

## World Health Organisation & World Economic Forum

### SOLUTIONS to ABSENTEEISM

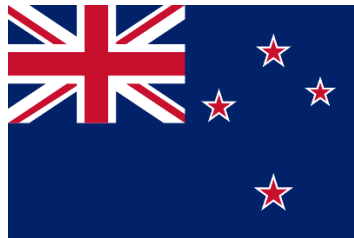
Inside...and more



USA 60 percent of workers suffer from work-related stress

US\$ 1 trillion per year in lost productivity

Every US\$ 1 invested for common mental disorders, there is  
a return of US\$ 4 in improved health and productivity



### New Zealand WORKPLACE Wellness REPORT 2019

50% Staff are stressed at work New Zealand

NZD\$1.7Billion lost annually due to absence

+23.5 % of firms experienced Stress/anxiety levels increase

INCREASE 15.8% workplace stress



## GLOBAL PROBLEM

Stress, anxiety, harassment, bullying & depression main culprits for disengagement and loss production

### STRESS IN WORKPLACE

[https://www.researchgate.net/publication/325734383\\_IMPACT\\_OF\\_JOB\\_STRESS\\_ON\\_EMPLOYEES\\_JOB\\_PERFORMANCE\\_IN\\_AAVIN\\_COI\\_MBATORE](https://www.researchgate.net/publication/325734383_IMPACT_OF_JOB_STRESS_ON_EMPLOYEES_JOB_PERFORMANCE_IN_AAVIN_COI_MBATORE)

The main cause of low productivity appears to be stress at workplace.

Employees need certain kind of motivation and job stress mitigating strategies to overcome the stress.

Major job stress factors affecting job performance are:

- Workload
- Job security
- Autonomy
- Role conflicts
- Shift work
- Low salaries
- Technology change
- Low morale
- Lack of recognition

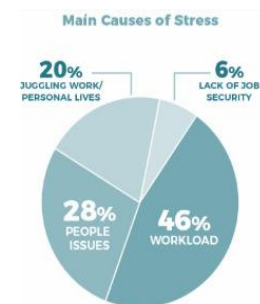
These are some of the factors affecting employees' job performance. Here, the major three factors considered are workload, job security, and shift work.

<https://www.stress.org/workplace-stress>

Research shows that [60 percent of workers suffer from work-related stress](#) that costs U.S. businesses billion a year in lost workdays.

Stress is a highly personalized phenomenon and can vary widely even in identical situations for different reasons.

- 62% had work-related neck pain
- 50%+ often spend 12 hours on work duties
- 50%+ frequently skip lunch because of stress of job demands



### MENTAL HEALTH IN THE WORKPLACE

WORLD HEALTH ORGANISATION [https://www.who.int/mental\\_health/in\\_the\\_workplace/en/](https://www.who.int/mental_health/in_the_workplace/en/)

- A negative working environment can lead to physical and mental health problems, harmful use of substances or alcohol, absenteeism and lost productivity.
- Depression and anxiety have a significant economic impact; an estimated 264 million people suffer from depression, the estimated cost to the global economy US\$1 Trillion.
- Harassment and bullying at work are commonly reported problems, and can have a substantial adverse impact on mental health.

American Heart Association's [CEO Roundtable](http://ceorndtble2018.staging.wpengine.com/) <http://ceorndtble2018.staging.wpengine.com/>

A leadership collaborative of 45 CEOs are instigating a systemic shift to normalize the conversation and treat mental well-being on the same level as physical wellbeing.

- Studies show a clear link between mental health issues and cardiovascular diseases.
- Chronic stress is associated with higher risk of developing heart disease and diabetes.
- Stress affects risk factor behaviors like smoking, physical inactivity, and overeating.



## GLOBAL SOLUTION

Workplaces that promote mental health reduce absenteeism, increase productivity and benefit from associated economic gains.

### World Economic Forum

#### HAPPINESS AT WORK

<https://www.weforum.org/agenda/2019/11/happy-employees-more-productive/>



A team at the University of Oxford's Saïd Business School has produced evidence of what many people have long suspected:

"Happy employees not only worked faster, making more calls per hour, but also achieved 13% higher sales than their unhappy colleagues." They did not put in more hours instead used their time more productively.

Its six-month study of 1,800 call centre workers at British telecom firm BT. rate their happiness weekly via an email with five emoji buttons, from very sad to very happy.

Were happy workers successful because they are happy or happy because they are successful?

