



# City HR Community Chat

## Focus on Wellbeing



Dear Colleague

It is now four weeks since we started our HR Community Chat Group on Covid-19. Our focus for this session was on Wellbeing and how HR can support managers and employees whilst working remotely. To quote Will Mitchell, Head of Talent and Leadership Development at Marsh & McLennan “It’s about separation and not isolation”.

We had three tremendous presentations. The first was from Dr Alan Watkins, a medical doctor who graduated from Imperial College and since then has acquired a further degree in psychology and a PhD in Immunology. He stated that during compressed times such as these, where the pandemic had accelerated everything, HR and Leaders should not only focus on Culture and Strategy but also on adaptation.

Dr Watkins shared his framework for how HR could organise their thinking during these challenging times through his 4D Leadership Model which was underpinned by I, We, It to be successful. The model is attached so that each of us can see how this can be applied to looking after our workforce during Coronavirus. He also talked about how HR - at the outset - should manage their own anxiety first as this pushes up the cortisol level and makes us less effective. He also talked about how - in a crisis - people more naturally pull together as we align more effectively when we have a common purpose and can therefore tune in to the wellbeing of others. Dr Watkins also took us through his 7 Waves of Leadership Model - the last two waves having accelerated due to the pandemic, and this is also attached for your information.

Both Will Mitchell and Vanessa Trigg, Senior HR Manager at Gulf International Bank, shared what their firms were doing to support the resilience and well-being of their staff, and some personal insights from Will on how this might translate to our own firms is attached.

Vanessa also talked through their GIB Community Initiative and how they were engaging with staff working at home based on four key themes. These were Wellbeing (what GIB is doing - exercise/yoga classes and mindfulness sessions to keep families active); social (asking for virtual social occasion suggestions such as quizzes); learning (focusing on the range of lesson, coaching and skills updates from home) and entertainment (such as book clubs, film reviews and best past sporting moments).

The slides and recommended sources for employee wellbeing from Dr. Alan are attached alongside Will's insight paper.

A final note: the HR Pulse Survey on Coronavirus goes live on 22nd April and companies have until 28th April to complete this. Results are due out on 7th May. Your firm's Nominated Representative will receive the link or please ask us for one here.

The next meeting is 9 am on 28th April. Stay safe and stay well.

Very best wishes,  
Andrea, Cindy and Sam  
The City HR Team

Andrea Eccles  
**Chief Executive**  
City HR Association