# 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, ulletmotivation-based performance gains; supporting a more responsive, resilient and connected organisation.
- For leaders, extra recognition and followership, leveraged lacksquaretalent 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**

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### **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)

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### **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







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# **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 selfcare mindset.

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## **Delivery phases**

Customer incivility & education, joint task force

Job design & organisation, informal consultive committee

> Building a clan culture, group coaching

Mindfulness & emotional awareness, group sessions

Cognitive reappraisal techniques, workshops

Handling challenging customer interactions

#### **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)

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## **Delivery phases**

Business case for inclusion, line managers workshops

Designing & practising unbiased talent management

Leading with psychological safety, b-learning programme

> Building personal inclusion journeys

Inclusion coaching, line managers  $\rightarrow$  team members

'Having a voice' programme

#### **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











