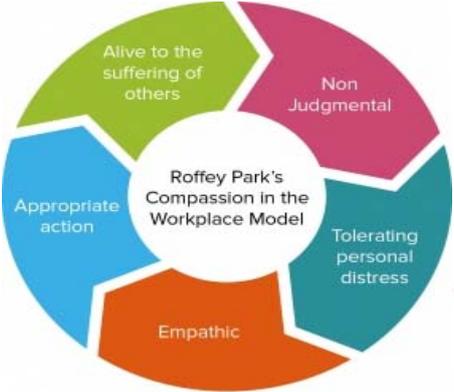


Creating Compassionate Workplaces

Tony Vickers-Byrne
Chief Adviser for HR Practice

Engage for Success
21 January 2020



The diagram is a circular model with five segments: 'Alive to the suffering of others' (green), 'Non Judgmental' (pink), 'Tolerating personal distress' (teal), 'Empathic' (orange), and 'Appropriate action' (blue). The center contains the text 'Roffey Park's Compassion in the Workplace Model'. A small copyright notice '© 2010 Roffey Park Institute' is at the bottom.

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A photograph showing a woman in a blue patterned dress hugging a young child. They are standing in front of a brightly lit skyscraper at night. The word 'peace' is visible on the building's facade. A small number '2' is in the bottom right corner of the image area.

CIPD

Our purpose

Championing
better work
and working
lives...

...by improving practices in
people and organisation
development...

...for the benefit of
individuals, businesses,
economies and society.

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Vision

Working in an environment where you can bring all of
yourself, every day, to a workplace which is **fair**,
inclusive, **safe** and **supportive**



CIPD

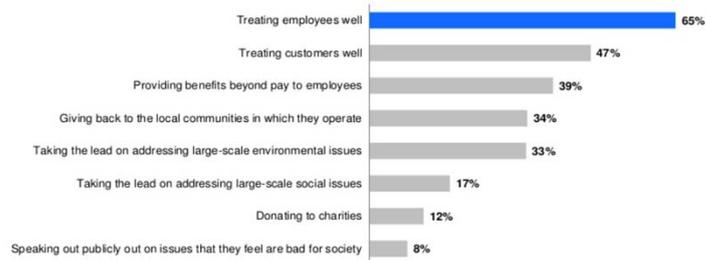
What's important now?

IN BUSINESS, THE CUSTOMER NO LONGER COMES FIRST

Treating employees well is the greatest obligation for business



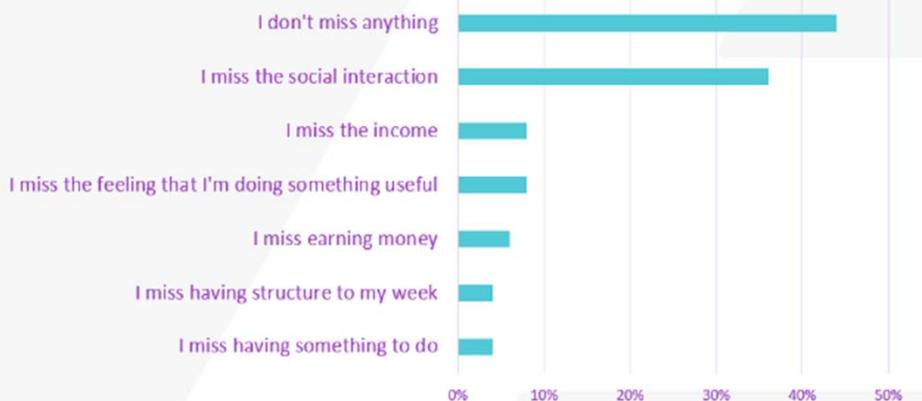
JAN



Edelman Trust Barometer 2019

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What would I miss when I retire...?

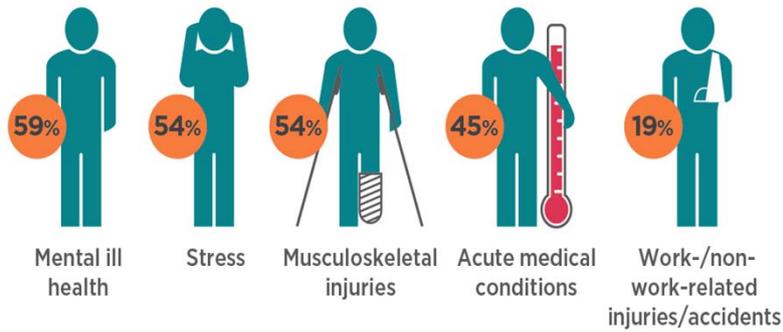


Later Life in 2015 survey of those aged 50+ (Centre for Ageing Better, Ipsos MORI 2015)

