

How to talk about well-being in your organisation

Finansforbundet's consultants on well-being



Well-being is a complex matter...

We often talk about well-being in the workplace as if it has one definition only.
As if we all know how well-being is brought about and what we therefore need to start doing to improve well-being.

But there are an infinite number of definitions of well-being, and, in essence, thriving at work with colleagues and tasks is an individual experience and may in principle be related to many things....

When you want to work on improving or maintaining your well-being, a good place to start is to look into *together* what well-being means to you.

Once that is determined, it will be much easier to launch local initiatives that actually make a difference.

For this discussion, we recommend you to structure your dialogue. You may use the method 'Meet in the middle', which is a simple process but hugely effective – especially if followed up by agreements.

Read more about how to proceed on the following pages.

We recommend that you discuss issues that are specific and relevant to your working life – see the questions on the next page for inspiration.



Good questions for 'meet in the middle' dialogues

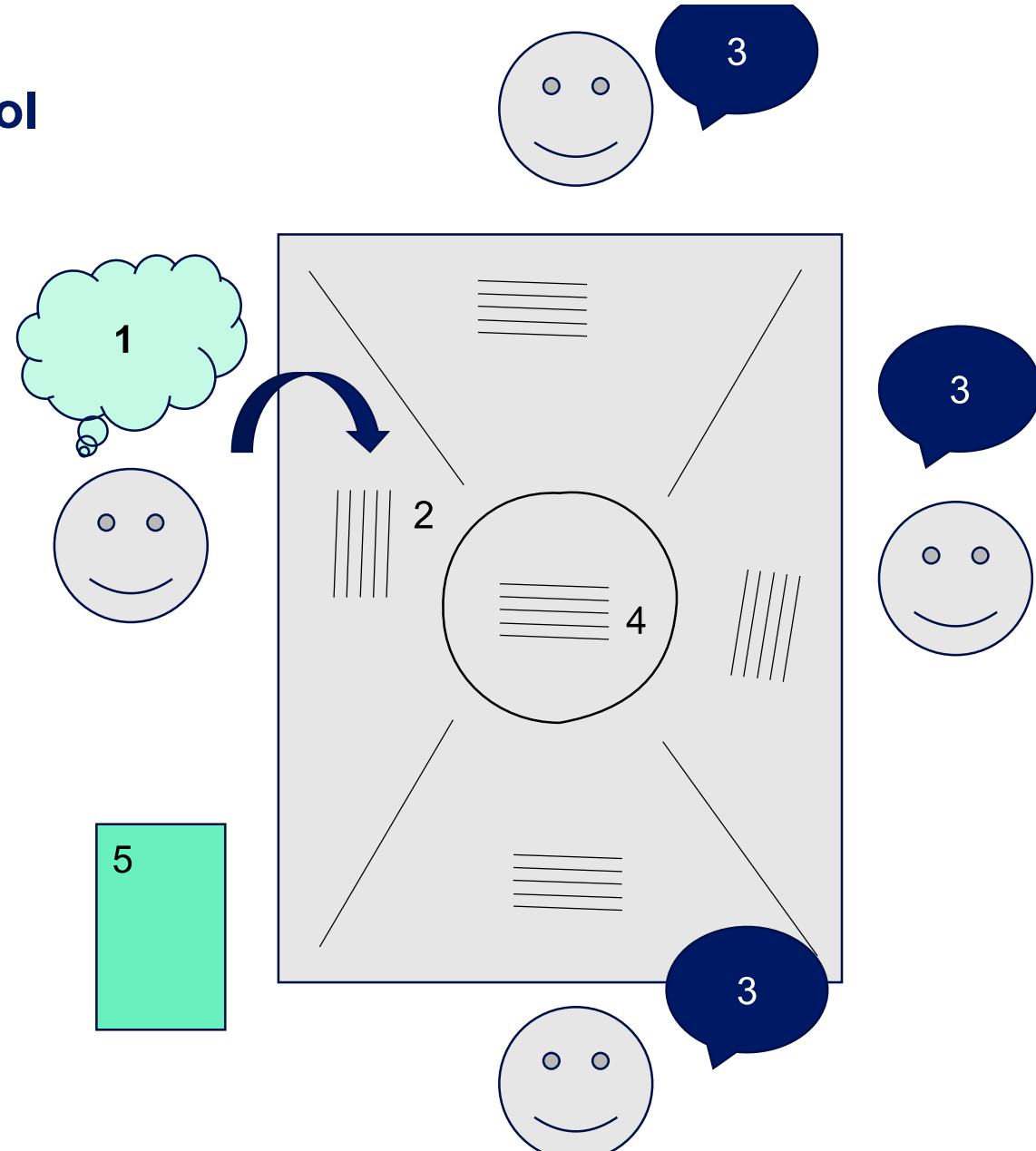
- What is a good day at work for us?
- What makes me satisfied with my job?
- What puts my/our well-being under pressure?
- What is competent management to me?
- What defines a good colleague?
- When is a busy day good?
- When is a busy day not good?
- What is recognition to me?
- What is good teamwork?
- What is flexibility to me?
- What is commitment?
- When do we have good/effective/meaningful meetings?
- What is a good customer meeting?
- What is difficult in relation to customers?
- What do I need that makes me want to give feedback to a colleague?
- How should colleagues give me feedback for me to find it helpful?
- When am I proud of my workplace?
- What would make me want to come into the office more?
- What should we focus on now that we are facing a very busy/peak period?
- What characterises our culture?
 - What are our strengths?
 - What are our challenges?
- What is most important to talk about now that we are about to....(reorganise, implement new work processes, welcome new colleagues or...)

