Managing the Wellbeing of Lone and Remote Workers

OAKWOOD HEALTH

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MATALAN

A.S. Watson Group
A member of CK Hutchison Holdings

PRIMARK

next

The Walt Disney Company

Joules

LLOYDS BANKING GROUP

RIVER ISLAND

halfords

Royal College of Nursing

Believe in children
Barnardo's

CANCER RESEARCH UK

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“

'greater employee loneliness leads to **poorer task, team role and relational performance**'

‘Work Loneliness and Employee Performance’ Ozcelnik/Barside

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Pop Quiz

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A	B	C
26%	35%	57%

According to the HSE, Stress, Anxiety and Depression accounted for what % of working days lost in 2017/18?

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Presenteeism

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A	B	C
95%	68%	23%

? % of workers blamed other reasons (eg flu or upset tummy) for stress related absence?

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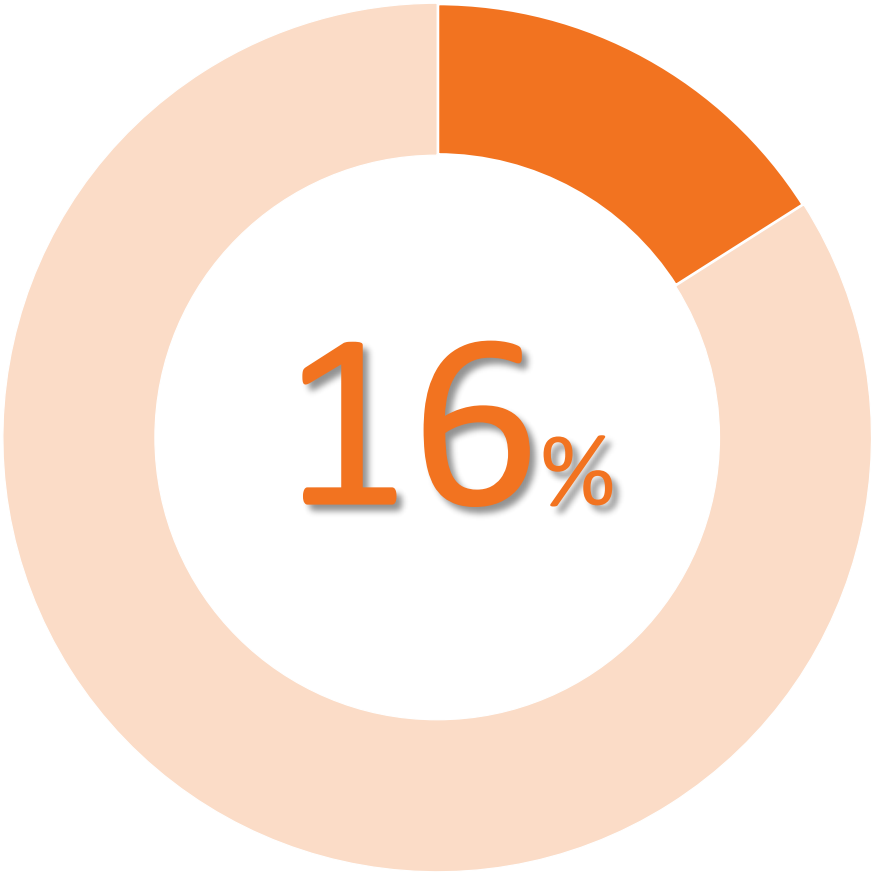

of employees felt able to disclose to their manager

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A

1576

B

6507

C

3207

1770 people died in Road Traffic Collisions in 2018. How many people took their own lives in the same year?

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“Mental Health”

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What is Mental Health?

…a state of well-being in which every individual:

realizes his or her own potential

can cope with the normal stresses of life

can work productively and fruitfully

able to make a contribution to her or his community

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It **shall be the duty** of every employer to ensure so far as is reasonably practicable the **health and safety and welfare** of all their employees

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health

noun
Origin: Germanic/old English

a state of complete **physical, mental and social** well-being and not merely the absence of disease or infirmity.

