

HAYS Recruiting experts
worldwide

WELLBEING MATTERS

What Workers Want 2020

hays.co.uk/wellbeing-matters

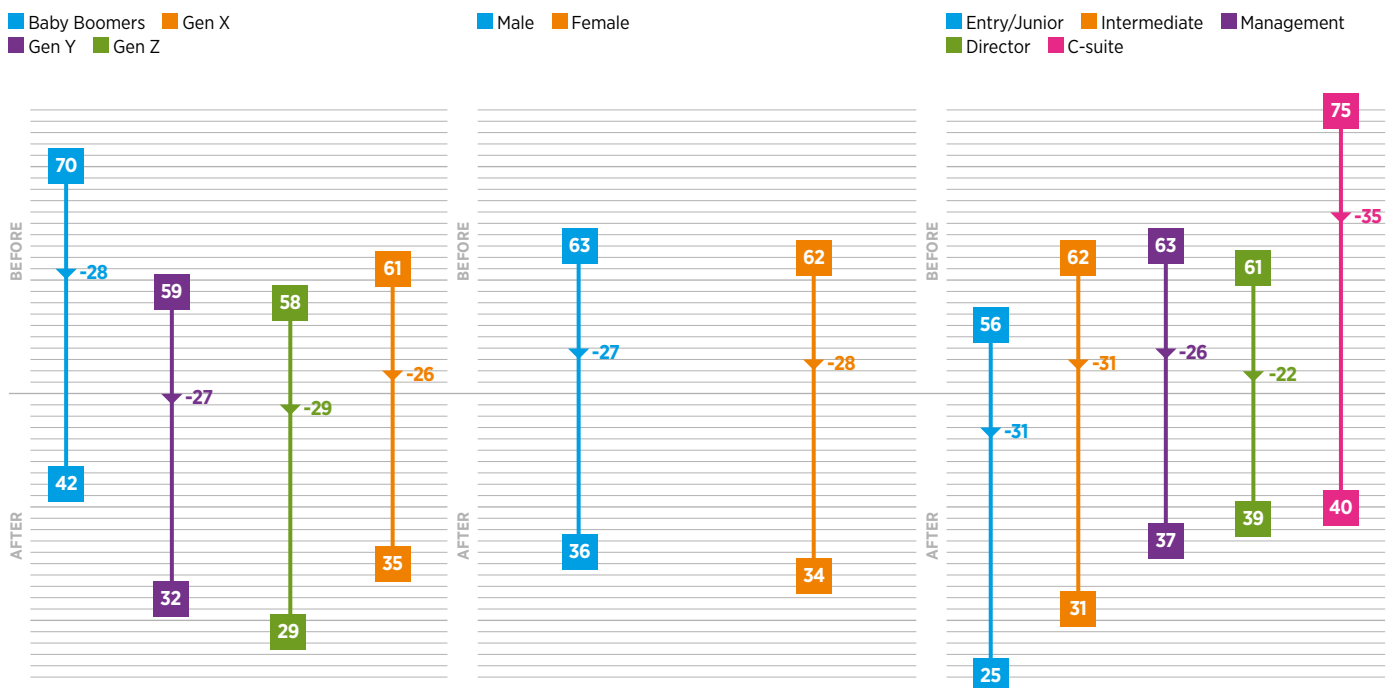


Welcome to the Wellbeing Matters report, which has been created from a survey of over 16,000 professionals from across the UK in April and May 2020. This report examines the impact of the Covid-19 pandemic on wellbeing and explores how employers can take steps to help support their workforce. We hope the findings will help you to support positive wellbeing in the future world of work.

HOW HAS COVID-19 IMPACTED WELLBEING?

Wellbeing has taken a hit throughout the crisis, with professionals experiencing a universal drop in positivity. This impact is felt particularly keenly in younger generations and more junior roles, although numbers reporting positive wellbeing have almost halved since the lockdown began in every demographic.

Employees who rated their wellbeing positively before and after lockdown (%):



Difference in employee wellbeing before and after lockdown was implemented (by profession):



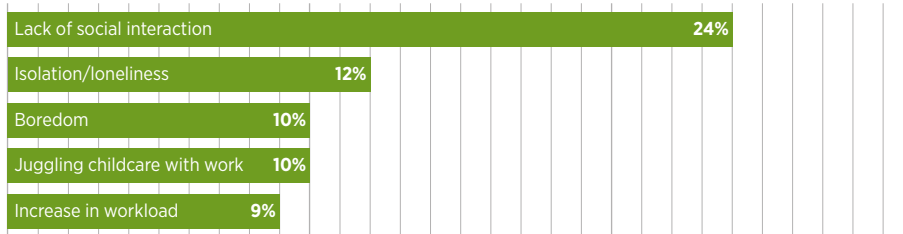
Most professions saw a significant difference in reported employee wellbeing before and after lockdown came into effect, but the greatest differences were in hospitality (which experienced a fall of 38%) and construction (a 35% drop) – both areas facing significant challenges due to the lockdown and the inability to work remotely in many roles.

These were followed by key worker professions in healthcare (33% decrease), supply chain (33% decrease) and social care work (33% decrease).

