



Mental health and wellbeing in the workplace:

How technology supports healthy workplace culture

Supporting your employees' mental health and wellbeing with accessible, inclusive, and modern digital tools.



Microsoft
Partner
Microsoft

2021 Partner of the Year Winner
United Kingdom

Contents

Page 03

Introduction



Page 04

Public sector mental health and wellbeing



Page 05

Benefits of greater mental health and wellbeing in the workplace



Page 06

Improving workplace mental wellbeing in the UK public sector



Page 07

Technology: the answer to better workplace mental health and wellbeing?



Page 09

Phoenix's commitment to workplace mental health and wellbeing



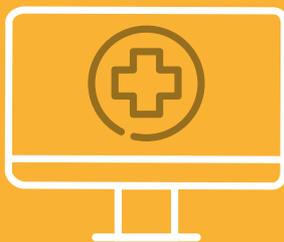
The Covid-19 pandemic has increased many organisations' awareness of the need for mental health and wellbeing support for their workforces, placing greater emphasis on the link between overall health and general quality of life and performance at work.

Full-time workers in the UK spend an average of around 1,752 hours a year at work¹ – a considerable amount of time, especially if your workplace is having a negative impact on your mental wellbeing.



Mental health illnesses cost employers between £33 billion and £42 billion a year, and the UK economy between £74 billion and £99 billion per year²

One in six workers will experience depression, anxiety, or stress in the workplace³



822,000 workers reported work-related stress, depression, or anxiety (new or long-standing) in 2020/21⁴

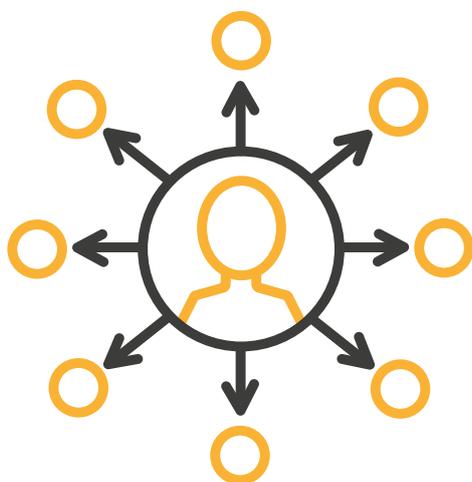
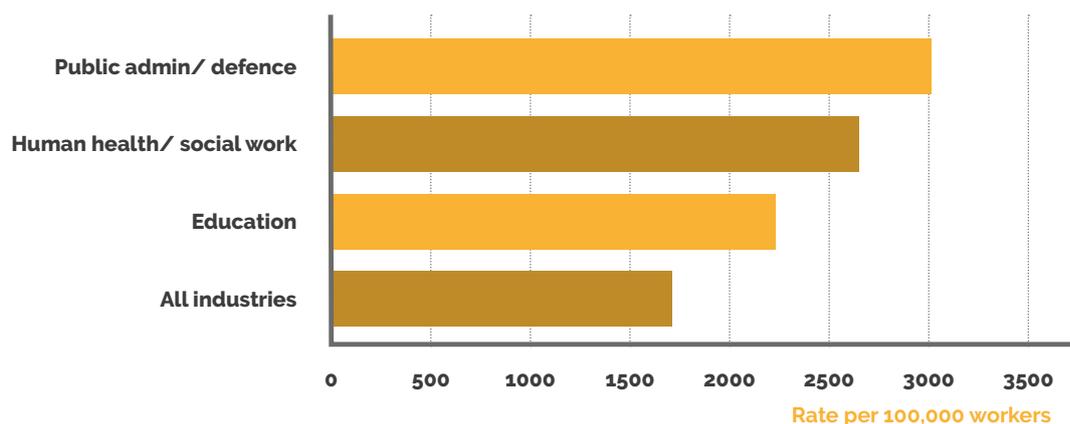
¹Calculation based on ONS data (36.5 hours average full-time working work multiplied by 48 weeks average full-time working weeks in a year): [Average actual weekly hours of work for full-time workers \(seasonally adjusted\) - Office for National Statistics \(ons.gov.uk\)](https://www.gov.uk/government/speeches/mental-health-in-the-workplace)
²<https://www.gov.uk/government/speeches/mental-health-in-the-workplace>
³<https://mhfaengland.org/mhfa-centre/research-and-evaluation/mental-health-statistics/#workplace>
⁴<https://www.hse.gov.uk/statistics/overall/hssh2021.pdf>

Public sector mental health and wellbeing

Many public sector organisations have rapidly transformed in the last two years to empower their employees with remote, hybrid, and flexible working environments. And with segregated workforces, employers and managers have been compelled to invest more in their workforce's mental wellbeing. Regular check-ins, one-to-one meetings, and more flexible working hours have become common place in organisations, and while this is undoubtedly a great thing, this is a first step on a longer journey.

