



“Workers well-being is a key factor in determining an organization’s long-term effectiveness, productivity and profitability”

# S – P – A – C – E – R

- SPACER is a tool to facilitate a good start to all meetings

<b>S</b>	safety
<b>P</b>	urpose
<b>A</b>	genda
<b>C</b>	ode of Conduct (Ground Rules)
<b>E</b>	xpectations
<b>R</b>	oles and responsibilities



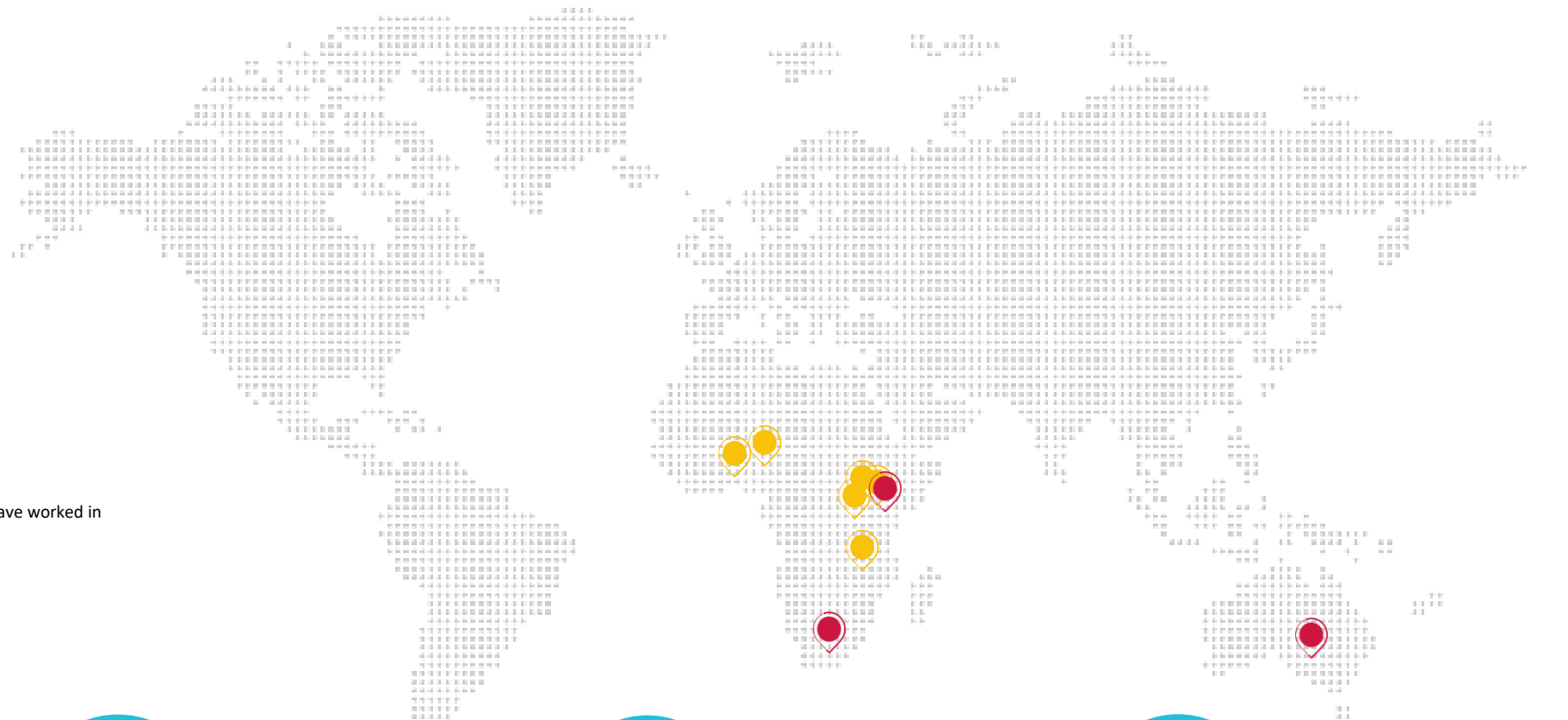
# Safety


- Do you know:
- Where the emergency exits are?
- Where the nearest assembly point is?
- What the emergency contact number is?
- Where the emergency equipment, especially fire extinguishers are?
- Who is a certified First Aider?
- Anything else we need to discuss?


# Safety

- Zero Harm discussion
- Did anyone have a situation or observation recently that we could learn from?
- Any learning's regarding Health, Environment or Community?