- Conclusion was happy employees bring their happiness to work rather than from the job.
- The happiness effects on performance likely strongest with customer-facing (not specified if internal or external customers).
- Being happy improves social skills, leads to happier customers and more sales.

#### IT'S OFFICIAL: HAPPY EMPLOYEES MEAN HEALTHY FIRMS

<https://www.weforum.org/agenda/2019/07/happy-employees-and-their-impact-on-firm-performance>

Gallup has been gathering data on employee wellbeing, alongside productivity and firm performance outcomes, since the mid-1990s:

- 339 studies from 230 organisations across 49 industries in 73 countries
- 1,882,131 employees, performance of 82,248 business units



Higher employee wellbeing is associated with higher productivity and firm performance. Results indicated:

- wellbeing is associated with higher morale, which leads to higher productivity
- employee productivity is linked to rewards, higher wellbeing and eliciting effort
- employees' emotional states affect their productivity
- positive emotions lead to heightened motivation, better job outcomes and team citizenship
- positive, stimulating arousal results in more creativity, positive changes in attitudes and behaviour
- increases in wellbeing are strongly associated with increases in productivity of up to 12 per cent in a real effort task with incentives

Concluding remarks from World Economic Forum

Our work is suggestive of a strong, positive correlation between employee wellbeing, productivity and firm performance. The evidence base is steadily mounting that employee wellbeing also seems to pay off on the bottom line of business.



## BUDGET 2019



What's next for the wellbeing approach?

- The Government is committed to delivering the wellbeing approach in Budget 2020 and beyond.
- The Government has already passed legislation to support the wellbeing approach.
- The Government also intends to amend the Public Finance Act to ensure wellbeing remains a focus in future Budgets.
- Achieving meaningful change requires the State sector to make progress more quickly on priorities that improve the wellbeing of New Zealanders.
- Finally, we will implement a work programme across government to embed wellbeing. This will include changes to the way agencies plan, report and measure their progress.

Workplace Wellness Report 2019

<https://www.businessnz.org.nz/resources/surveys-and-statistics/wellness-in-the-workplace-survey/2019-Workplace-Wellness-Report.pdf>

## Infographic

Southern Cross Health Society-BusinessNZ  
**Workplace Wellness Report** snapshot – August 2019



Research for the Southern Cross Health Society-Business NZ Workplace Wellness Report was carried out between March and June 2019 with respondents asked to report on data for the period 1 January to 31 December 2018. In total, 99 enterprises responded, representing 121,252 staff (6.21 per cent of all NZ employees).



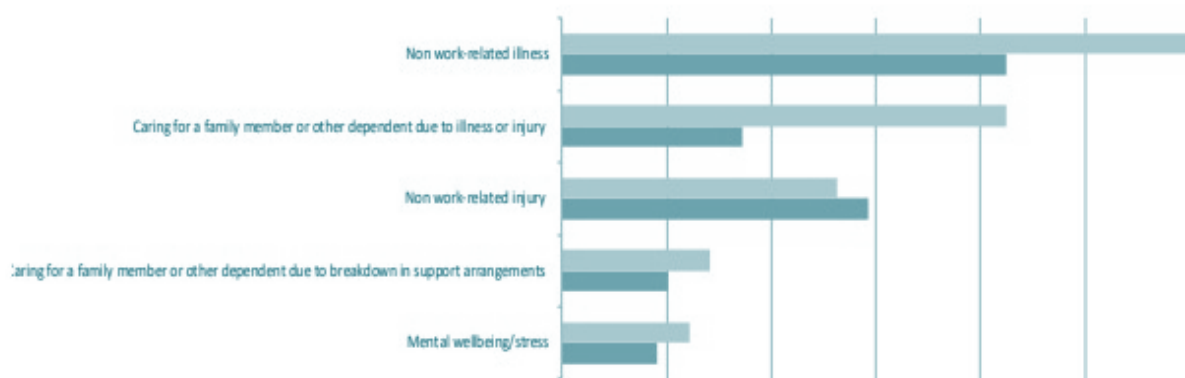
## Costs, drivers and factors around absence

Key Findings: The direct costs of absence amounted to \$1.79 billion across the NZ economy in 2018.

### Costs of absence

- Absent employee typically costs their employer \$600 to \$1,000 a year
- Absence costs rise in businesses with over 50+ staff members
- 50+ staff organisations consistently bear higher costs per absent worker than smaller enterprises.