Mental health and wellbeing by sector

The diagram below details the UK sectors with higher-than-average rates of stress, depression, or anxiety based on UK government health and safety data between 2018/19 to 2020/21⁵.



Employee absences, talent loss, and rising recruitment costs can all be reduced in organisations that properly address and invest in supporting mental wellbeing.

According to a survey about workplace-related stress by mental health charity⁶, Mind:

More than one in five respondents said they had called in sick to avoid work due to workplace stress.

14% said that they had already resigned due to workplace stress.

42% have considered resigning due to workplace stress.

⁵<https://www.hse.gov.uk/statistics/overall/hssh2021.pdf> ⁶<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/>

Benefits of greater mental health and wellbeing in the workplace



Employee retention



Reduction in sick days



Saved costs due to loss of business and legal fees



Better workplace culture



Improved recruitment; wider talent pool; ability to attract and retain greater talent



Greater employee productivity and performance

Organisations must prioritise developing a strategy, focused on prevention as well as support, to empower their employee's overall health, safety, and wellbeing. To be successful, this requires a visible commitment from leadership teams to achieve buy-in and support throughout the organisation.

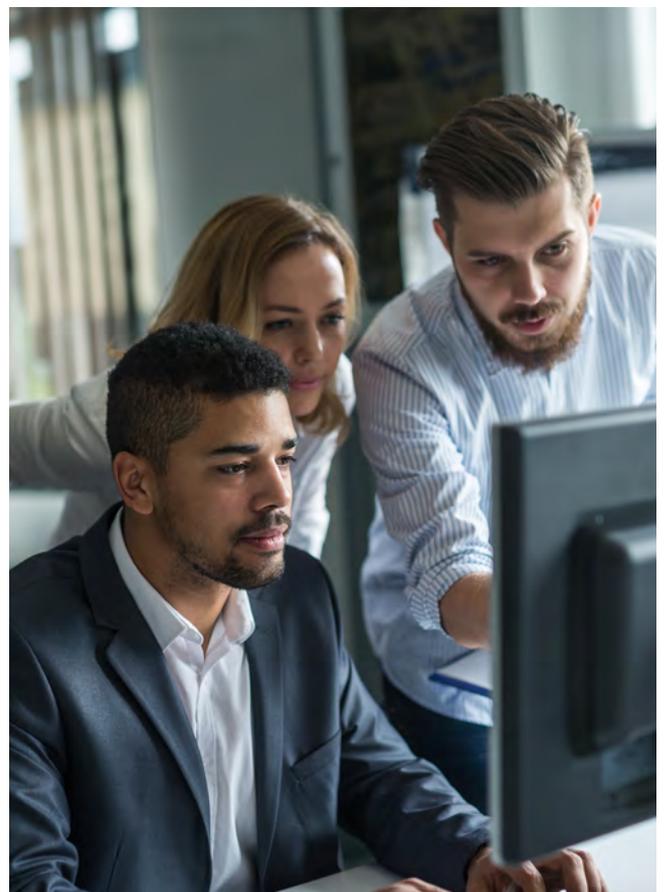
According to the CIPD's 'Health and wellbeing at work survey 2021'⁷:

77% of respondents believe their organisation actively promotes good mental wellbeing (up from 58% in the previous year), but only half believe that the steps taken are effective in tackling workplace stress.

21% either disagree or strongly disagree that the steps their organisation is taking to overcome workplace stress are effective.

Almost **one in five** respondents say their organisation is not taking any steps to identify and reduce work-related stress.

The same survey highlights stress as a continuous main cause of short- and long-term absence with **79%** of respondents reporting some stress-related absence in their organisation over the last year, **rising to 91% of organisations with more than 250 employees.**



⁷https://www.cipd.co.uk/Images/health-wellbeing-work-report-2021_tcm18-93541.pdf

Improving workplace mental wellbeing in the UK public sector

56%

of employers would like to do more to improve staff wellbeing, but don't feel they have the right training or guidance⁸.