The 'meet in the middle' dialogue tool

Pick a topic or a question you want to focus on. For example 'What is a good day at work for us?'

Put a piece of paper on the table that is large enough for everyone to write on it, e.g. size A3.
Divide the paper into squares, one for everybody.
Maximum six people.

- 1 Think about the question for a few minutes
- 2 Write your thoughts in the square assigned to you.
- 3 Take turns to explain what you have written.
Give each other time to talk and avoid interrupting.
- 4 Talk about what you agree on and what you find important in relation to the question.
Write it down together in the middle of the paper
- 5 Discuss the efforts/actions to be taken to achieve your conclusions; maximum two to three initiatives.
- 6 NB. Be SPECIFIC. Help each other find initiatives/actions that can be 'seen, felt, measured'.
Avoid loaded words like respect, acceptance, etc.





Come to an agreement

Regular dialogues about how you feel about each other and your tasks are essential for you to develop a culture that allows you to talk about what works well and what doesn't and then make adjustments.

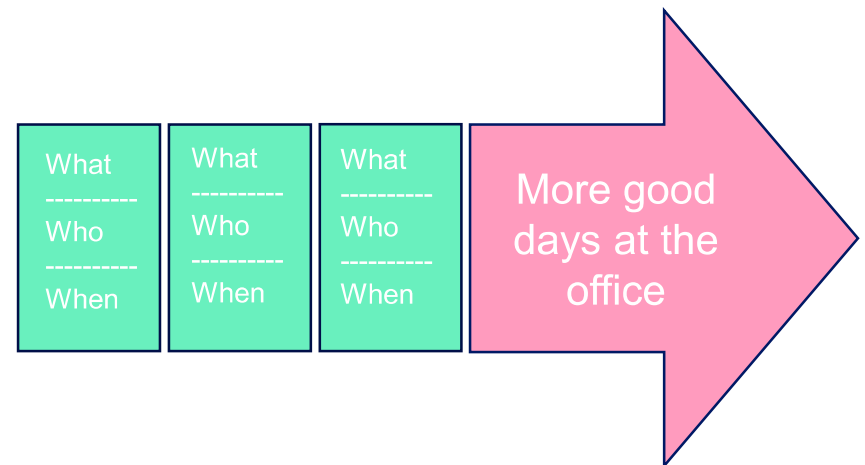
After your 'meet in the middle' dialogue, you should follow up with concrete agreements on new actions. Research shows that micro actions are the most likely to be implemented because they take less time in a busy schedule.

Your actions should therefore concern:

- what gives you good days at the office
- what you have the authority to decide
- what you should continue doing more or less
- small, specific changes to your day at work that can be launched next week
- finding the person responsible for initiating and following up

Use, for instance, the action plan on the next page.

Have fun!





Dialogue follow-ups

What <i>initiative do we want to take?</i>	Who <i>does what?</i>	When <i>do we start on what?</i>	Who <i>is responsible?</i>	When and how <i>do we follow up?</i>

We hope to have inspired you.

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need advice, feel free to contact us
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