Figure 5: Main drivers of absence (2018)



Key Finding: Stress accounts for 49.5% Absenteeism

Table 8: Types of illness/injury that most frequently cause absence for personal reasons for manual and non-manual workers (2016 and 2018)

Type	2016 (%)	2018 (%)
Mainly minor illness (e.g. cold, flu, tummy bug, headache)	90.8	89.9
Physical pain (e.g. sore back, neck, knee, arthritis, musculoskeletal disorders etc)	27.5	38.4
Non work-related anxiety/stress/depression	14.7	27.3
Work-related anxiety/stress/depression	6.4	22.2
Injury	22.0	7.1
More major illness (e.g. heart, blood pressure, respiratory, cancer, bowel problems)	10.1	6.1
Other	1.8	1.0

### Top 3 Increases in New Zealand from the 2016 – 2018 Wellness Report

- 15.8% Work-related anxiety/stress/depression
- 12.9% Non work-related anxiety/stress/depression
- 10.9% Physical Pain



## Stress, fatigue and mental health in the workplace

**Key finding:** General stress/anxiety levels increased in 2018 with a net +23.5 percent of firms noting an increase

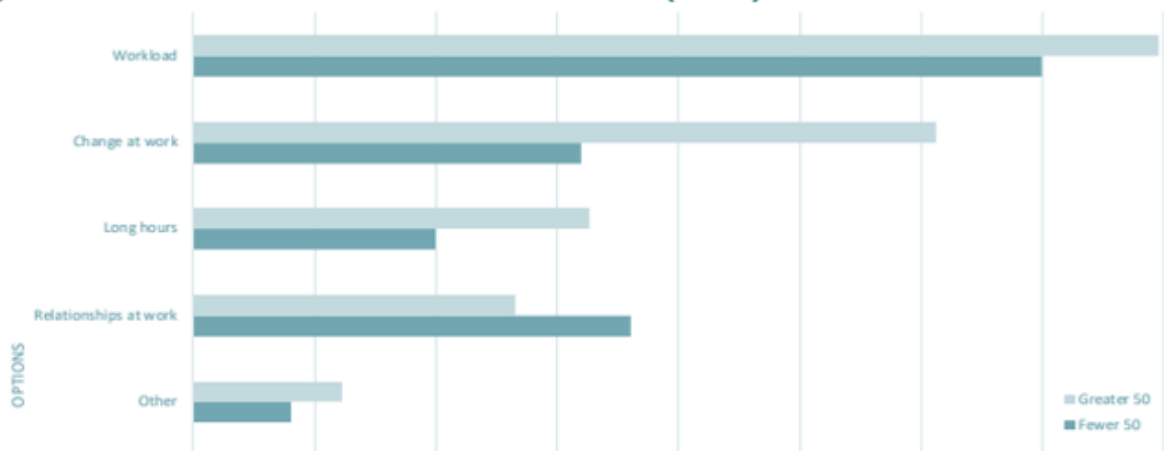
- Stress and anxiety have increased over the last two surveys.
- General workload remains the biggest issue for businesses.
- Workplace relationships are a key factor for smaller firms.
- Relationships outside work are the key feature of non-work - related stress.

**Table 13: Change in direction of general stress levels staff experienced (2018)**

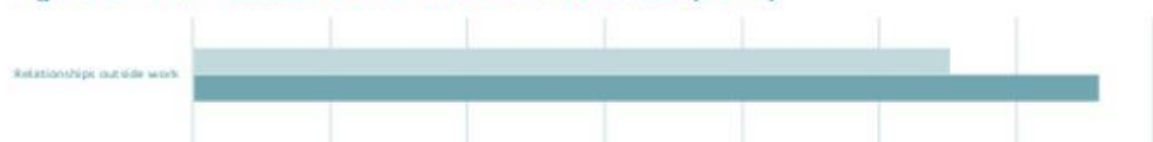
Option	All (%)	Fewer than 50 staff (%)	50+ staff (%)
Increased	32.7	26.0	39.6
Stayed roughly the same	54.1	64.0	43.8
Decreased	9.2	10.0	8.3
Net result	+23.5	+16.0	+31.3

**What is mental wellbeing?**  
Mental wellbeing is a state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.

**Figure 8: Main causes of work related stress (2018)**



**Figure 9: Main causes of non-work related stress (2018)**



## Present Workplace Practices

Key Finding: Huge numbers of initiatives in place but not providing adequate results because absenteeism is still increasing