53%

of employees are more likely to prioritise health and wellbeing over work than before the pandemic⁹.

In 2021, the top five reasons employees quit were¹⁰:



24%

personal wellbeing or mental health



24%

work-life balance



21%

risk of getting COVID-19



21%

lack of confidence in senior management/leadership



21%

lack of flexible work hours or location

Causes of workplace-related mental health issues

The first step in supporting people in the workplace with their mental health is to identify the causes.

1

Experiencing barriers, discrimination, and stigma

2

Harassment, bullying, or social isolation

3

Excessive workloads

4

Poor work/life balance

5

Financial concerns and poor pay (especially for those that are overworked and underpaid)

6

Working relationships

7

Management style

It's important to note that non-work factors, such as personal relationships, family, and illness can also cause stress at work.

⁸Taking care of your staff - Mind. ⁹Microsoft Work Trend Index 2022. ¹⁰Microsoft Work Trend Index 2022

Technology: the answer to better workplace mental health and wellbeing?

Support your employees to achieve their best by investing in technology that improves their wellbeing.



Technology has not only played a key role in helping people work remotely and stay productive, it is also proving to be a key part of preserving and creating wellbeing.

Kamal Janardhan

General Manager for Microsoft Viva Insights,
Microsoft 365 Modern Workplace Transformation at Microsoft



Initiated by the Covid-19 pandemic, UK public sector organisations continue to adopt new technology at a rapid pace and accelerate digital transformation in response to the changing needs of their employees, citizens, patients, and service-users.

Remote and flexible working has empowered the modern workplace and enabled better access to services, healthcare, and education, improving diversity, equality, and inclusion at work. And now, with more organisations choosing a hybrid working model for the future, technology is bridging the gap between segregated places of work, allowing employees to connect, collaborate, and nurture their mental wellbeing with digital tools.

Microsoft Viva

Support your organisation to thrive with Microsoft Viva – an employee engagement platform that improves workplace culture and empowers people and teams to achieve their best.

Powered by Microsoft 365 and accessed via Microsoft Teams, Viva brings together communications, knowledge, learning, resources, and insights in an app that your employees use every day.

Viva Connections

Microsoft's Work Trend Index¹ claims that

almost 60% of workers feel less connected to their team since the move to remote work.

Viva Connections is a gateway to the digital workplace, providing a single point of entry for employee engagement and internal communications. It is designed to improve employee communication and collaboration by organising relevant news, conversations, and resources into apps and devices.

Built on Microsoft 365 functionalities, such as SharePoint, Connections creates a branded, personalised employee experience, which allows employees to connect via company town halls and access company news, documents, and resource groups.

Viva Insights

According to Microsoft's Work Trend Index 30% of workers say the pandemic has increased their sense of burnout.

Viva Insights has been created to balance your employee's welfare with recommendations to improve productivity and wellbeing with personal wellbeing experiences and insights delivered directly to the employee in Microsoft Teams.

The platform supports employees to connect with colleagues and protect time for regular breaks, focused work, and learning. Features within Viva Insights, such as virtual commute and Headspace meditations regulate dedicated time away from the screen and time to wind down while working from home.

To protect user privacy, leader insights are aggregated and de-identified, and personal insights are only visible to the employee.

¹Microsoft Work Trend Index 2022

Viva Learning

73% say it's less expensive to reskill a current employee than hire a new one, according to LinkedIn's Workplace Learning Report 2022¹².

Viva Learning accelerates learning across your organisation by introducing it into the tools your employees already use.

Designed to make learning a natural part of daily tasks and company culture, Viva Learning empowers employees to drive their own development, while managers have the tools to encourage an education culture within their teams. With a central hub for learning in Teams, learning content is collated from various learning resources, such as Microsoft Learn and LinkedIn Learning.

Microsoft Accessibility features

Achieve more with technology that supports diversity. Microsoft's accessibility tools and features are designed to remove limits and improve workplace experiences, leading to greater employee wellbeing.