WHY IS WELLBEING SUFFERING?

A myriad of reasons were given as to why wellbeing has suffered as a result of lockdown, with the most common answers concentrating on the lack of social interaction (24%), isolation/loneliness (12%) and boredom (10%). Juggling childcare with work was a factor for 10% of respondents as was an increase in workload (9%). Many also stated that their work-support network had changed and they were now more distant with colleagues and leadership.

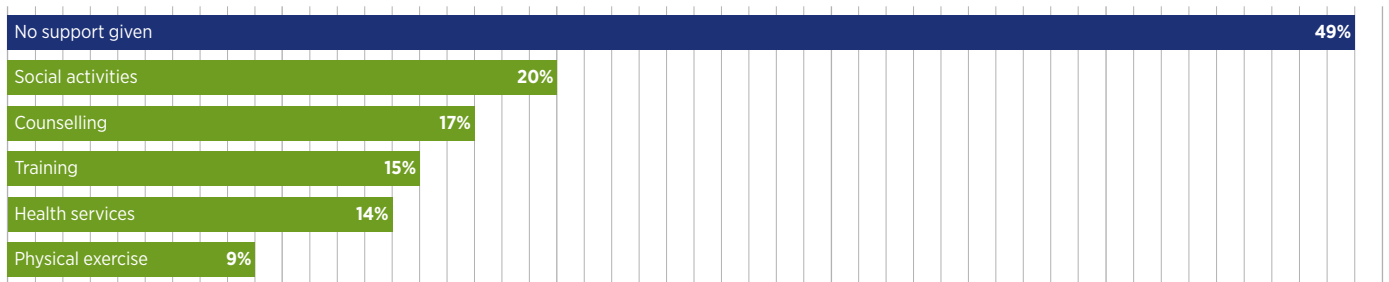
Factors most commonly impacting employee wellbeing:



WHAT ARE EMPLOYERS DOING TO SUPPORT WELLBEING?

77% of professionals feel that their employer has a responsibility to look after their wellbeing, but half (49%) state that their employer hasn't provided any wellbeing support during the lockdown. Of those who said their employer had provided support, organising social activities was the most common wellbeing strategy, followed by counselling, training and access to health services like online doctors.

Wellbeing support employees say is offered by their employers:



34%

state they have had less contact with their manager compared to before lockdown

40%

confirmed they don't have access to a work support network

38%

state that they are more distant with their colleagues since lockdown

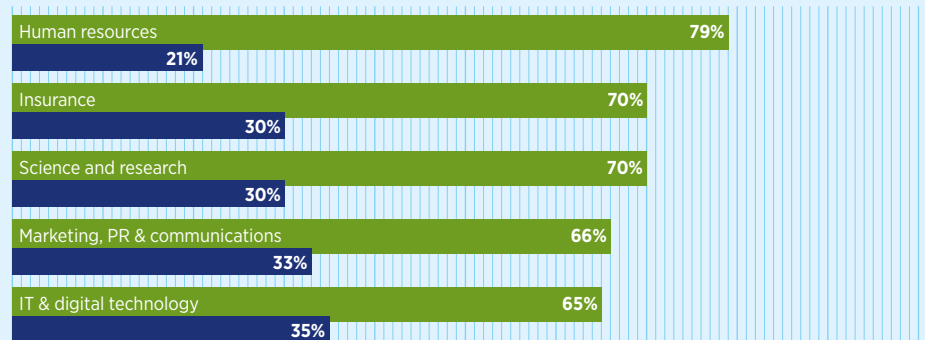
HR EMPLOYERS MOST LIKELY TO PROVIDE WELLBEING SUPPORT

Many organisations are putting their best foot forward and helping their staff through the crisis with extra wellbeing support. HR employers top this list with 79% of employees feeling supported.

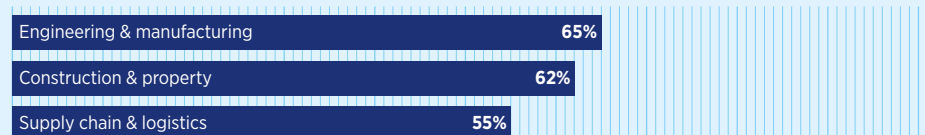
Professionals most likely to say their employers were not adequately supporting their wellbeing include those working within engineering & manufacturing (65%), construction & property (62%) and supply chain & logistics professionals (55%).

