

The background of the slide is a top-down view of a white desk. In the top left, a portion of a silver laptop is visible. To its right is a grey textured notebook with a black pen resting on it. In the bottom right, a pair of white earbuds with a coiled cable lies next to a spiral-bound notebook and a wooden pencil.

RISK NZ

**WELCOME TO THE RISK NZ LUNCHTIME
SEMINAR
21 October 2020**

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An untapped opportunity

Mitigate operational risk and enhance business success by helping employees meet their emotional needs

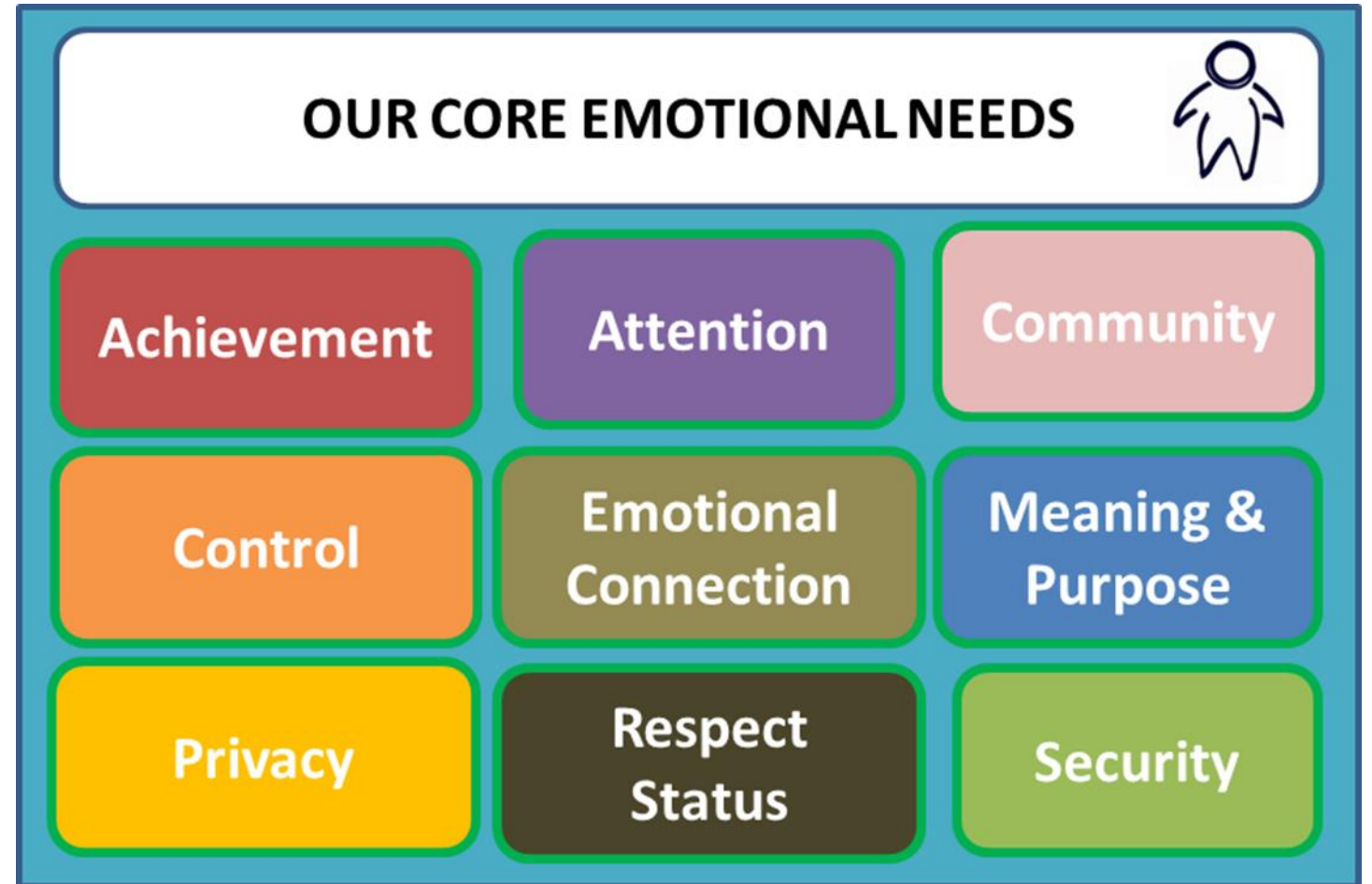
Well
employees are
critical to an
organization's
success



