

**A PRACTICAL APPROACH TO
WELLBEING.**

**HELPING PEOPLE TO BE HAPPY
AND HEALTHY AT WORK AND
BEYOND**

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THANKS SO MUCH FOR JOINING TEAM BOO ON YOUR EXPLORATION OF WELLBEING AND HAPPINESS!

We are big fans of all things that boost mood and wellbeing here at Boo. You have made a brilliant choice to pick up this brochure!

The concept of Caring for Yourself and Caring for your teams is deeply rooted in our experience of delivering large scale learning interventions across multiple sites around leadership and coaching. What we have uncovered is that those people tasked with the delivery of care of the most vulnerable, seldom put their health and wellbeing needs above others. They are consistently reporting a serious lack of personal self-care, which is impacting on workplace wellbeing, mental health and sickness absence.

Our approach encourages investment in individual wellbeing, which leads to the creation of a resilient workforce, which in turn, has a positive impact on patients and carers and positively contributes to the organisation's ability to deliver high quality care.

Our programmes will give you an opportunity to reflect on what works for you and your teams and have been proven to have a really positive impact on all the organisations we have worked with so far.

Team Boo x



ABOUT TEAM BOO

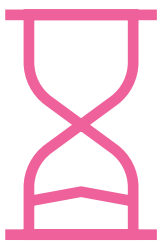


When we pay attention to our wellbeing we can shine and be at our best for customers, our patients or our loved ones. When we piloted our Caring for Yourself programme (page 12), there followed a 44% reduction in stress-related sickness absence. What's good for the individual is good for the organisation!



At Boo we put wellbeing at the heart of all we do. This means that when you join one of our programmes, not only will you be learning about wellbeing, we want you to feel supported and cared for during the process.

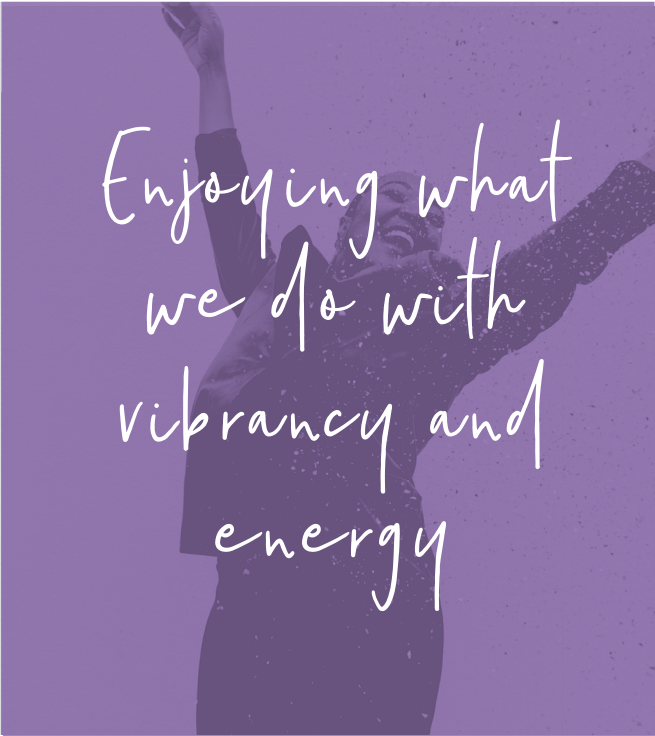
ONE MORE THING...



For every day that we are commissioned to deliver, we bank an hour to give back to the community. When you join one of our programmes, you are part of creating that social value.

CHANGING THE WORLD, ONE WORKPLACE AT A TIME.

OUR VALUES



Enjoying what
we do with
vibrancy and
energy



Seeking every
opportunity to
learn and
develop



Caring for our
team, our
customers and
our community



Collaborating to
create the
complete
customer solution

A SELECTION OF CUSTOMERS WE HAVE WORKED WITH IN THE LAST 2 YEARS



CARING FOR YOURSELF

A MODULAR WELLBEING PROGRAMME AIMED SPECIFICALLY AT SUPPORTING STAFF TO BE AT THEIR BEST.