# Global Experience



 Hub Offices

 African Countries we have worked in



50+ Consultants



90 Trainings



3 Major Offices

# Our Focus Sectors in the East African Region



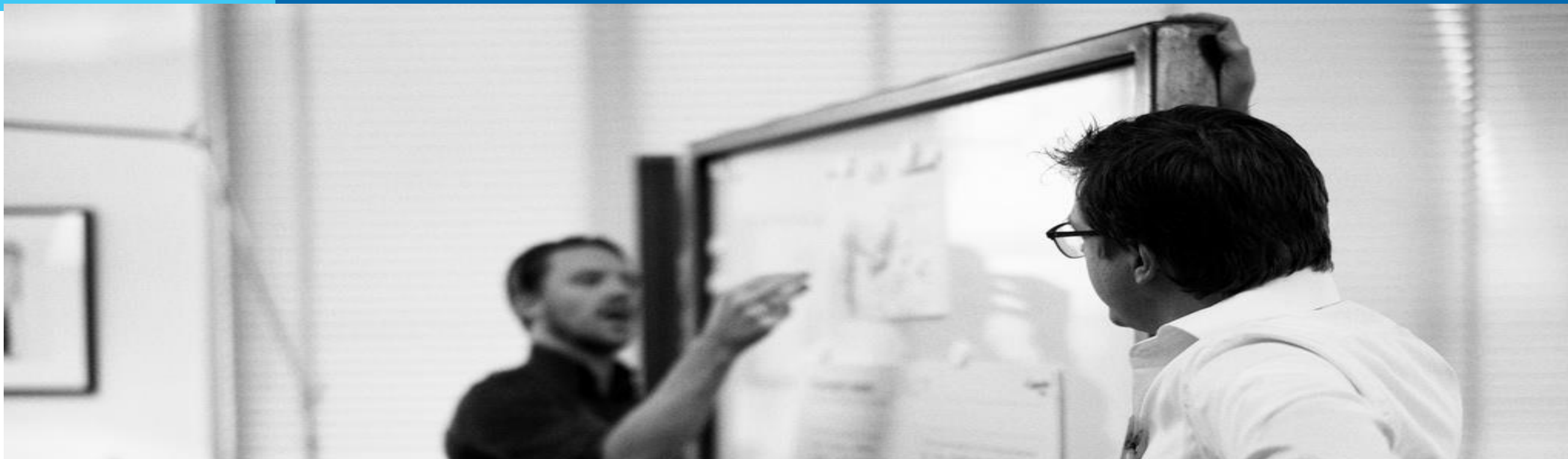
Executive and Vocational Training



Consulting & Engineering



# What We Do: Our 4 Pillars



**Operational  
Excellence**

**Strategy  
Consulting**

**Trade  
Advisory**

**International  
Conferences**

# We have a unique opportunity to impact and drive change

**GENERATE** employment opportunities



WORLD BANK GROUP



KENYA PIPELINE  
COMPANY LTD.

**IGNITE** cross-sectoral Innovation



**SPARK** economic growth



Accelerating Careers...





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# Mental Health



## Did you Know?

1. A Third to a half of all workers experience some kind of stress anxiety or depression during their working life?
2. Work related stress anxiety and depression is responsible for 30% more absence than anything else including muscular skeletal and physical injury.

