

MANAGING WELLBEING

Explore how to promote and support wellbeing at work.

◆ ABOUT THE COURSE

Most managers want to support their team's wellbeing but don't feel equipped to have the right conversations or take meaningful action. This session positions wellbeing as a core part of leadership, giving managers the confidence and tools to create a more supportive, sustainable team environment.

We'll explore what good wellbeing looks like at work; how to recognise early signs of stress, burnout or disengagement; techniques to foster openness, empathy and psychological safety; and tools to build healthy habits, boundaries and team norms. You'll leave ready to lead with empathy, spot risks early and support people to perform at their best.

◆ SESSION AGENDA

01 Exploring Wellbeing

Use the Inverted-U Model (Yerkes-Dodson Law) to understand how pressure affects performance and wellbeing.

02 Warning Signs

Learn what to look out for when a team member may be struggling, and why early recognition matters.

03 Supporting Employees

Understand your role in supporting employees and how to approach difficult conversations with confidence and compassion.

04 Manager Behaviours

Understand which everyday management behaviours help prevent or reduce workplace stress.

05 Building a Wellbeing Culture

Understand what a genuine wellbeing culture looks like and the conditions that support open, honest conversations.

06 Wellness Action Plans

Use a Wellness Action Plan to open a dialogue with employees about the support they need to stay mentally healthy at work.

07 Stress Management Strategies

Learn practical stress-management techniques, including the 4D Tool, to manage your own stress and model healthy habits for your team.

◆ INTERACTIVE EXERCISES

Spotting Warning Signs

In pairs or small groups, discuss the possible behavioural, emotional, physical and performance-related warning signs that an employee may be struggling.

Wellbeing Conversation Openers

Using the THINK framework, write a caring, non-judgemental conversation opener for three common scenarios, such as a team member missing deadlines.

Manager Behaviours Self-Assessment

Score yourself against 18 key management behaviours for preventing workplace stress, then identify three you will start doing more of.

Building Team Norms

As a team, establish shared norms that build psychological safety, and identify what's already working well to support wellbeing.

Your Stress Toolkit

Apply the STOPP technique to pause and reframe in stressful moments, then write down the coping mechanisms that work best for you.

◆ LEARNING OUTCOMES

- ◆ Clearer understanding of the manager's role in promoting and supporting wellbeing.
- ◆ Greater confidence in having open conversations about mental health.
- ◆ Practical techniques to manage stress, both individually and across the team.
- ◆ Enhanced team culture and reputation as a workplace that genuinely prioritises wellbeing.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.