Industries and professions most likely to provide wellbeing support:

■ % of employees who say they are receiving support ■ % of employees who say no support has been given



Employers least likely to provide wellbeing support:

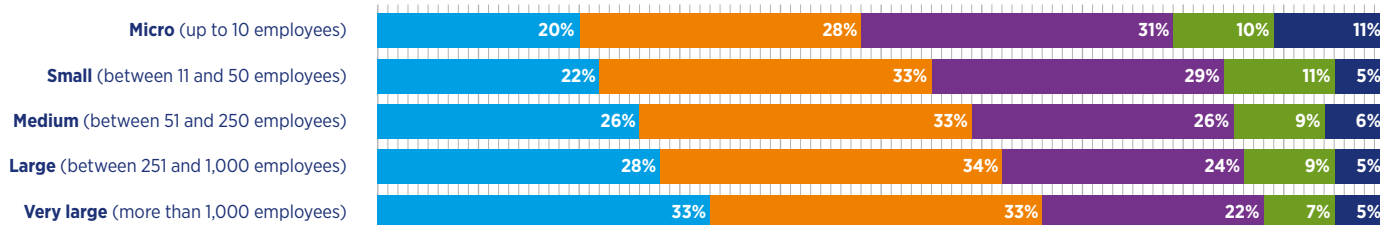


DO EMPLOYEES FEEL THEY'VE BEEN SUPPORTED?

Despite the lack of wellbeing support in some organisations, professionals are largely positive about their employer's response to Covid-19. Many rate their employers' reaction to the crisis positively, although smaller companies fared worse than larger organisations.

How do employees rate their leaders' response to the Covid-19 pandemic?:

■ Excellent ■ Good ■ OK ■ Poor ■ Very poor



AREAS FOR IMPROVEMENT

While employees rate their leadership response positively, areas such as communications and training were highlighted as areas where their employers could improve their Covid-19 response and efforts to improve wellbeing.

Areas where employees believe improvements can be made to support wellbeing



Areas where employees believe improvements can be made to overall Covid-19 response



WHAT CHANGES DO WORKERS WANT?

The Covid-19 pandemic has changed the working world forever, and employees are increasingly recognising the importance of wellbeing as well as the potential for home working. 45% of professionals have said they expect remote working practices to continue even once lockdown ends as part of a greater push towards wellbeing.

36%
plan to ask their employer if they can work from home more frequently

35%
want to prioritise their health and wellbeing more

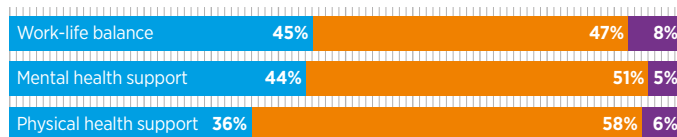
21%
want to work for an organisation with greater purpose and social responsibility

AFTER THE STORM

With priorities changing and workers experiencing new ways of working, what can the Covid-19 pandemic teach us about wellbeing and how to approach it in the future?

Aspects of wellbeing which professionals say have changed in importance to them since lockdown:

■ More important ■ Stayed the same ■ Less important



45%

of professionals expect remote working practices to continue even after the lockdown ends

RECOMMENDATIONS

EMPLOYERS

- Assess the impact the lockdown has had on staff wellbeing with one-to-one interviews or short surveys.
- Be frank in discussions and find out what is most affecting your workers' wellbeing. This will allow you to tailor your response and offer wellbeing training, counselling or extra support where needed.
- Bolster your employees' support network. Give staff the option for more conversations with leadership and schedule more social events over video calls to instil comradery.
- Communication is key to your Covid-19 pandemic response, make sure you update your team regularly on forward plans and strategies to alleviate stress caused by uncertainty.
- Think about how your organisation will adapt to greater demand for remote working options during and after the transitional phase out of lockdown, where on-site and remote working will operate simultaneously for many organisations.

EMPLOYEES

- Be aware of your own wellbeing, and accept help when it's offered. This is an unprecedented situation, so you should feel free to lean on your colleagues and manager whenever you need.
- Make sure you're spending enough time on yourself. If your employer is offering wellbeing training or support, make time to take advantage of what's on offer. Set clear boundaries between work time and leisure time to avoid burnout.
- Communicate more. Is your employer aware of your current situation and the challenges impacting your wellbeing? Do you have any concerns about transitioning back to work? These are all things you should raise with your manager to help them support your wellbeing.
- Offer support. Having a support network between colleagues is just as important as having an employer-led wellbeing programme. Stay social, maintain the relationships you had at the workplace and let your teammates know you're there to help.
- Be mindful of what comes next. As the lockdown lifts, many organisations will enter a transitional phase with a mix of remote and on site-working. Talk to your manager about your situation and the right approach for you.

The wellbeing of staff needs to be a top priority for all organisations as we go through these challenging and unprecedented times. Everyone will be having a different experience, so it's important to have clear plans for the future and ensure transparent and frequent discussions between leaders and employees to facilitate an easy transition into a new era of work.

If you have any questions about your workforce or future career plans, contact your local recruitment expert at hays.co.uk/offices

HAYS THRIVE FREE WELLBEING TRAINING

Help your employees manage their wellbeing and prepare for the future with free training courses from Hays Thrive.

Free training packages include:

- 'Be your best self' wellbeing training courses to help reduce stress, improve resilience and prioritise work-life balance.
- 'Remote professional excellence' courses to help your staff perfect remote working practices and maximise productivity.
- 'Your health and safety' training to ensure proper hygiene and Covid-19 transmission prevention.
- **NEW** 'My work transition toolkit' – tools and resources to help staff prepare for a new world of work, unifying remote and on-site working.

Find out more at hayslearning.co.uk



hays.co.uk/wellbeing-matters