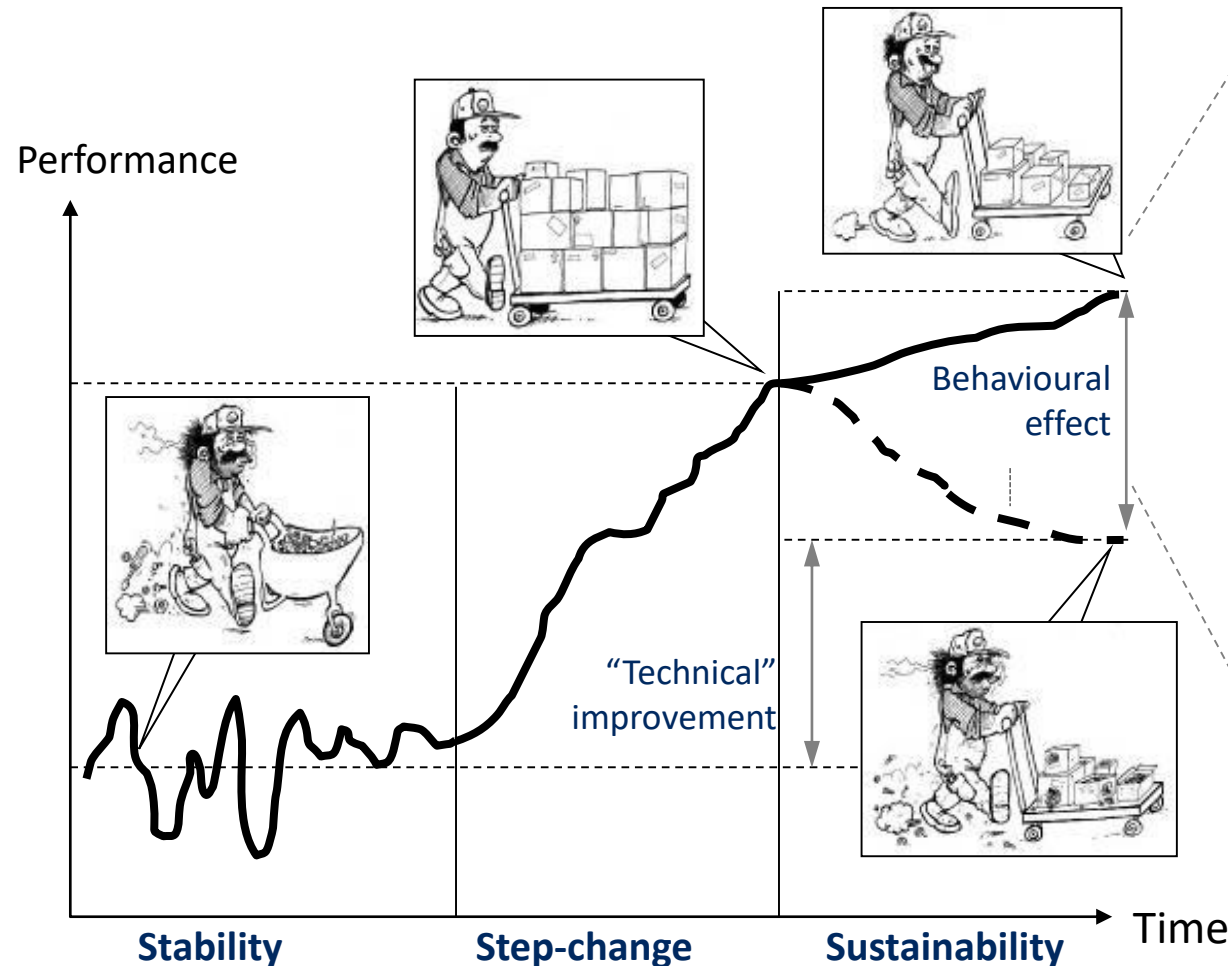


# Constant Change drives stress

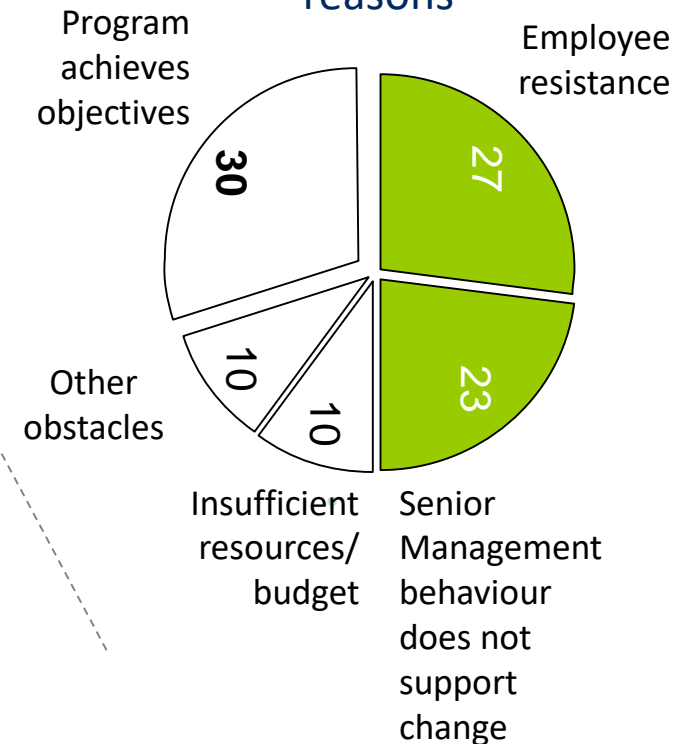
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- The first step towards employee well being is having a supportive culture. This is because a company's culture sets the foundation for employee health, happiness and success.
- People with a **fixed mindset** tend to interpret change as stress while those with a **growth mindset** experience change positively.
- A shift in mindset can also prime employees to be more effective in learning from mistakes and adopting to change making them more resilience and adaptable especially in times of crisis.
- Growth mindset can be developed and cultivated in an organization and can positively change the way individuals internalize and filter information from their environment.

# Mindsets and Capabilities are Essential to Ensure the Sustainability of Changes to the 'Operational System'...



Half of transformations fail for behavioural reasons



This is a waste of time? What is waste



# Activity

- Outcome: Understand waste
- Process: Table and One person present
- Time Limit: 5-minute per person