What's the
biggest risk to
our wellbeing?



Emotional (Psychological) Needs



The impact of unmet Needs – Distress!

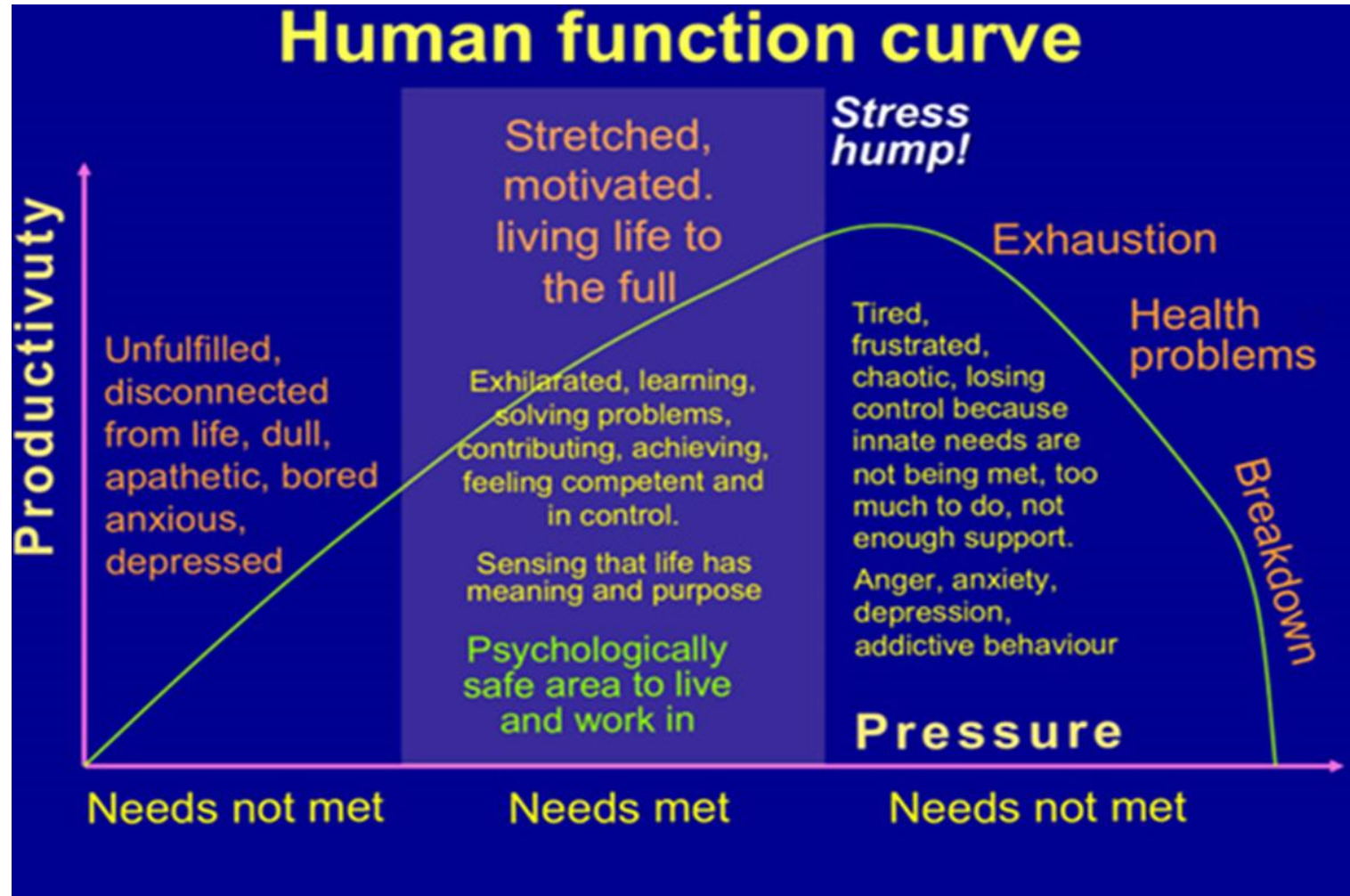
Employee Count	Stress/anxiety levels amongst staff (mean)
1-5	3.14
6-9	2.80
10-49	3.07
50-99	3.17
100+	3.18
<50	3.00
>50	3.18
Private sector	3.04
Public sector	3.42
All	3.08