World Health Organisation

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It **shall be the duty** of every employer to ensure so far as is reasonably practicable the **safety** of all their employees

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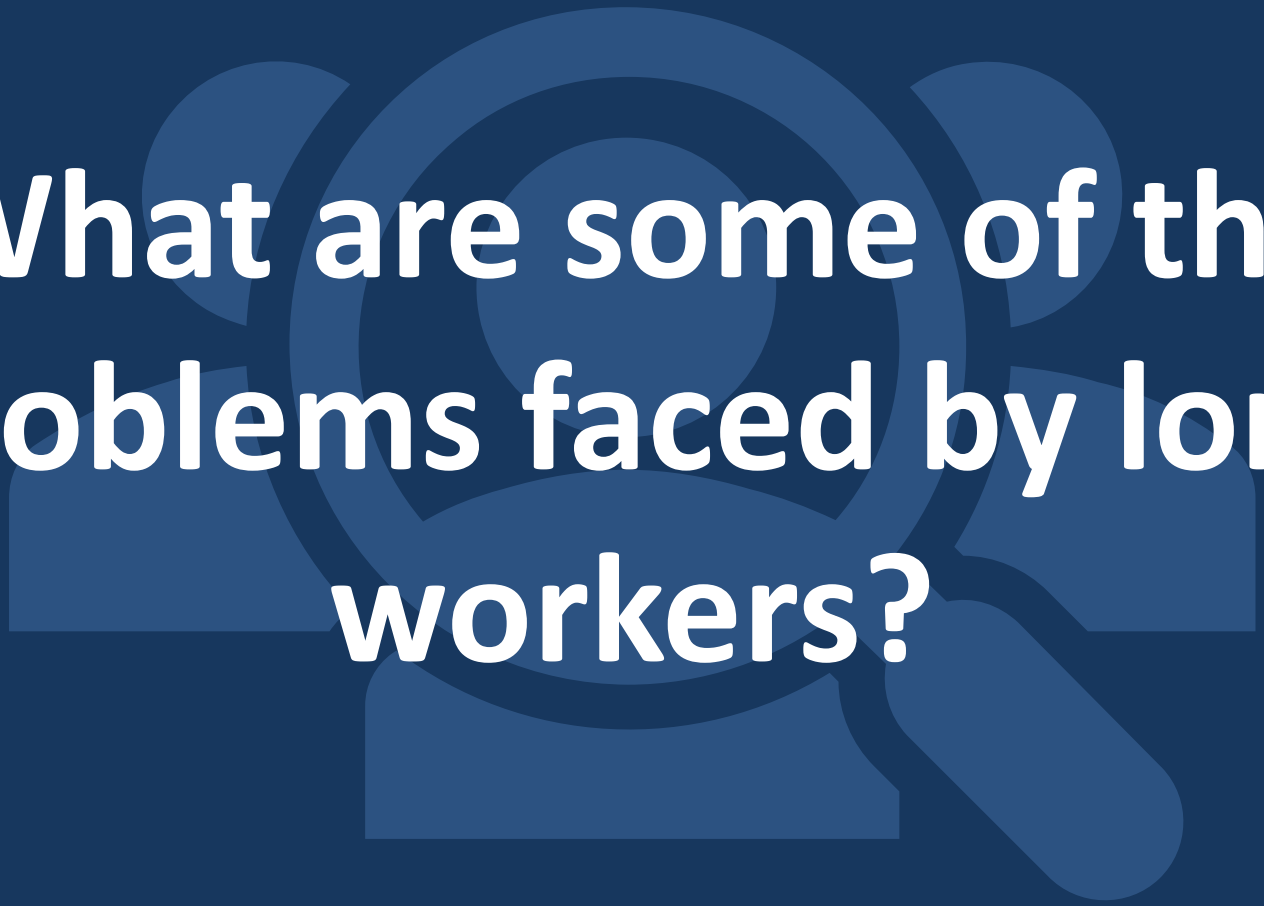
What are some of the problems faced by lone workers?



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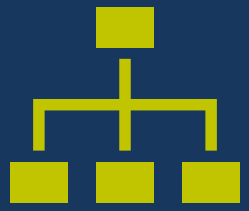
Switch off



Career

Health

Performance

Feel Isolated

Pressure

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…people have an **innate, primary drive** to form social bonds and mutual caring commitments

‘Work Loneliness and Employee Performance’ Ozcelnik/Barside

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More likely to report loneliness

- 35-64yrs
- Single
- Living alone
- Renting
- Long term poor health

Office for National Statistics

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What can we do to support Lone worker wellbeing?