# Value Adding vs. Non-Value Adding Is 99%



**Customer  
Needs**

**What the customer sees and  
believes they pay for...**

VA

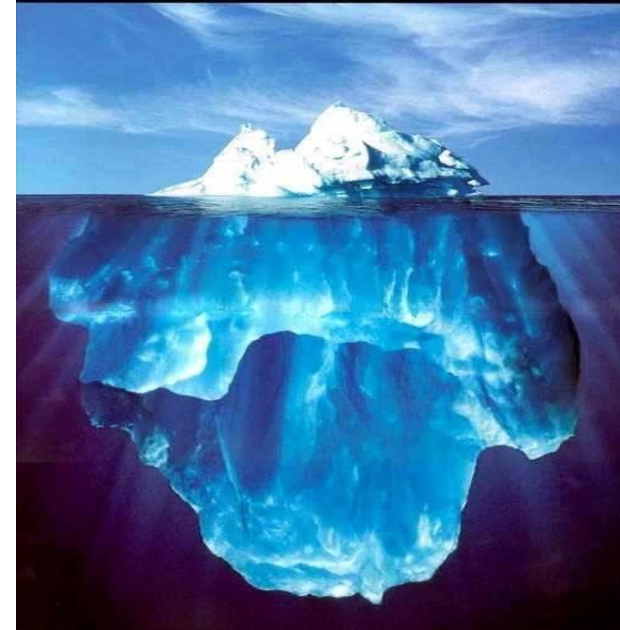
Typically 5%

BVA

Typically 35%

NVA

Typically 60%



**What the Customer actually paid for**

(the tip of the iceberg)

(Business value add – can be reduced)

(Non Value Add – Waste - the opportunity!)

# Elimination of Waste (MUDA)

There are Eight Primary Types of Waste:

Defects

Overproduction

Waiting

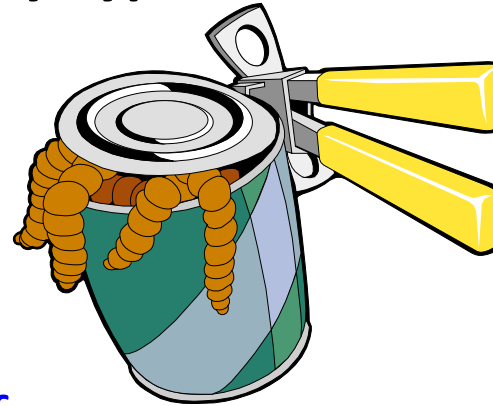
- Non-effective use of resources

Transportation

Inventory

Motion

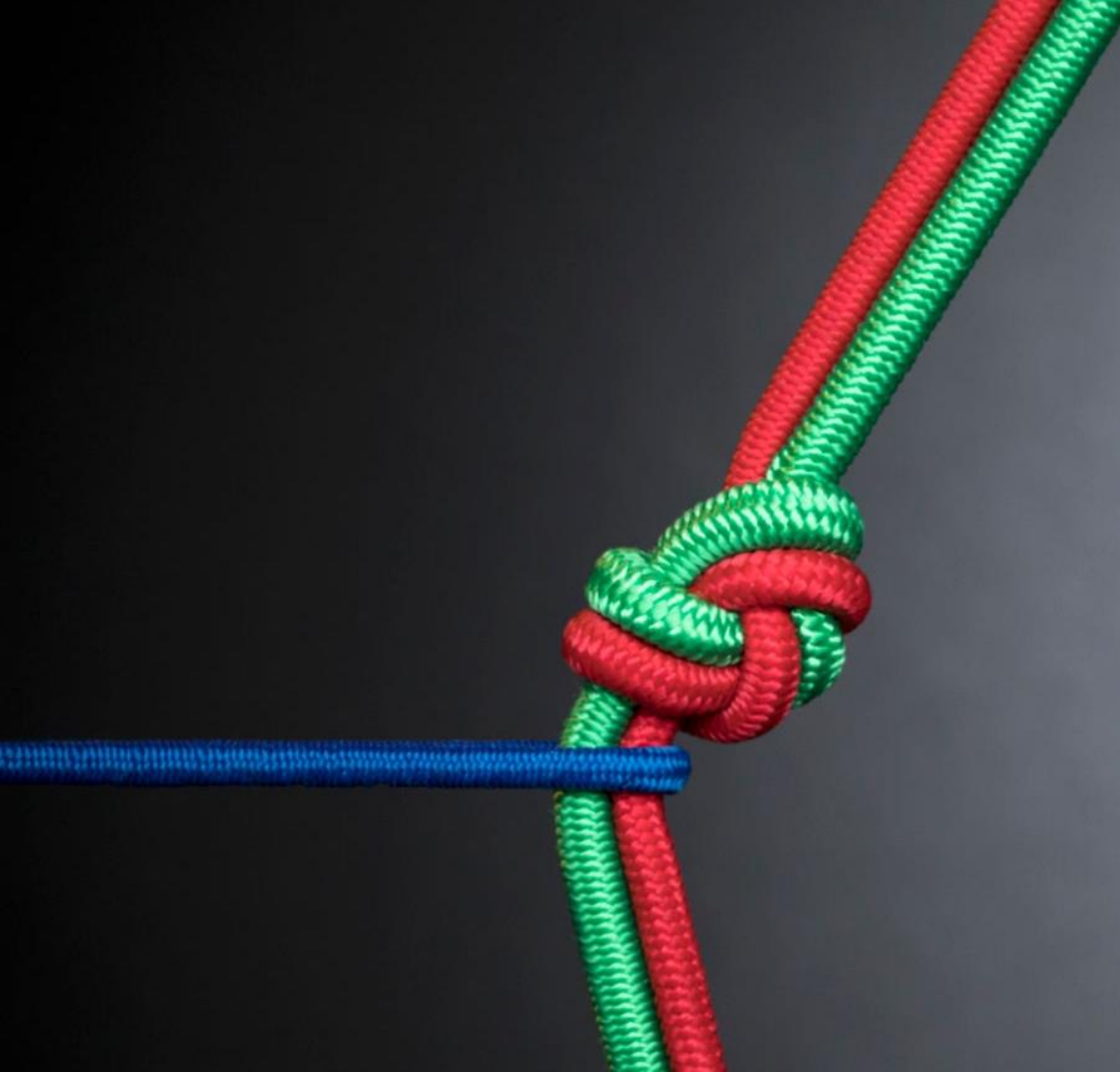
Excessive processing



All Improvement Projects focus efforts into one (or more) of these Eight areas.

# Waste of Non-effective use of resources

- This is a new “Waste”
- A company’s most significant resource is it’s people.
- Inefficient use of an organisation's people is an additional significant Waste.



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# Flexibility and Communication







# Flexibility

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- **Flexibility from an employer's view** -The willingness and ability to readily respond to changing circumstances and expectations
- **Flexibility from an employee's view** – The willingness of managers treat employees as individuals and make an effort to accommodate personal styles and needs. That involves providing workers with greater latitude about the way they accomplish goals.