The concept of caring for yourself is deeply rooted in our experience of delivering large-scale learning interventions across multiple NHS Trusts around leadership and coaching. What became clear was that those people tasked with the delivery of care of the most vulnerable seldom put their health and wellbeing needs above others. If anything, they are consistently reporting a serious lack of personal self-care, which impacts on workplace wellbeing and connects to the high levels of sickness absence in healthcare delivery environments.

Our Caring for Yourself programme was piloted in a clinical setting in 2018 and resulted in a 44% reduction in stress-related sickness absence. Demand soon expanded beyond healthcare into other industries, where the principles of the programme universally apply.

THE PRIMARY OUTCOMES OF OUR CARING FOR YOURSELF PROGRAMME ARE THAT PARTICIPANTS:

- Understand how to take the best possible care of their own wellbeing
- Understand why this is important
- Are inspired to make positive changes to improve their work and home lives

OUR APPROACH IS FLEXIBLE

- We can deliver this programme in targeted areas within your organisation.
- The sessions are useful for all staff.
- We understand the time pressures for leaders and with that in mind, Caring For Yourself is modular and can be delivered flexibly as a full day face-to-face or virtually in short bursts (or a combination).
- Each session can accommodate 15-20 people virtually or face-to-face.
- The virtual sessions last up to 90 minutes and provide short bursts of practical learning which can be held at different times of the day to offer flexibility to attend.
- Our whole day face -to -face sessions will cover all aspects of the programme and provides participants with a full day of care and support to be at their best.
- All participants receive a wellbeing goody bag which includes a toolkit, top tips postcards and treats.

"It was great, just the right length. I loved the interaction between your team, and loved that it wasn't too intense. You normalised that it's a skill that can be difficult to master, but just trying is worthwhile and meaningful. The discussion between you demonstrated that it's not how you do it, but what you get out of it that matters."

**WHAT OUR CARING
FOR YOURSELF
PARTICIPANTS SAY:**

"I have loved
every moment"

"It was a fabulous
session! Full of
knowledge and skills to
learn and practise!"

THE CARING FOR YOURSELF MODULES:



PROPERLY SELFISH

In order to be at our best for our patients, friends, colleagues and family members we need to have a focus on our own self-care. In this session we explore the 'wellbeing grid', how to give ourselves micro renewal time and how to be 'properly selfish'.



TAKING NOTICE

In a world full of social media and 'busyness', practicing mindfulness can help reduce stress levels and improve focus, productivity and overall wellbeing.



EVERYTHING IS FINE!

How often do we or others use this statement? And do we actually mean it?! This session focuses on mental health and how we can support ourselves and others.



BEING ACTIVE

The benefits of being active are wide ranging and include improved physical and mental wellbeing. This session builds in activities to get participants moving and think about how to move more in our lives.



HANDLING OUR INNER CRITIC

Our inner critic gives us a negative internal dialogue which stops us reaching our full potential. This session focuses on techniques to help attendees challenge and quieten their inner critic.



GRATITUDE AND JOY

There is evidence to prove that practicing gratitude on a regular basis has a range of positive impacts on our wellbeing. This session explores those benefits and various gratitude practices.



VOCATION AND PURPOSE

The Japanese concept 'ikigai' means 'a reason for being'. This session explores how we can find our ikigai and how our personal values underpin this.

"The programme itself is delivered in a way to enhance your wellbeing, we set a gentle pace with a compassionate, relaxed and fun environment"



**“SELF CARE” MIGHT FEEL
LIKE ONE MORE THING
ON YOUR “TO DO” LIST –
BUT IT’S THE THING YOU
SHOULD DO FIRST. THAT
MAKES ELSE ON THAT LIST
A BIT EASIER”**

CARING FOR YOUR TEAMS

HELPING LEADERS CREATE THE BEST CONDITIONS FOR THEIR TEAMS TO THRIVE

Caring for your Teams was launched in 2020 in response to the urgent needs of healthcare workers for resilience and wellbeing resources during the global pandemic. This programme builds on the success of its forerunner – Caring For Yourself.

