



**Employee Effectiveness Solutions**



**LifeWorks™**



## Welcome to LifeWorks

In order to remain competitive, organisations rely on the full contribution of their employees. Those who invest in their people reap rewards through improved productivity and commitment.

By providing our EAP – LifeWorks – you are already demonstrating a commitment to the health and wellbeing of your employees. The following solutions can strengthen that commitment and deliver measurable benefits both to your organisation and to your employees.

## Work-Life Integration Programme

Work-life integration issues can be a major challenge for individuals and organisations. Simply having policies in place to support work-life integration is not always enough. The culture of an organisation is often crucial to success. Individuals must also take ownership of their own work-life integration, but they may need some training and support in how to do this.

Our Work-Life Integration Programme can be tailored to meet the needs of your organisation whilst reinforcing and supporting your policies and procedures. It will also:

- Provide a framework to help you understand and manage the work-life issues affecting your employees
- Help you address issues at individual, organisational and team levels
- Develop individual and organisational resilience
- Allow us to link into the EAP for work-life support and publications

### **Organisational and Individual Work-Life Audits**

- 90 minute seminars
- Half/Full day programmes

### **Individual Work-Life Coaching**

- Online coaching
- Face-to-face coaching for managers and executives



## Stress & Resilience Programmes

It's a fact that stress is one of the leading causes of long-term sickness absence. Almost 14 million working days are lost to stress each year. As an employer, you will be aware that you have a legal obligation to assess and control the risk of stress-related ill health within your organisation (HSE Health and Safety at Work Regulations 1999).

Without intervention, the effects of stress-related ill health can be difficult and costly to remedy. Our Stress and Resilience Programme will:

- Provide a framework to help you understand and manage the stressors affecting your business
- Develop individual and organisational resilience
- Mitigate the risk of litigation
- Allow us to link into the EAP for counselling support and publications

Our programme can be tailored to the needs of your organisation and your policies, procedures and processes. It has three components:

### **Organisational and Individual Stress Audits**

- Online or paper-based stress audits against the HSE standards

### **Stress Training for Employees and/or Managers**

- 90 minute seminars
- Half/ Full day programmes

### **Organisational and/or Individual Resilience Training**

- 90 minute seminars
- Half/ Full day programmes

## Change Management Programme

Change is now a constant in all organisations and our Change Management Programme provides a framework for managers and employees who are thinking about, dealing with or managing organisational change. The Programme provides a framework for understanding and managing your change process and offers tools and techniques for supporting and motivating your employees.

The Programme can:

- Support change initiatives within your organisation
- Provide your employees with a framework for managing their responses to change
- Be motivating for employees struggling with change

The programme consists of a range of seminars and training courses, which can be tailored to meet the needs of your organisation. They can be delivered in various formats:

- 90 minute seminars
- Half/ Full day programmes

Individual Coaching can support these events, either online or face to face.



## Coaching

Roles and responsibilities are changing at an ever-increasing rate and traditional work-based training programmes can be too generic to deal with specific requirements. Coaching is a more successful way of helping employees, managers or executives develop new skills and improve performance within their current or future role. We can provide coaching in the following areas:

<b>Manager Coaching</b>	For newly promoted managers or those taking on wider responsibilities.
<b>Performance Coaching</b>	Aimed at increasing effectiveness and productivity for employees who want to "raise their game".
<b>Skills Coaching</b>	Focused on the development of a specific task or need within a live work environment.
<b>Personal &amp; Life Coaching</b>	Assisting employees to explore, define and achieve their work and life goals.
<b>Executive Coaching</b>	For middle to upper executives focused on leadership development to achieve identified business results.

**Depending on an individual's goal, coaching can generate the following:**

- Improved working relationships
- Improved team work
- Improved working relationships with clients
- Greater commitment to organisation
- Greater job satisfaction
- Less unresolved conflict

## Health & Wellbeing Services

### Health Risk Assessment

Our online Health Risk Assessment is easy to use and completely confidential. It is a sophisticated tool, which analyses both lifestyle behaviour and medical history to help your employees understand their personal health risks. On completion of the assessment, your employees will receive immediate feedback and be encouraged to set positive health and lifestyle goals.

They will also have access to an exclusive online health library with a wealth of articles, tip sheets and related web links, giving them the support they need.

In addition to the online resources, our health and wellbeing advisors can support and facilitate behavioural change on a one-to-one basis. By telephone or email, their support and encouragement helps to reinforce positive long-term lifestyle changes and increases the success rate of any health initiatives.

You will receive aggregated data reports that will highlight the biggest health issues and risks within your organisation, as well as the readiness to change. Reports can be customised and generated in real time. They provide you with in-depth knowledge that will enable you to launch proactive, targeted health initiatives to improve the wellbeing of your workforce.



## Roadshows and Awareness Days

Through the provision of on-site health and wellbeing events, your employees will gain a better understanding of health related issues. From an organisational perspective, your employees will feel more supported and cared for, and short and long term absence rates can also be reduced as you encourage a healthier workforce.