- Did you know:
  - a. 1 in 4 employees experience high levels of conflict between work and family life?
- *Case Study: Cisco Systems Inc discovered that allowing employees who worked remotely resulted to :*
  - I. 75 percent improvement on work timeliness*
  - II. 69 percent of workers reported higher productivity.*
  - III. 67 percent of workers overall quality of their work improved.*



# Communication

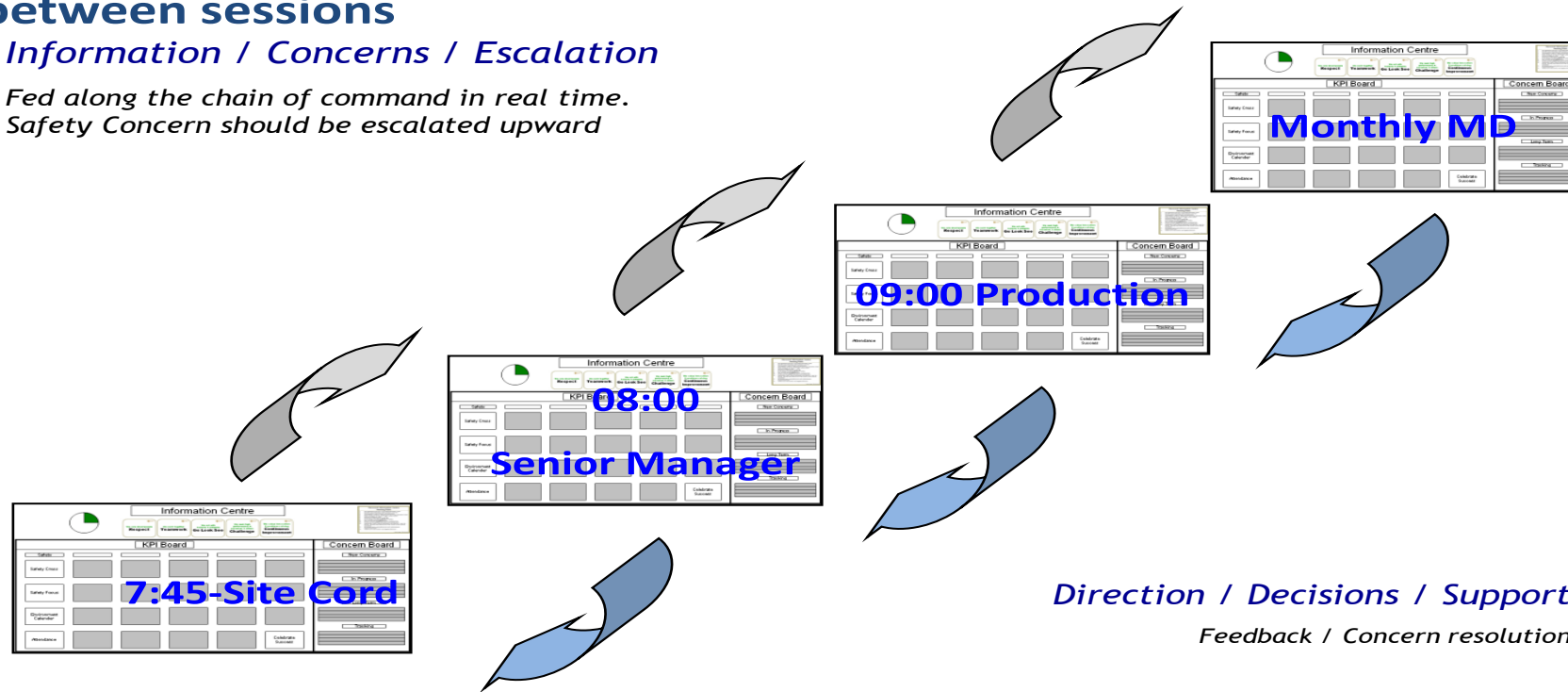
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- Communication is arguably the cornerstone of any healthy and effective work environment.
- **Six Golden Rules of Effective Communication**
  - Rule 1: People Won't Tell You the Whole Truth Until They Feel Connected to You
  - Rule 2: Ask Easy Questions First
  - Rule 3: People Communicate with Stories
  - Rule 4: Be Empathetic - Follow Emotional Cues to Problems
  - Rule 5: Never Make Assumptions
  - Rule 6: Open door policy on communication- Employees will feel free to share their views