We know that one of the biggest impacts on our wellbeing at work is how we are led. We also know that when employees are happier and healthier, outcomes for customers, patients or clients improve. (The Mental Health Foundation finds that simply addressing wellbeing at work increases productivity by as much as 12%.)

Drawing on our Director Becci Martin's background as a mental health nurse, Caring For Your Teams has been specifically developed for managers across all industries; helping them to create the best conditions for their teams to thrive – with a particular focus on creating a mentally healthy workplace for all.

Participants are not expected to become experts in employee mental health but to feel confident to start a conversation and show kindness. This programme provides practical resources, signposting to sources of nationwide support and further reading. On average, attendees of Caring For Your Teams programme have reported a 20% increase in confidence when it came to supporting a colleague in crisis.

THE PRIMARY OUTCOMES OF OUR CARING FOR YOUR TEAMS PROGRAMME ARE THAT PARTICIPANTS:

- Understand how to take the best possible care of their own wellbeing
- Understand why this is important
- Are inspired to make positive changes to improve their work and home lives
- Understand how to support and inspire the wellbeing of their teams, how to create a mentally healthy workplace and how to support staff who are not okay

OUR APPROACH IS FLEXIBLE

- We can deliver this programme in targeted areas within your organisation.
- The sessions are useful for all staff.
- We understand the time pressures for leaders and with that in mind, Caring For Your Teams is modular and can be delivered flexibly as a full day face-to-face or virtually in short bursts (or a combination).
- Each session can accommodate 15-20 people virtually or face to face.
- The virtual sessions last up to 90 minutes and provide short bursts of practical learning which can be held at different times of the day to offer flexibility to attend.
- Our whole day face to face sessions will cover all aspects of the programme and provides participants with a full day of care and support to be at their best.
- All participants receive a wellbeing goody bag which includes a toolkit, top tips postcards and treats.

WHAT OUR CARING FOR TEAMS PARTICIPANTS SAY:

"We've put together programme, really informative sessions. Very well taught and valued the information shared."

"We've always thought that if Carlsberg did Teams, we'd be it. But a day with Boo looking at Caring for Your Teams means that we are no longer settling for Carlsberg, we want to be champagne."

THE CARING FOR YOUR TEAMS MODULES



THE MENTALLY HEALTHY LEADER

How you can care for your mental health as a leader and role model this with your colleagues and teams



CREATING A MENTALLY HEALTHY WORKPLACE

How you can create the best conditions for your teams to thrive where there is a continuous focus on employee wellbeing



HONESTLY, EVERYTHING IS FINE!

Having mentally healthy conversations with your teams and listening to understand how people really are



WHEN THINGS REALLY AREN'T FINE

A guide to supporting colleagues in crisis, what to do when you are worried about a colleague's mental health

"When I recognised fatigue and burn out in parts of my Division, I knew it was the right thing to do to commission a program to support colleagues to self-care, develop their leadership skills and start to enable a coaching style on the front line of my clinical services. The staff loved it. Feedback was amazing and we will be putting further programs in place in the future."

**WHAT OUR CARING
FOR TEAMS
PARTICIPANTS SAY:**

100%
**OF PARTICIPANTS
WOULD RECOMMEND TO
A COLLEAGUE OR FRIEND
(BASED ON 2020 DATA)**

A photograph of a forest path with a pink overlay. The path is made of dirt and leaves, winding through tall trees. The text is written in a white, cursive font across the center of the image.