Windows

The most inclusively designed version of Windows so far, Windows 11 supports productivity, creativity, and ease of use for people with disabilities through its built-in and third-party accessibility features:



Vision

- Dark and Contrast themes to reduce screen brightness and increase contrast
- Zoom, adjust text size, magnify, customise the colour and size of the mouse cursor, and more
- Colour filters for customising your screen's palette
- Narrator for simplified navigation and audio descriptions



Hearing

- Customisable captions for videos
- Mono audio to combine left and right stereo audio channels



Mobility

- Eye control to control anything on your screen with your eyes
- Speech to text for typing and navigating with your voice



Neurodiversity and learning

- Immersive Reader in Microsoft Edge that removes visual clutter, customises text spacing, and zooms in on a few lines of text at a time
- Focus assist to block alerts and notifications during focus hours

Microsoft 365

Promote digital inclusion with apps and cloud services built with accessibility in mind. Features within Microsoft 365 apps empower everyone to create, communicate, and collaborate on any device and accelerate workplace productivity, inclusivity, and compliance.

Stay organised:

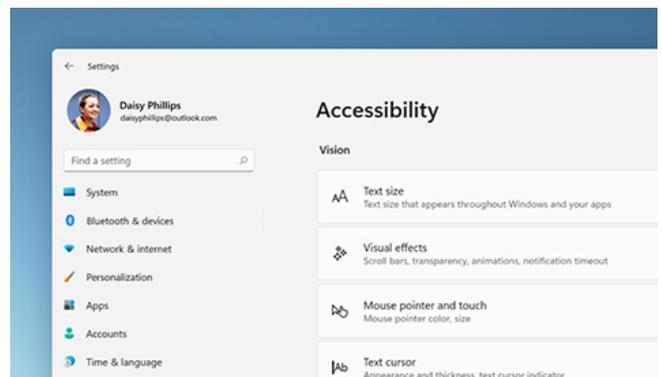
OneNote and Outlook work together to help you stay on top of your to-do list

Personalise your Office experience:

Colourful, dark, and light Office themes change the look and feel of your Office apps

Improve your work habits:

MyAnalytics summarises how you spend your time at work and suggests ways to achieve a better work/ life balance



¹²LinkedIn Learning Workplace Learning Report 2022

Phoenix's commitment to workplace mental health and wellbeing



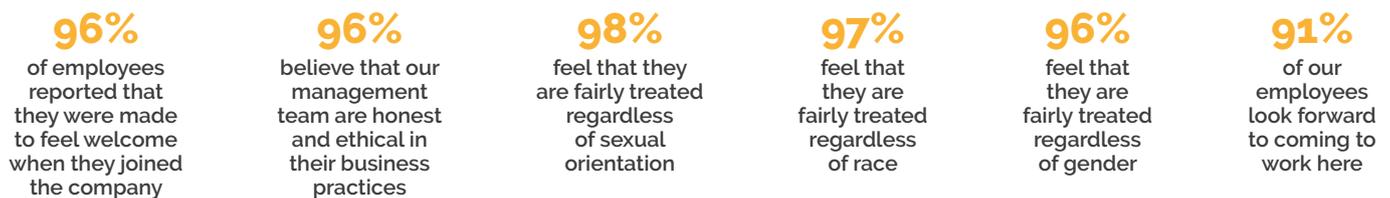
Creating a compassionate workplace where all employees feel supported, both personally and professionally by challenging the stigma surrounding mental health, raising awareness, and offering education opportunities.

The mental wellbeing of our employees is of the utmost importance to us, and we aim to raise awareness of this to ensure our people know the importance of seeking help and showing understanding to others.

Our strategy to provide support to staff around mental health and wellbeing is founded upon our key messages: 'We are in this together' and 'We care', and in 2020, we signed Mind's 'Time to Change Employer Pledge' to back our commitment.

We ensure that our team is supported, remain in communication with management and each other, and understand that they can speak openly to their managers about their health and wellbeing to encourage discussion about how we can help them.

Our programme of activities is run by our internal mental health and wellbeing, diversity, equality, and inclusion, sustainability, and charity ambassadors to help promote positive mental health and embed it into the culture of the organisation.



Our wellbeing initiatives

Tea and toast chats

We hold internal monthly calls where employees are invited to openly discuss mental health and wellbeing, covering topics such as: loneliness, body image, Pride month, menopause support, privilege, and parental wellbeing. The aim of these sessions is to remove the stigma often associated with mental health by providing a platform that encourages open and honest conversations about mental wellbeing.

Wellbeing Wednesdays

Each employee at Phoenix is given one hour a month on a Wednesday, to do something that supports their wellbeing. This could be a longer lunch break or a later start or early finish to enjoy a walk, go for brunch, have a lie in, or anything else that brings them happiness!