# Information Centres- Key Information, Decisions, Priorities, Action Plans & Results are communicated between sessions

*Information / Concerns / Escalation*

*Fed along the chain of command in real time.  
Safety Concern should be escalated upward*

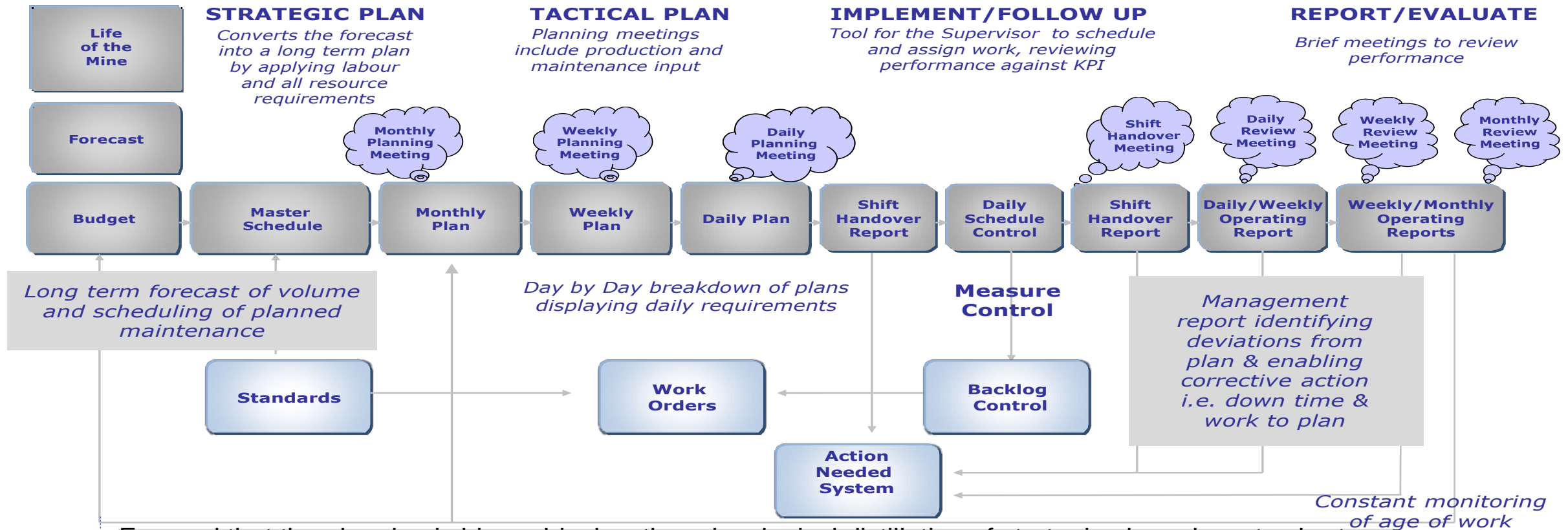


- 1 Communicate a team's targets aligned with the business plan
- 2 Visualise the team's performance against these targets
- 3 Highlight deviations from the target / plan  
Promote 'Problem Solving' and 'Continuous Improvement'



# “Making a difference through excellence”

## Model Management Operating System



- 1 Ensured that the planning is hierarchical so there is a logical distillation of strategic plans down to short interval
- 2 Communicated interval plans and targets
- 3 Aligned short and medium term targets with the annual budget and the strategic plan





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## 5.0 Promoting well being & fun





- Outcome: Promoting well being & fun
- Process: Just Do it
- Time Limit: 5-minute per person





HEALTHY WORKPLACES.. BY DESIGN





# A Brief Introduction

- Based in Melbourne
- Green building and sustainability/engineering consulting firm





# Health & Wellness Inside Buildings



- We spend 90% of our time indoors
- Indoor Environment Quality
- How are we affected?