Source: Business NZ/Southern Cross Workplace Wellbeing Report 2019

How many of the people in your organization are distressed? (Likelihood)

- It's estimated close to half the working population is experiencing some degree of distress at any point in time. Of the adult population, 13% exhibit medium levels of mental distress and 9% have high or very high levels of mental distress.
- Almost 60% of Kiwis are stressed at least once a week.
- At any one time, 15% of the population will be affected by an anxiety disorder.
- 6% of New Zealand adults, or more than 200,000 adults, experience psychological distress each month
- One in five New Zealanders will receive a mental health diagnosis in any given year.
- Number stressed employees risen by 23.5 per cent since 2017.
- Mental distress is common: about four in five adults (aged 15 years or more) have experience of mental distress personally.
- Anxiety and depressive disorders are the second leading cause of health loss for New Zealanders, accounting for 5.3% of all health loss.
- COVID19 has seen an increase in the number of people experiencing stress and anxiety.

The Consequences of Distress



The Opportunity

**Emotional Needs
met in balance** = **Psychological
wellbeing** = **Enhanced
performance** = **Enhanced
organisational
performance**



The business case for wellbeing

Studies have found when people have higher levels of wellbeing they are:



Nearly 6X

more likely to
feel engaged³



29%

more likely to be
more productive⁴



45%

more likely to be
satisfied in their jobs⁵



46%

less likely to experience
unhealthy days⁶



125%

less likely
to burn out⁷



32%

less
likely to quit⁸

The business case for wellbeing

Workplaces that choose to invest in employee wellbeing, and have happy and engaged workers, experience on average