Figure 10: Practices in place to identify mental wellbeing/stress (2018)

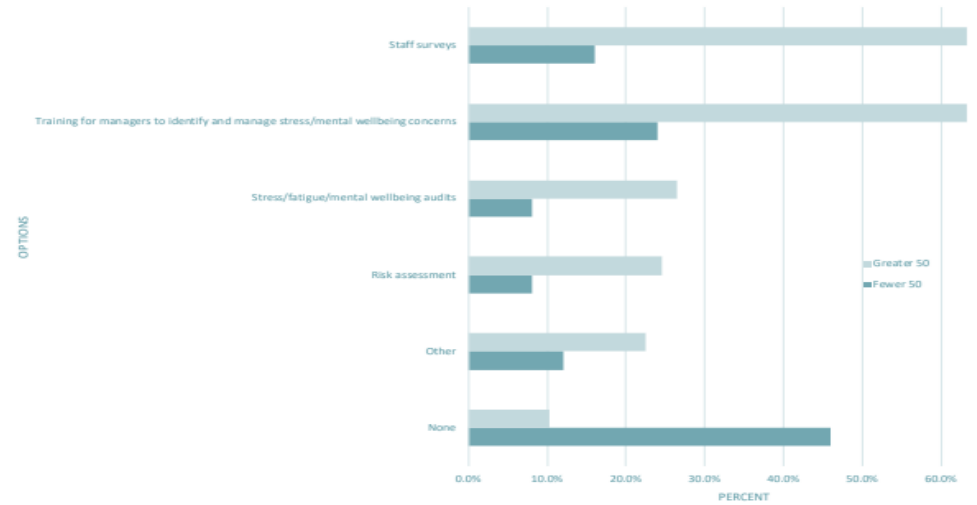


Figure 12: Benefits provided to improve the wellbeing of staff (2018)



## Potential Financial Forecast

Key Finding: Present Average Cost \$1502 spent on benefits to improve wellbeing

Predicted Increase @ 15% (\$225.30) = \$1727 per staff member (new average forecast)

FOR

- 50 staff members = \$86,365 annual spend
- 100 staff members = \$172,700 annual spend

Table 16: Annual spend per staff member on benefits to improve the wellbeing of their staff (2018)

Type	Mean	Median
<50 staff	\$1550	\$606
>50 staff	\$1438	\$870
Private sector	\$1564	\$840
Public sector	\$647	\$760
All	\$1502	\$800

## SUMMARY

New Zealand government is concerned for wellbeing of employees in the workplace and is supporting development throughout the country.

- Absenteeism is growing due to related and non-related trigger points
- Increased sick days have long-term effects in companies and NZ economy
- Loss of production and costs due to absenteeism and productivity continues to grow
- Huge number of initiatives in place but not producing adequate results

## SOLUTION

Workplace absenteeism can be reduced if stress, relationships, wellbeing is addressed with specific training in place that is:

- Relevant, specific, targeted, enjoyable to learn
- Easily understood, providing mindset & wellbeing lifestyle development integrated at work
- Initial face to face training taught but online is available for repeated learning & reference
- Portable accessible wellbeing cards and wellbeing exercises for external reference

The take home advantage is that employees are more knowledgeable and encouraged to instigate training into their everyday life. Additionally, initial learning is transferrable into personal lives therefore reducing non-work-related stresses in personal life which will further reduce absenteeism.

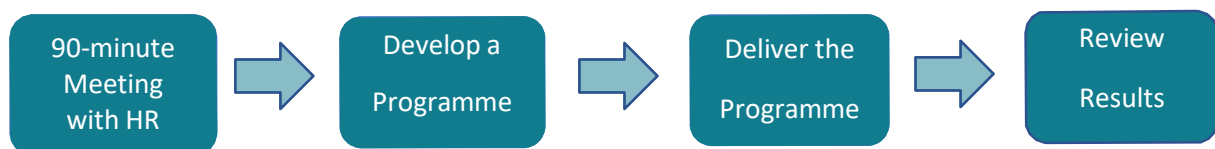
## OUTCOME

Improve productivity and retention through well-being and mindset, uplifting people to their next level and potential therefore resulting in

- Decreased absenteeism
- Increased engagement
- Instigating hope, positivity and energy to employees
- Increased staff retention
- Improved employee interactions