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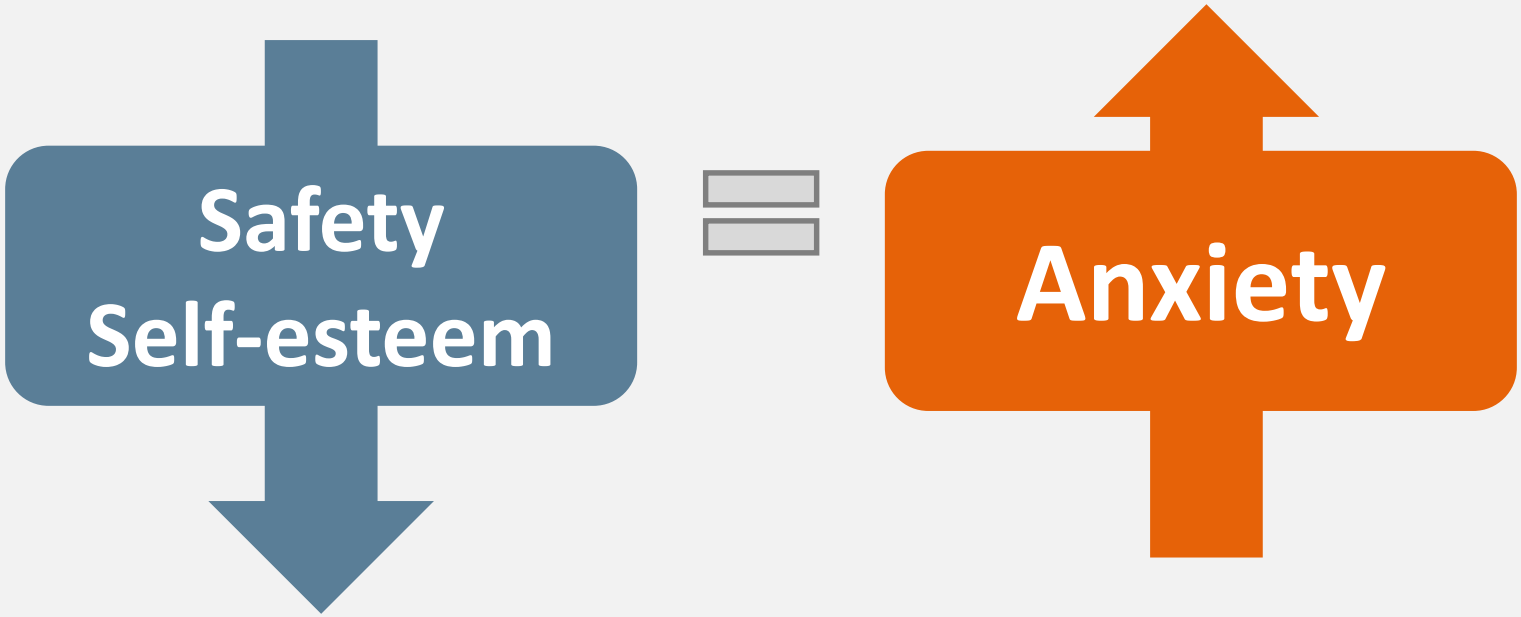
Perceived

Threat/Humiliation/Injustice/Frustration



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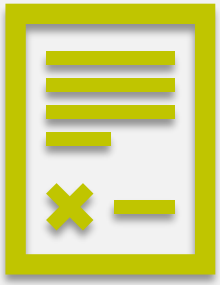
Health

Prevention!
Referral and support
And they KNOW



Policies that promote

Wellbeing Champions
Expectations
WRAP

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Isolated

Career

Relationships
Make time for chats

Regular Video Calls
Never cancel

Aspirations?
Know your people

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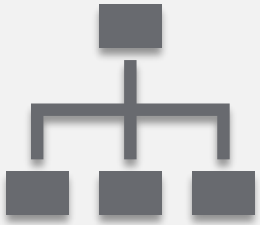
Performance

Pressure

Work load? HSE toolkit
Home Life?

Culture of looking out for each other



Senior level buy in

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Switch off

Disable notifications
Out of Office

Stick to work hours

Take leave/TOIL
Schedule rest and recovery

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Key points...

Out of sight ≠ out of mind

Set the norms

Get talking

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…employee work loneliness

triggers emotional withdrawal

from their organisation

‘Work Loneliness and Employee Performance’ Ozcelnik/Barside

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…management should not treat work loneliness as a private problem that needs to be individually resolved by employees…

‘Work Loneliness and Employee Performance’ Ozcelnik/Barside

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…but rather should consider it as an **organizational problem** that needs to be addressed both for the employee’s sake and that of the organization.

‘Work Loneliness and Employee Performance’ Ozcelnik/Barside

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