

SAMARITANS

# Wellbeing in the Workplace

Creating happier, healthier and more productive workplaces.



An online learning tool which brings Samaritans' skills into the workplace:  
[samaritans.org/wellbeingintheworkplace](https://samaritans.org/wellbeingintheworkplace)

In partnership with





# A word from our Chief Executive



**Work can be a big part of our identity and it fundamentally influences our wellbeing. What happens outside work also plays a part – relationship breakdown, money problems and illness can all affect people’s performance.**

We spend a great deal of our adult lives at work, so it’s likely that there are people struggling to cope in your workplace and trying to hide it.

Employees who’ve struggled at work tell us they didn’t want to let anyone down or they didn’t want to be seen as a poor performer. They often don’t tell anyone and carry on until they reach crisis point.

We hope Wellbeing in the Workplace will help to break this cycle, by bringing Samaritans’ listening, wellbeing and emotional resilience skills into the workplace.

We all have a responsibility to support our colleagues and employees. When people feel supported and listened to, they’re happier, healthier and more productive.

I believe Wellbeing in the Workplace will not only change lives, it could save lives too.

**Julie Bentley**  
Samaritans Chief Executive

# Mental wellbeing at work

- Three out of five people have experienced mental health issues due to work.
- In 2017/2018 work-related stress, depression and anxiety accounted for 57% of working days lost.
- Tight deadlines, too much responsibility and lack of managerial support are the main factors causing work-related stress, depression or anxiety.

Samaritans is on a mission to change this. Together we can create happier, healthier and more productive workplaces, where employees feel supported and where no one has to cope alone.



**I had a constant feeling of being overwhelmed. I felt like everything was going to come crushing down at any moment. We need to feel more comfortable to put our hand up and say, 'I need help.'**



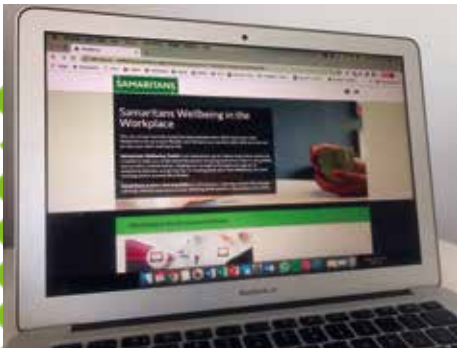
**Paula Bellostas**  
**Muguerza**  
Management Consultant



# What is Wellbeing in the Workplace?

Wellbeing in the Workplace is an award-winning online learning tool that gives employees the skills to intervene when someone is struggling, actively listen and manage difficult conversations. It also helps staff to look after their own mental wellbeing.

The online training takes around 90 minutes to complete and it's split into 10-minute sections, making it easy to dip in and out whenever and wherever your employees are.



“  
**What Wellbeing in the Workplace taught me was that it's safe to ask another human if they are OK and not be afraid of their response.**”

**Holly Buckley**  
Leeds Building Society

# Why choose Wellbeing in the Workplace?

## Suitable for everyone

Relevant for all roles and levels of seniority.

## Company-wide

Easily accessible to staff across multiple offices and regions.

## Flexible learning

Can be completed any time and on any device, fitting around each individual's workload.

## Empowers employees

Helps staff identify vulnerable colleagues and equips them with the skills to help.

## Builds resilience

Teaches employees how to prioritise and look after their own mental wellbeing.

## Credible and trustworthy

Brings Samaritans' tried and tested resilience, listening and wellbeing skills into your workplace.



## The difference it can make

Employees from over **900** individual organisations have accessed the Wellbeing in the Workplace resources.

**97%**

say it has helped them to recognise emotional distress in others

**97%**

now recognise the importance of looking after their own wellbeing

“

Wellbeing in the Workplace has given me the courage to ask someone if they're OK, listen to what they are saying, and not underestimate the power of silence.”

”

**Paul Carter**  
Cabinet Office

**94%**

now feel more confident approaching someone in emotional distress

**93%\***

say this learning was a worthwhile investment in their career development



# Here's how you can get involved

- 1 Email the team at [corporateteam@samaritans.org](mailto:corporateteam@samaritans.org) to learn more about Wellbeing in the Workplace's pricing, accessibility and hosting options.
- 2 Share this guide with HR, Learning and Development, Internal Communications and your Mental Health Network (if you have one) to make sure the training is integrated with other wellbeing initiatives.
- 3 Brief your senior team. You're more likely to make a meaningful difference if your senior leadership team's on board.
- 4 Develop an internal communications plan to promote Wellbeing in the Workplace to employees and encourage participation (we can help with that).
- 5 Measure the impact by tracking the number of employees completing the training.

## What's the cost?

Wellbeing in the Workplace is free to access by registering at [samaritans.org/wellbeingintheworkplace](https://samaritans.org/wellbeingintheworkplace)

There's also the option for companies to purchase the tool for a one-off fee of £10k. This gives you complete ownership of the tool, allowing you to rebrand, customise and embed the tool into your own system (removing the need for employees to register individually).





“

**When the opportunity came up to work with Samaritans, and bring Samaritans' skills into the workplace, I jumped at the chance.**

**Samaritans has shown us how to demonstrate that we care. Because the reality is, we all do. What I like most about Wellbeing in the Workplace is it's simple and it's practical.**

**What Samaritans helped us to do was develop something that was emotional and connected on a human level. It really has been money well spent.** ”

**Ben Higgin**  
Partner at PwC

# Samaritans in the workplace

We know every workplace is unique. Whether you're part of a large multinational or a small start-up, we can help you create a more open and supportive workplace. Our services include:

- online learning and wellbeing resources;
- resilience and wellbeing 'lunch and learns';
- full day communications and resilience training sessions;
- collaborative research to identify risks and opportunities;
- mental wellbeing and suicide prevention consultancy;
- local and national employee volunteering opportunities;
- marketing campaigns that raise your profile as a responsible employer.

## Interested in getting your company involved in our life-saving work?

We get over 5 million calls for help every year – and we want to be there for every single one. But we can't do it alone.

From banks and building societies to transport operators and high street stores, we've built mutually-beneficial partnerships that inspire and protect employees, gain great publicity and allow us to continue our life-saving work.

Email [corporateteam@samaritans.org](mailto:corporateteam@samaritans.org) to find out more.

# Who we've worked with



BANK OF ENGLAND



CLIFFORD  
CHANCE



## Talk to the team

About Wellbeing in the Workplace and our other workplace wellbeing initiatives.

**Call** 020 8394 8378

**Email** [corporateteam@samaritans.org](mailto:corporateteam@samaritans.org)

**Web** [samaritans.org/wellbeingintheworkplace](https://samaritans.org/wellbeingintheworkplace)

### A bit about Samaritans

Samaritans' helpline is available to anyone who needs us, whatever they're going through, 24 hours a day, 365 days a year. We respond to over 5 million calls for help a year.

Our 20,000 trained volunteers are also at the heart of local communities, working directly with schools, hospitals, workplaces, prisons and in the military.

It's thanks to our local and national partnerships that our services can reach the right people, in the right places, at the right time.



A registered charity

Back cover photo:  
Chris O'Donovan Photography/Samaritans

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