Your  
Positive  
Future

## OFFER



## GUARANTEE

We guarantee that we will reduce Absenteeism over a 12-month period

= Increased Productivity & Profitability





## WELLBEING & MINDSET PROSPECTIVE

**Making a Difference One Person & One Company at a Time**

Increasing Productivity through Uplifting People

REDUCE ABSENTEEISM, IMPROVE RETENTION, INCREASE ENGAGEMENT



JANICE DAVIES



*Mindset & Wellbeing Coach, Business Trainer, Professional Speaker, Author & Scriptwriter*

Knowledgeable:

- 25+ years' experience educating factory floor to management, classrooms to government
- Access to a wealth of information business related topics
- Real life business experience with relevant examples for learning
- Mindset techniques Incorporating latest global scientific research

Relatable

- Plain English easily understood
- Worked with cross cultures and language barriers
- Incorporated Different learning styles, Accelerated learning principles, all Personalities
- Educates on business success & productivity which rolls over to personal relationships

Practical

- Great motivator & inspirational incorporating relevant anecdotes
- Interactive and enjoyable educator
- 'Take-home' practical tips on Mindset/Wellbeing card for participants & accessible online
- Everyday functional life-skill tools and advice

Janice Davies

Janice works transforming people personally and professional to develop their potential, changing attitude mindsets and cultures to individuals and group by creating a culture of understanding and working together of its people. Janice uplifts people to success.

30 years teaching:

- Workshops, Conferences, Classrooms, Coaching
- Individuals & groups
- Extensive range age group 16 to 65 years
- Face to Face & Online

Topics:

Leadership, Communication, Changes, Teams, Personalities, Sales, Marketing, Customer service, Travel, Business, Attitude Mindsets, Workplace Relationships, Stress, Interpersonal Skills, Empowerment, Bullying, Parenting, Wellness, Holistic Approach and more.

Industries Janice has worked with:

Accountants, Education, Administration. Aged Care, Childcare, Corporate Business, Government, General Business, Insurance, Real Estate, Travel and more.



Testimonials from Companies:

*Your enthusiasm was infectious and the content and its application was extremely useful to those attending to ensure greater effectiveness and personal satisfaction to their future roles.*

Your style was perfect for the occasion – informal so people were relaxed yet very informative. You ensured everyone was involved and they all got benefit from what you were talking about.

*The Positive Attitude session was beneficial & so interesting for people to see what kind of personality they have and how to relate to others. You kept the session fun which was fantastic!*

Her workshop was fun and very informative and opened the eyes of many people present giving them an understanding as to why they had trouble with difficult people.

*Like a true professional speaker commanded as she said later 'her most difficult presentation'*

- \* *Very Inspiring*
- \* *Really hit home for me & helped me.*
- \* *Captured my attention and held it*
- \* *Excellent – a great motivator*

You had hit the nail right on the head, whilst your firm but good-natured handling of the group throughout was more than commendable. I would really like to commend you on the depth of understanding displayed in respect of both our operations and needs – all from one quick meeting. That was quite incredible. We look forward to working with you in the future

*They are buzzing about the day, saying it is was excellent and felt they have benefited from your expertise. They said the day was brilliant and you are an excellent presenter.*

Thank you so much for your hard work and enthusiasm with the seminar. All registrants got something special from the seminar and this was reflected that by their positive feedback.

*The standard of training was extremely high. Janice was contracted to repeat the training for a group of our Supervisors. The feedback was extremely positive. She was very well received by everyone.*

Her first presentation was thoroughly enjoyed & had great feedback. We invited her back to present on workplace attitude. Janice was professional in her presentation and proactive in her follow up.

*The content was well thought out, clear and had great use of visuals, audio and interaction. By doing this, she targeted all learning styles which created a positive energy and a willingness to learn. The staff found the content easy to understand and transferable to their roles. Janice's enthusiasm for the subject and her presentation credibility had the staff 'buy-in' into the content with her passion, leaving staff deliberating on ways to use the material of the training.*

The enthusiasm Janice gave of herself and the presentation, gave credibility as staff saw her passion she had for the subject, therefore 'buying' into the content and leaving the staff deliberating on ways to use the material and training. I am very pleased with Janice's work and look forward to working with her in the future.

**READY TO LEARN MORE?**

Call me to book a 90-minute Free Meeting Janice 021 645 511

Or email [janice@attitudespecialist.com](mailto:janice@attitudespecialist.com)