Connecting with your
team in ways that
matter to them

WELLBEING COACHING PROGRAMME

COACHING CAN DRIVE LIFE-CHANGING TRANSFORMATIONS THROUGHOUT SOCIETY

This two-day programme provides an introduction to using coaching as a powerful tool to increase wellbeing in the communities we serve. The brilliance of coaching is that it can be used flexibly for any topic; this means it can be adapted to support an individual to reach whichever physical or mental health and happiness goals they want to focus on to improve their quality of life. In this programme we take a practical approach, encouraging participants to grow in confidence and competence using conversation, tools and real coaching.

PARTICIPANTS WILL:

- Understand the importance of contracting and boundary management
- Be able to clarify the difference between coaching, mentoring and counselling
- Identify the qualities of a good coach
- Understand how coaching can support the wellbeing choices of people and communities
- Understand how to have a wellbeing coaching conversation

THESE SESSIONS AND PROGRAMMES ARE FOR ANYBODY WHO WANTS TO BE HAPPY AND HEALTHY AT WORK, FOR THOSE WHO WOULD LIKE TO KNOW HOW TO BEST SUPPORT THEIR COLLEAGUES, AND FOR LEADERS WHO WANT THEIR TEAMS TO THRIVE.

LEARNING OUTCOMES OF THE WELLBEING COACHING PROGRAMME

THIS PROGRAMME INCLUDES:

- **Why Coaching?** - An introduction to coaching as a tool to improve wellbeing. Exploring the coaching continuum and using a coaching approach.
- **Sparkling Conversations** – Learn how to have a wellbeing conversation using a coaching approach. We explore listening with empathy and asking great questions, to connect with people in ways that matter to them.
- **The Coaching Wheel** – How to use this tool to establish wellbeing goals
- **The GROW Model** – Follow on from the Coaching Wheel with this conversation model which is goal focused, and enables others to focus on wellbeing priorities.
- Plenty of coaching practice and reflection.

Our wellbeing coaching programme formed part of the Heywood, Middleton and Rochdale (HMR) strategy, aspiring to embed self-care within our health and social care system. 'Driving a positive culture change by empowering the people of HMR to actively engage in their own health and wellbeing and live better lives'.

Read the full HMR wellbeing coaching impact report [here](#).

THE ANTICIPATED IMPACTS INCLUDED:

- People are empowered in their own health and wellbeing.
- Improved health outcomes and experiences with services.
- Improved self-worth, self-esteem and confidence.
- Increased resilience of people and communities.
- Less dependency on health and social care

AS A RESULT OF THEIR LEARNING WITH US, ATTENDEES SAID THAT THEY WOULD:

- Have more productive, mindful conversations
- Focus less on fixing the problems of others and more on supporting them to fix their own.
- Make use of their learning in their personal as well as professional lives.

WHAT OUR WELLBEING COACHING PROGRAMME PARTICIPANTS SAY:

"Training with Boo is as far removed from traditional course teaching as you can get. Forget dull, death by Powerpoint dry training days and say hello to fun, interactive adult learning. I probably learnt as much about myself as I did about Coaching and Mentoring which I'm sure was no accident on Boo's part. The learning feels holistic, you can't coach and mentor until you understand there are hundreds of different tools, techniques and ways to do it. Perhaps that's my point, training from Boo is like getting a big, sparkly beautifully wrapped gift delivered and when you unwrap it and look inside, there isn't just one gift, the box contains multiple shiny gifts and they all have your name on."

"I really enjoyed having plenty of opportunities to practice the skills we learnt"

"The impact of Coaching and Mentoring for our teams has been life changing and that's not me using an over-indulgent management cliché – that's genuine, unprompted feedback. Coaching looks to the future and as another coachee said, I have been in counselling for years, dwelling on my problems, I haven't smiled like this in years and it's only my first coaching session. Feedback like that speaks for itself and it has only been possible through the training provided by Boo."