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CIPD Health and Wellbeing Survey 2019

The top causes of long-term absence are:



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CIPD Health and Wellbeing Survey 2019

Stress at work

Top three causes of stress-related absence:



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Impact of financial wellbeing

Tomorrow's Company Research 2019:

- 4m people in work live in poverty
- 40% of workers in poverty are in wholesale and retail/human health and social work/ accommodation and food service
- 25% of women and 16% of men are in low paid work
- Low paid women concentrated in cleaning, cashiering, care, catering and clerical work
- 61% of all low paid workers are women
- 2.9m children in poverty are in working households
- 90% of single parents are women – family type most likely to be in poverty
- 6.2m people in UK live in 'poverty zone' – less than 10% above or below the poverty line
- 'The broken fridge or washing machine'
- Money worries are a bigger cause of stress than health, relationships or career – 40% of people worried about money

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What is compassionate management?

"In a world that is being shaped by the relentless advance of technology, what stands out are acts of compassion and connection that remind us what it means to be human"

Harvard Business Review 2012



Gareth
Goodier

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"Leadership is about doing the right thing on a difficult day"

Aidan Halligan
1958 - 2015



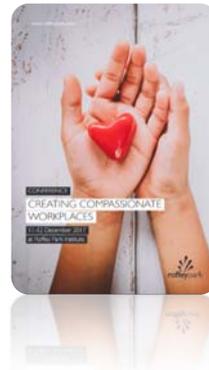
Compassionate management is core business...

Compassion at Work toolkit-

Cary Cooper's National Forum for Health and Wellbeing at Work

- 35 major employers

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National Forum for Health and Wellbeing at Work

Set up by Professor Sir Cary Cooper and Dr Paul Litchfield in 2016

Aims to make a positive impact by changing policy and practice on health and wellbeing, inspiring organisations and their leaders and challenging existing practice

- BBC
- BT
- BP
- Barclays
- Bupa
- CIPD
- CRUK
- Cabinet Office
- DHSC
- Empactis
- GlaxoSmithKline
- HSE
- Legal and General
- John Lewis
- Local Government
- Mace
- Marks and Spencer
- Microsoft
- NHS Employers and NHS England
- Public Health England
- Pentland Brands
- Police
- Rolls Royce
- Serco
- Shell
- Tesco
- Thames Water
- Twitter
- What Works Centre for Wellbeing

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National Forum for Health and Wellbeing at Work

Previous/current topics

- Impact of emails/ long hours culture on employee health
- Compassion at work
- Role of line managers in the health of their employees
- The impact of a multi-generational workforce on health and wellbeing
- Supporting SMEs to create good work
- Sleep
- Financial wellbeing

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13

Project SEARCH

Supporting young people with learning disabilities and autism

- Initiated in Cincinnati Children's Hospital and now covers c50 locations in UK and hundreds globally
- Structured transition to work programme for young people in their last year of education
- Peer learning supported by job coaches and academic leads



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"Working alongside the students has been the highlight of my career" [PHE staff member]

How inclusive is today's workplace?

News
Fifth of HR professionals admit motherhood affects promotion prospects

People Management

- More than a third of LGBT staff (35 per cent) have hidden that they are LGBT at work for fear of discrimination.

PERSONNEL TODAY



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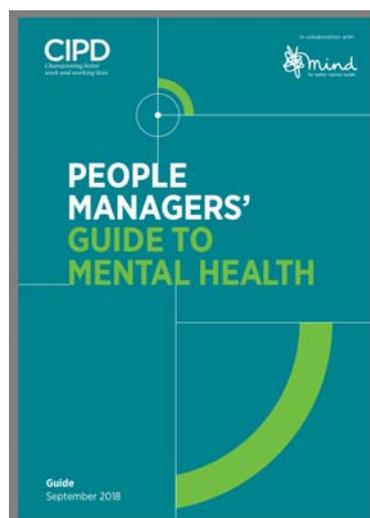
Number of BAME directors 'flatlines'

People Management

News
One in five feel they need to change their accent to get ahead

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People Managers' Guide to Mental Health



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"...the gross national product does not allow for the health of our children, the quality of their education or the joy of their play. It does not include the beauty of our poetry or the strength of our marriages, the intelligence of our public debate or the integrity of our public officials. It measures neither our wit nor our courage, neither our wisdom nor our learning, neither our compassion nor our devotion to our country; it measures everything, in short, except that which makes life worthwhile."

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CIPD
*Championing better
work and working lives*

Thank you