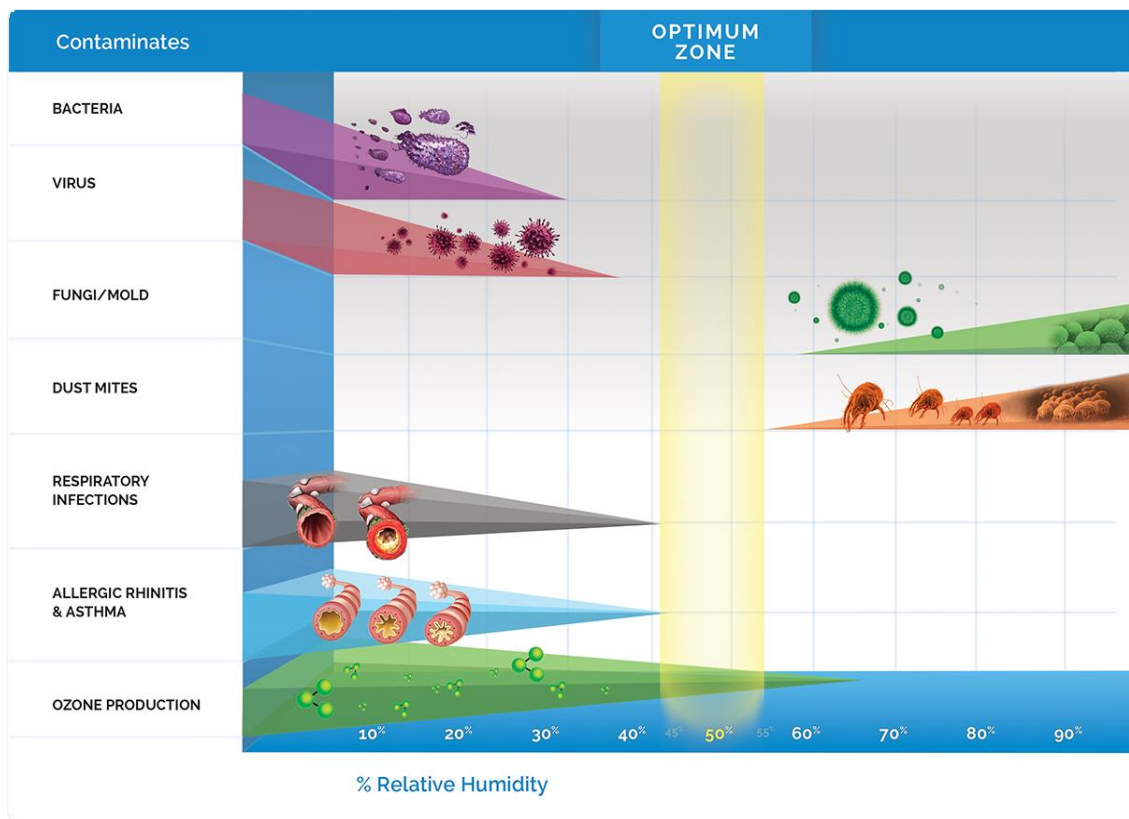






# How Are We Affected?

- Health (e.g. Sick Building Syndrome, asthma, irritation)
- Productivity



## Three Danger Levels of Indoor Pollution

Centers for Disease Control

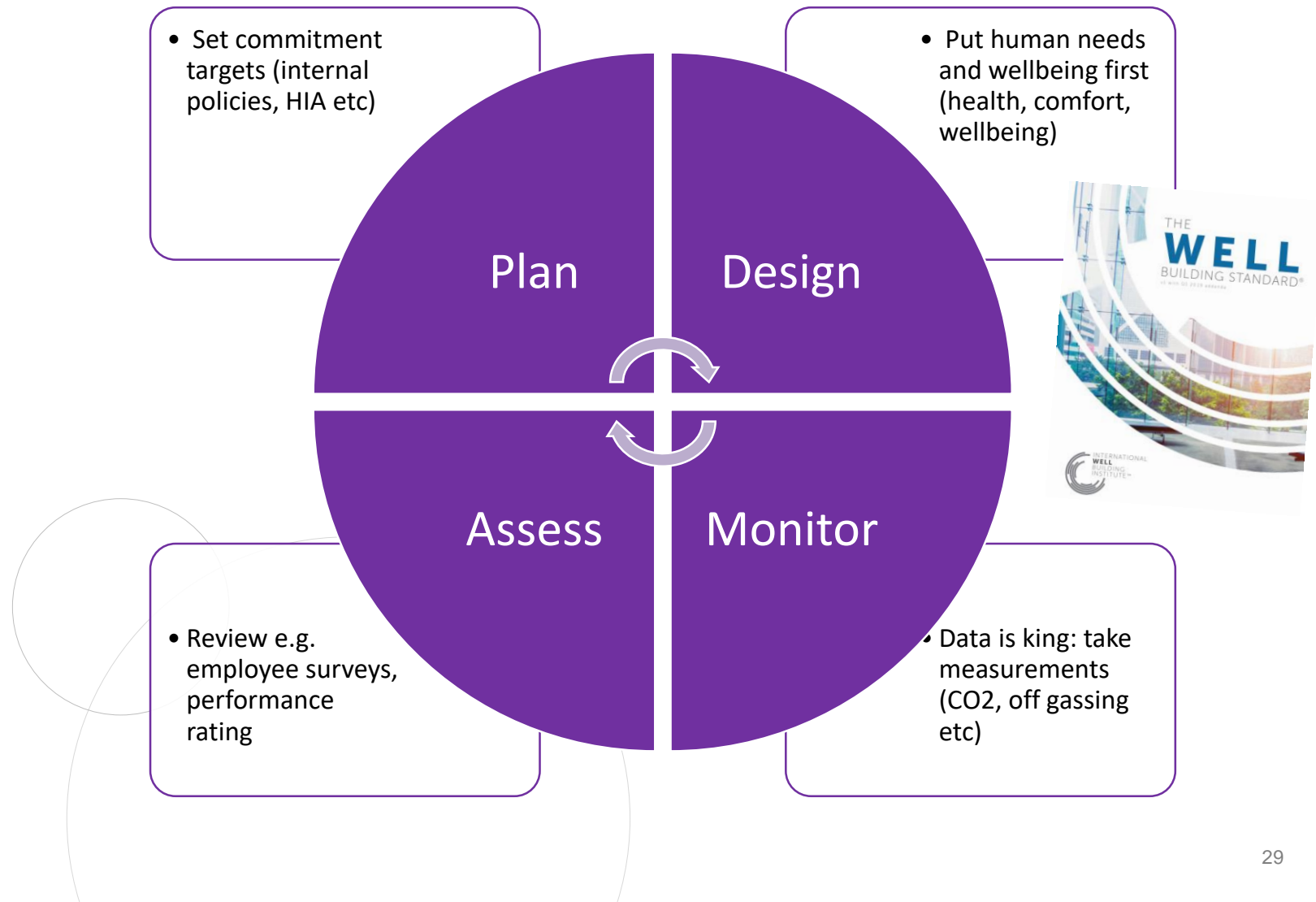






# Roadmap Overview

- How do we promote health & well being in our workplaces?
- Design: IEQ (visual + temperature), active transport, building materials, amenities, ventilation etc.
- Ongoing Process
- Co-benefits e.g. energy efficiency, wellness





# Physical Health & Well being

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- Physical wellbeing is one of the quadrants that make up whole-person health. When this area of health is improved, employees tend to be happier, more engaged and much more productive.
- Ergonomics is the practice of improving efficiency in the workplace. Ergonomics allows you to see potential physical injuries so that you proactively make workplace design improvements to prevent accidents from happening.
- These includes:
  - Maintaining neutral upright position
  - reduce excessive force,
  - reduce excessive motions,
  - Work in an adequately lit room,
  - take breaks



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## 3.0 EMPOWERING TEAM MEMBERS





# Empowering Employees

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- **Reward Self-Improvement** - provide employees with plan for growth and reward them when they do.
- **Encourage Safe Failure** - give employees an area where they can learn to fail without putting the company in danger.
- **Provide Plenty of Context** - Share your knowledge and vision to employees, this enables them to “clearly understands the core values, purpose and direction of the company can easily make consistent decisions and take appropriate action at any junction.”



# EMPOWERING EMPLOYEES

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- **Clearly Define Roles** - make sure that you establish specific roles and responsibilities for each employee.
- **Require Accountability** - team members have to be aware of when they have met expectations, as well as when they have not.
- **Support Their Independence** - let employees do their own thing, even if they fail.
- **Appreciate Their Efforts** - employees aren't just in it for the paycheck, they want to be appreciated - so say 'thank you' and celebrate accomplishments.





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## 6.0 CONCLUSION





Healthy Body

+



Healthy Mind

=



Happy Human



Promote preventive care  
– This include activities  
like on-site medical  
check-ups and flu  
vaccinations



Encourage  
exercise -  
create an  
active campus  
such as  
offering  
discounted  
memberships  
to gyms.



Emphasize  
education -  
recruit  
experts to  
express the  
importance of  
being healthy.



Invest in  
incentives –  
offering  
comprehensiv  
e health  
insurance



Hone hunger  
options -  
provide  
healthier  
snacks and  
fresh fruit in  
the  
lunchroom.



Be mindful of  
mental health  
- consider  
“employee  
assistance  
program for  
employees  
who have  
financial  
troubles,  
excess stress,  
or depression  
symptoms.