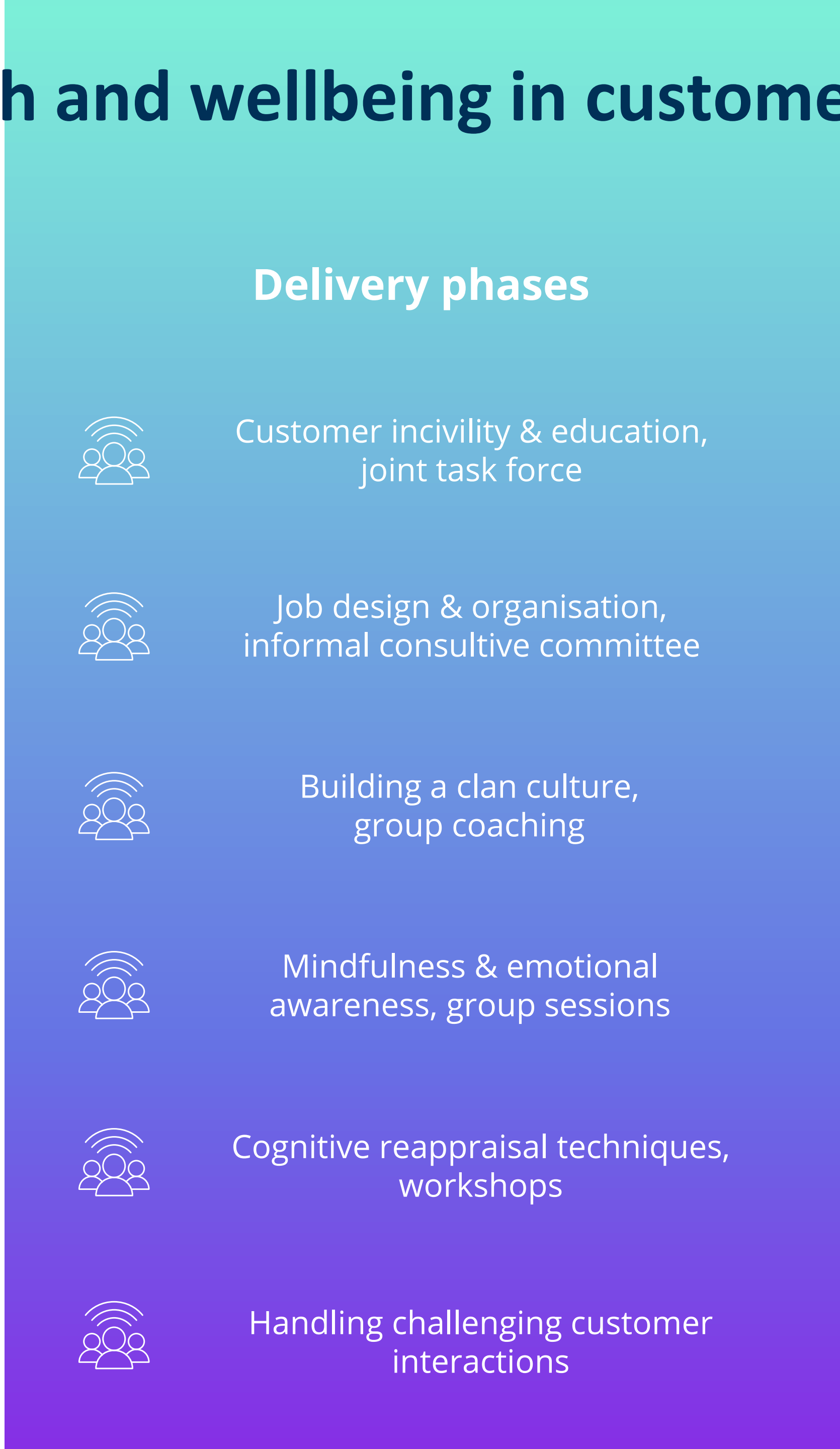
Line managers, HR and/or external facilitators

Project 2 - Enhancing health and wellbeing in customer service units

Approach foundations

Health and Wellbeing Project 2 is focused on client-facing roles. Improvement actions address customer behaviours, mitigation of the physical and mental impacts of customer aggression, cultural change towards a health and wellbeing mindset, increasing emotional self-perception and the formation of a self-care mindset.

(All project initiation and planning phases (including resource planning, allocation, budgeting, efficacy metrics) were previously accomplished, and are not part of this work sample)



Participants

Customer service management team (CSMT), line managers, employees

CSMT, line managers, employees, HR, external advisors

Line managers, HR and/or external facilitators

Line managers, employees, HR and/or external facilitators

Employees, external facilitators

Line managers, employees, external facilitators

Project 3 - Integrating a holistic inclusion mindset in line manager’s practice

Approach foundations

Health and Wellbeing Project 3 is focused on supporting leaders for enhanced accountability, commitment, and understanding the business case for a continued, company-wide D&I strategy. This is accomplished through the design and implementation of a portfolio of best practices linked to leader’s behaviours and inclusive people management.

(All project initiation and planning phases (including resource planning, allocation, budgeting, efficacy metrics) were previously accomplished, and are not part of this work sample)



Participants

Customer service management team, line managers, D&I team

Line managers, HR, D&I team

Line managers, D&I team

Line managers, HR, D&I team

Line managers, employees, external advisors

Line managers, employees, D&I team