COACHING IS

*an amazing opportunity for
individuals to learn and grow
through supportive
and developmental challenge*

WELLBEING COACHING SESSIONS

ENHANCE YOUR ORGANISATIONAL DEVELOPMENT WITH A BANK OF ONE-TO-ONE COACHING SESSIONS, AS AND WHEN YOUR PEOPLE NEED THEM

One-to-one coaching sessions were one of the quick-fire solutions we successfully used to support front-line hospital staff during the 2020 pandemic. These can be block-booked in advance to be used when required as an enhancement to any existing wellbeing provision your organisation might have.

The wellbeing check-in sessions are not counselling, nor do we give advice. Our trained coaches use empathetic listening, skilful conversation and practical tools to empower individuals to identify and achieve their wellbeing goals in a person-centred and accessible way - building a more resilient workforce, one human at a time.

WHAT MIGHT WE COVER IN WELLBEING SESSIONS

- Approaches you will take and behaviours you can adopt to support your mental health wellbeing
- Early warning signs of poor mental health that your manager or supervisor can look out for
- Any workplace triggers for poor mental health or stress
- Potential impact of poor mental health on your performance, if any
- What support you need from your line manager
- Actions and positive steps you and your manager will take if you are experiencing stress or poor mental health
- An agreed time to review the Wellbeing Action Plan and any support measures that have been put in place to see if they're working
- Anything else that you feel would be useful in supporting your mental health

**WHAT OUR WELLBEING
COACHING SESSIONS
PARTICIPANTS SAY:**

"A safe space. Listening ear but also challenging thoughts. And for the first time able to unpick what has been happening."

"I had attempted to access previous support on previous leadership programmes but Boo is different."

"Your techniques and ideas have changed my outlook on life and I can feel so much more positivity each day and look for the good."

"You don't just dib in and out and surface skim an option but really use the right tools to explore the issues. You have made a massive difference to me. And even what I thought was mumbo jumbo works. After the first sessions I felt better but it was fragile and easily toppled. With more awful days, despite drawing on all the strategies that Boo had shared and then came the magic session with Helen... I can remember it all down to what I was wearing where I was sat. For the first time in 7 months I left work lighter."

WHAT CAN YOU EXPECT FROM BOO?

A RELAXED, FLEXIBLE APPROACH

We choose to be radically different from typical classroom-based learning and we understand the time constraints faced by participants in busy working environments. Therefore, our modular programmes have the option to be delivered in short bursts. Our style is strongly rooted in modern adult learning principles.

INCLUDING:

- Fun and engaging
- Participatory in a non-threatening way (zero role play)
- Handbook and toolkit focused (no Powerpoint)
- Activities in small groups
- 2-facilitator approach to offer 1:1 support if required
- Wraparound:
- Social media style of communication (Twitter and Facebook)
- Use of webinars
- Sharing of up-to-the minute articles and top tips via a dedicated social media space

**NO MATTER HOW FAST PACED YOUR INDUSTRY,
THERE IS ROOM FOR CARING FOR YOURSELF AND
OTHERS.**



OUR LEARNING ENVIRONMENT

AT BOO WE PUT WELLBEING AT THE HEART OF ALL WE DO. THIS MEANS THAT WHEN YOU JOIN ONE OF OUR PROGRAMMES WE WANT YOU TO FEEL SUPPORTED AND LOOKED AFTER DURING THE PROCESS. OUR LEARNING IS DELIBERATELY PACED TO FACILITATE THIS.

IT IS IMPORTANT TO US THAT PARTICIPANTS FEEL SAFE, WELCOME AND CARED FOR.



Putting wellbeing
at the heart of
everything

SELF CARE IN 5 MINUTES @ WORK



Take a few deep breaths



Pause and write down three good things



Stretch your body



Enjoy a soothing cup of tea



Drink water

SELF CARE IN 15 MINUTES @ WORK



Take a walk outside



Connect with a friend via text or call



Enjoy a snack away from your screens



Listen to music that makes you smile



Write in your journal

SELF CARE IN 30 MINUTES @ WORK



Enjoy a proper lunch break



Take a mindful walk



Read a book



Do a spot of chair based yoga



Listen to a podcast

BOOKING INFORMATION



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