That's **3,732 hours** across the entire company each year dedicated solely to employee wellbeing.

(12 hours per year per employee x 311 employees)

Menopause awareness

We have undertaken research and engaged in internal conversations about menopause in the workplace to understand how we can better support our employees with the physical and emotional symptoms of the menopause.

Mental health first aid

We have eight mental health first aiders across the business who are professionally trained to provide mental health support and guidance to members of our team who require it.

Adopt Digital

Our own digital skills programme, Adopt Digital aims to ensure that all our employees feel confident using the technology and digital tools we have available at Phoenix. As part of the programme, our employees attend training sessions about the use of our technologies and how to optimise them for their personal requirements.

Diversity, equality, and inclusion network

We recognise that experiencing barriers, discrimination, or stigma in the workplace is one of the causes of workplace-related stress and mental health issues and the role diversity, equality, and inclusion (DEI) plays in improving employee wellbeing.

Our aim is to create a workforce that is reflective of everyone within society, represents and inspires equality, and celebrates individuality. We are continually working to improve diversity, equality, and inclusion throughout our business with measured actions and initiatives¹³.

Living Wage Employer

We are proud to be an accredited Living Wage Employer, supporting an important socially responsible policy and investing in our people.

Our Living Wage commitment means that everyone working at Phoenix receives the national living wage as a minimum. In addition to this, when establishing partnerships with third-party contractors, sub-contractors, and suppliers, we also check their living wage status to ensure it aligns with our values.

Women in IT

We are passionate about helping women to advance in the IT industry by providing them with access to and support from other women working within the industry, as well as flexible working for every employee and an enhanced parental leave package.

This commitment has proved hugely successful with **32% of positions at Phoenix held by women – above the 20% industry average.**

We are also involved in encouraging more women to consider careers in tech from an early age by speaking in schools.

Race at Work

We are a proud signatory on the Race at Work Charter¹⁴, which commits us to taking practical steps to ensure that we are tackling barriers that ethnic minority people face in recruitment and progression.

Disability Confident Committed Employer (Level 2)

The Disability Confident scheme supports organisations to successfully recruit and retain people with disabilities and health conditions. It was developed by employers and representatives of people with disabilities to make it rigorous but easily accessible – and is one that we fully embrace.

We have furthered this by building our Accessibility Centre of Excellence (ACE) within our Pocklington head office, providing accessible access to the building and an accessible meeting room.



that companies needed to pre-handle.

Mental health and wellbeing at Phoenix

Hear directly from Team Phoenix about our internal networks, employee training, and initiatives that are supporting mental health and wellbeing at Phoenix.

[Watch the video now →](#)

¹³Phoenix Software | Diversity, Equality, and Inclusion. ¹⁴Race at Work Charter.

Accessible technology

We work with our customers and employees to ensure that they can utilise the accessibility options available to them within the technology, apps, and services we all use daily. Whether this is the device they use, the accessibility checker within Outlook or Word, or live captions added to Microsoft Teams meetings, we ensure that how we work is as inclusive as possible.

Viva Insights

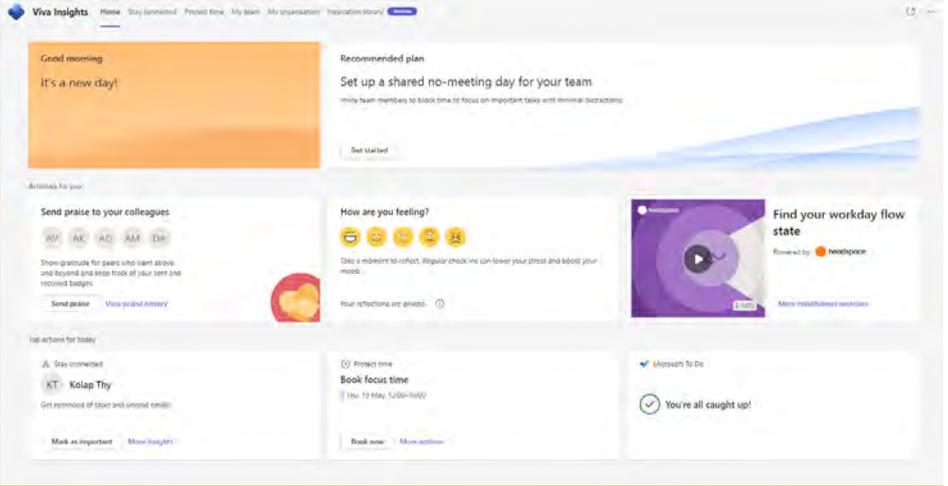
We have adopted Microsoft Viva Insights to support healthier work habits across our business. Viva Insights encourages our employees to maintain a balance between productivity and wellbeing, reducing the risk of stress and burnout.