These events can be organised to tie in with national events such as No Smoking Day or Cancer Prevention Week or to fit in with any current health initiative you may be running.

### Roadshows

Our roadshows are highly visual, interactive and personal. They deal with many wellbeing issues associated with positive health and are of interest to a wide range of staff. We create up to five display areas where attendees can listen to our highly trained staff, join in with interactive activities and ask any questions they may have.

The events are flexible and can be designed to meet the needs of your organisation. Construct your event by selecting five topic areas from the list below:

- Healthy Eating
- Pressure management
- Alcohol
- Smoking
- Physical activity
- Men's and women's health
- Sleep
- Perfecting posture

### Awareness Days

Health awareness days are an effective way to communicate a tailored health message to employees whilst satisfying organisational and management requirements.

Each awareness day can include up to three methods of communication – interactive display, group workshops and one to ones, depending on your requirements. Awareness day topics include:

- Healthy Eating
- Pressure management
- Stop Smoking
- Active4Life
- Healthy Heart
- Reduce the risks – men's and women's health
- Sleep
- Perfecting posture
- Know Your Numbers

## Critical Incident Services

A critical incident is any situation involving one or more people experiencing a threat to life or physical safety or the death or injury of another. It can be because of an accident, suicide or criminal behaviour. Employers should be aware of the threats and risks that employees face in the workplace because management and containment of the associated stress is important for the following reasons:

- To enable the business and its employees to function as normal following an incident
- To demonstrate duty of care towards employees
- To reduce trauma reactions
- To develop organisational resilience

Our Critical Incident Team use a range of interventions to provide support and assistance in the planning for and management of such events. These include:

- **Critical Incident Review** – an assessment of previous events that affected the business and the development of new policies and procedures
- **Critical Incident Management** – support and advice on the management of a critical incident
- **On site support** – face to face time with a counsellor for individuals or groups
- **Post Trauma Counselling** – counselling for those suffering with post-traumatic stress
- **Manager Training** – training for managers in post-incident management
- **Family Support** – services extended to family members affected by an incident



## Absence Management

Studies by the CIPD show that “employee absence is a significant cost to 90% of businesses” in the UK. Their latest research on employee absence reveals, “on average sickness absence costs employers £598 per employee every year” and “employee absence costs employers eight working days for every member of staff per year”.

These statistics could even underestimate the problem as many organisations fail to monitor absence accurately and are therefore under-reporting. In addition, the financial dimension rarely takes into account anything other than direct salary costs. In fact, it's rare to see a cost of less than £1,000 per employee per year when all the other aspects of productivity are taken into consideration.

We know that responsible employers don't want to encourage their employees into work when they are sick (in fact having sick people at work can be counter-productive). However, it is also true that organisations have a vested and financial interest in keeping their employees healthy and attending work.

As a provider of Employee Assistance, Health and Wellbeing programmes, we are well placed to support you with proactive absence management. As well as the qualitative increases in areas such as customer service, productivity and employee morale, the bottom line impact cannot be underestimated. We also have the ability to help you measure and track absence records to gauge the true scale of the absence levels within your business.

With accurate measurement and analysis of absence, you will understand the nature of the issues your organisation is facing. For example, are employees taking short-term absence, or is there a wider issue with long-term sickness? What are the main causes of absence? Is it stress or back pain? This information will dictate the right interventions to counter the issues effectively, or even whether there is an issue to be tackled at all.

### **Our absence management services will:**

- Monitor sickness absence
- Analyse and report on the cause of absence
- Provide support to managers dealing with absence issues

## Lifestyle Management

Employees are starved for time. Research shows that the UK has the longest working hours in Europe, yet the lowest levels of productivity. The pressures of work are leading employees at all levels to experience higher levels of personal stress and to be more susceptible to "burn out". The pressure is often greatest on a company's high performers. These highly valued employees, who are in increasing demand, have trouble in trying to balance the demands of their personal and professional lives.

LifeWorks Concierge is an extension to the EAP and is designed to help with personal tasks and errands, both by locating businesses that offer delivery and speciality services and by shopping for the employee across the following areas:

- Holidays and travel
- Household
- Entertainment
- Social events
- Gifts
- Body and mind
- Pets
- Motor

Time is today's key commodity and LifeWorks Concierge will offer you a tangible way to alleviate pressure from your employees' busy lives. It can be offered to your entire workforce, to senior executives only or included as part of a flexible benefits package.



Ceridian is a global business services organisation that offers a comprehensive range of innovative solutions. From human resources and benefits to work-life and health and productivity services, we help organisations maximise their human, financial and technology resources.

As a leader in payroll outsourcing, gift cards and controlled spending, we're also the driving force in payment innovation. Whether we're partnering with you to improve employee productivity, save money or minimise financial risks, it's our business to help you stay focused on yours.



100 Longwater Avenue, GreenPark, Reading,  
Berkshire, RG2 6GP  
[www.ceridian.co.uk](http://www.ceridian.co.uk)

Registered in England & Wales, no. 3100021  
Tel.: 0800 733 337 Fax: 0800 096 0209 Email: [info@ceridian.com](mailto:info@ceridian.com)  
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