Since introducing Viva Insights into our business¹⁵:

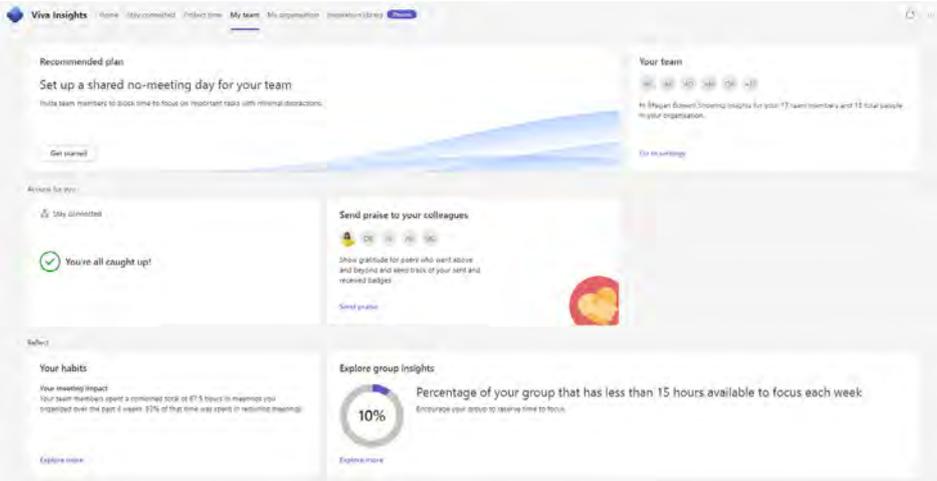
- ▶ **93%** of our employees are now only working during their standard working hours helping them to disconnect and reduce the risk of burnout
- ▶ **77%** of Team Phoenix now have more than 10 hours of completely uninterrupted focus time per week to focus on independent work, improving creativity and innovation
- ▶ Our employees now spend less time in regular meetings with only **29%** spending most of their meeting time in recurring meetings, freeing up time to focus or take a break

Employee benefits

- **Protects time** for regular mental breaks and to prevent burnout
- **Focus time** eliminates distractions and stops multi-tasking
- **Virtual commute** provides structure to remote working and helps re-establish the boundaries between work and home
- **Headspace** app promotes mindfulness
- **Emotional check-ins** tune into day-to-day mindsets and wellbeing
- Defaults **reduce Teams meetings** by five, 10, or 15 minutes to allow breaks between meetings



The screenshot shows the Viva Insights dashboard with several key features: a 'Good morning' greeting, a 'Recommended plan' to set up a shared no-meeting day, a 'Send praise to your colleagues' section, a 'How are you feeling?' mood tracker, a 'Find your workday flow state' section with a Headspace app integration, and a 'Top actions for today' section with a 'Book focus time' button.



The screenshot shows the Viva Insights dashboard from a manager's perspective. It features a 'Recommended plan' to set up a shared no-meeting day, a 'Your team' overview showing insights for 17 team members, a 'Send praise to your colleagues' section, a 'You're all caught up!' notification, and a 'Your habits' section showing a 'Your meeting impact' of 10%.

Insights for managers

Microsoft Viva Insights gives managers insights into their teams' (not individuals) work patterns, focusing on areas that could lead to burnout and stress, such as regular after-hours work, excessive meetings, or a lack of focus time.

- **Develop** a culture of one-to-one coaching
- **Improve** meeting and email habits
- **Support** team wellbeing and help them to disconnect
- **Encourage** cross-team collaboration

¹⁵All stats taken from Phoenix Software's company Viva Insights analysis March 2021 – May 2022



How supportive is your workplace culture?

Start improving your organisation's approach to mental health and wellbeing with accessible and inclusive technology for everyone.

Book your free consultation with our modern workplace specialists now for a free demo of Microsoft Viva and to find out more about Microsoft's accessibility and wellbeing features.

[Book your free consultation now](#)

01904 562200
hello@phoenixs.co.uk
www.phoenixs.co.uk