70%
fewer
safety incidents⁹



41%
lower
absenteeism¹⁰



24-59%
lower turnover¹¹



3.5X
more likely to be seen as
creative and innovative¹²



10%
higher
customer ratings¹³



10%
higher over average
shareholder return¹⁴

The Return on Investment



Managing the Risk – Meeting our Human Needs



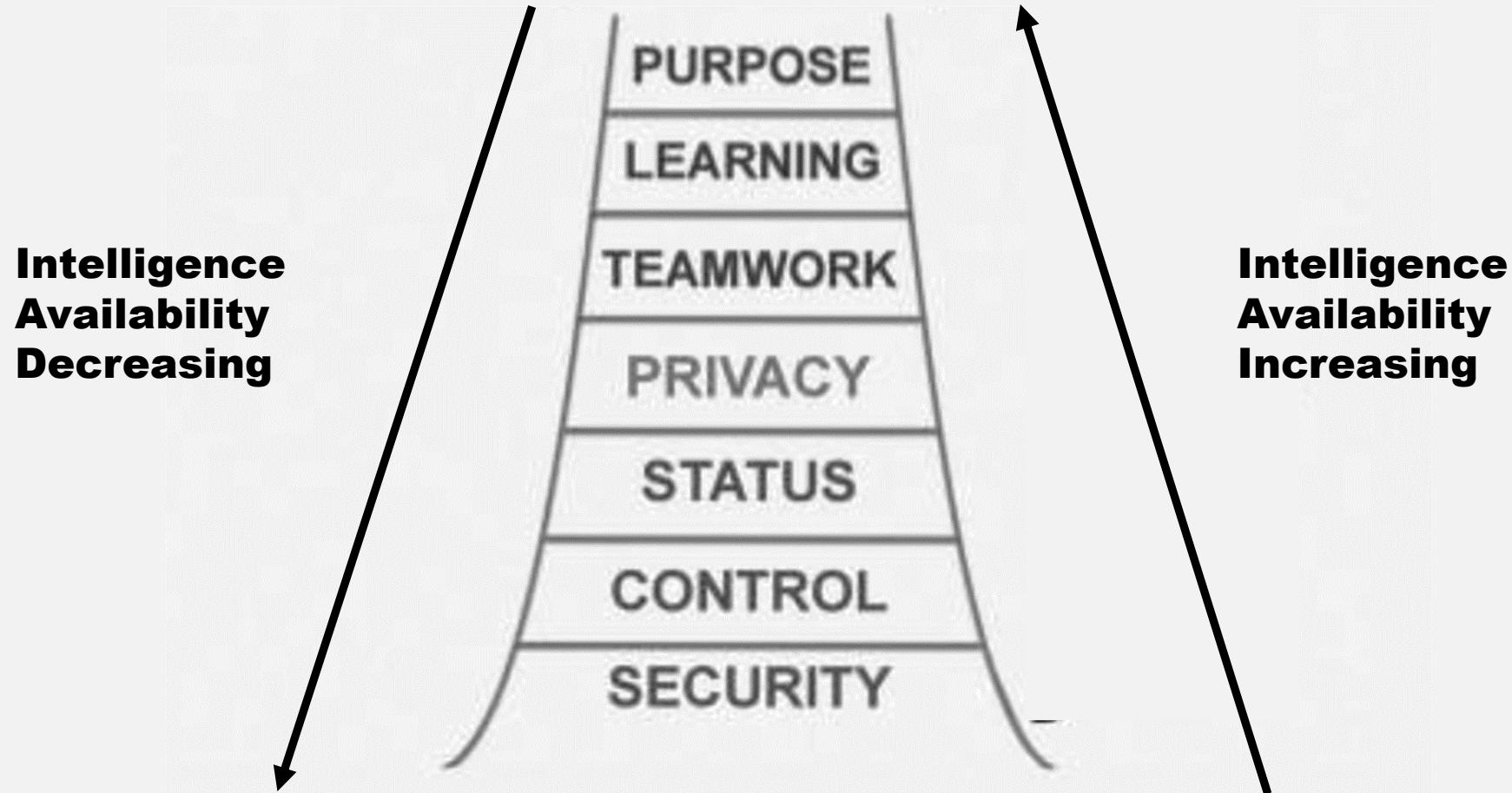
Our Emotional (Psychological) Needs



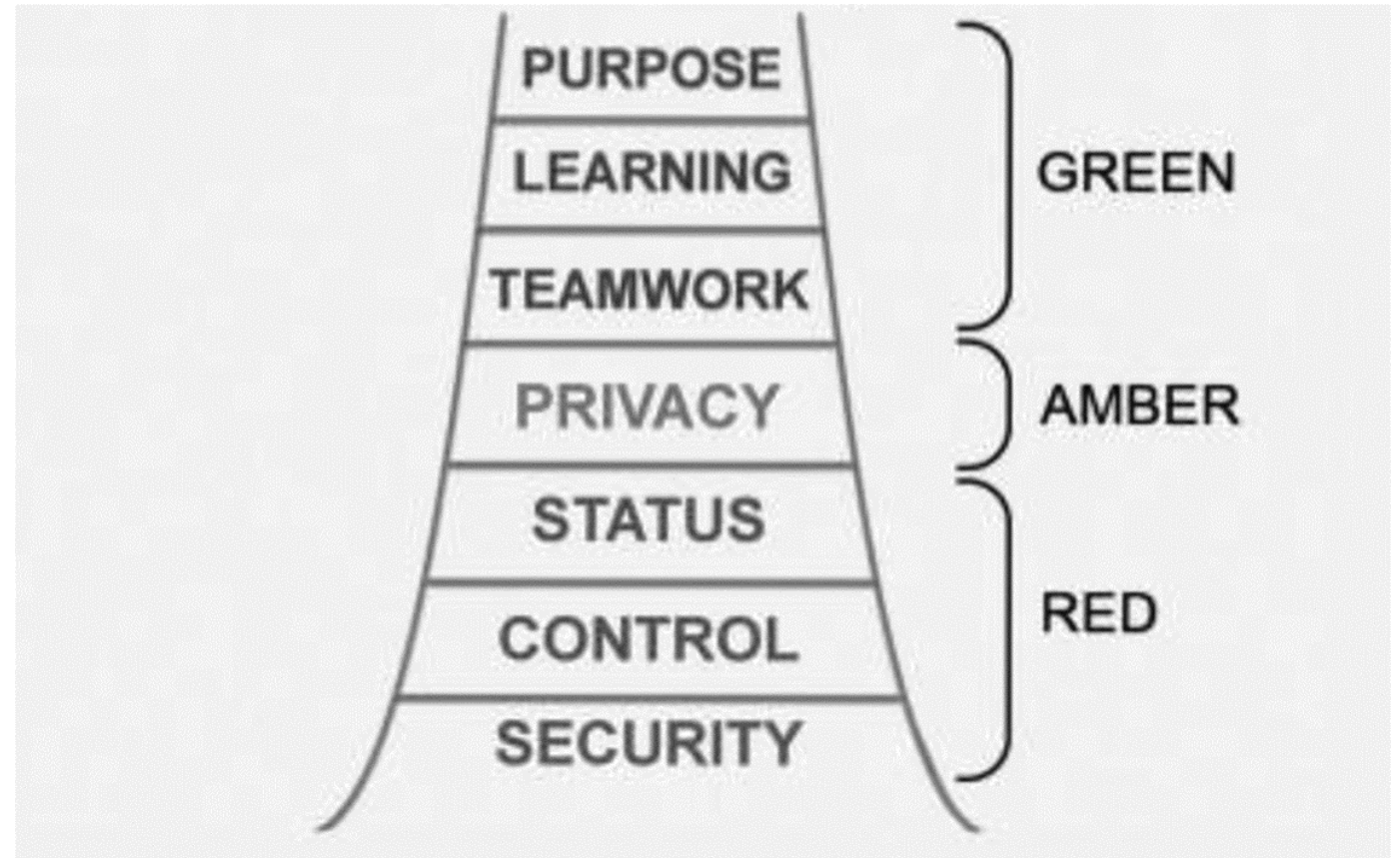
Adapting the Human Needs model for use in a business setting

EMOTIONAL NEEDS	HUMAN NEEDS LADDER
PURPOSE AND MEANING	PURPOSE
	LEARNING
ATTENTION EXCHANGE COMMUNITY EMOTIONAL CONNECTION	TEAMWORK
PRIVACY	PRIVACY
STATUS COMPETENCE AND ACHIEVEMENT	STATUS
CONTROL	CONTROL
SAFETY	SAFETY (Including PHYSICAL NEEDS)
PHYSICAL NEEDS	
MOVEMENT	
NOURISHMENT	
SLEEP	

HUMAN NEEDS LADDER



The Human Needs Ladder with Traffic Lights



The Emotional Needs Audit



The Emotional Needs Audit

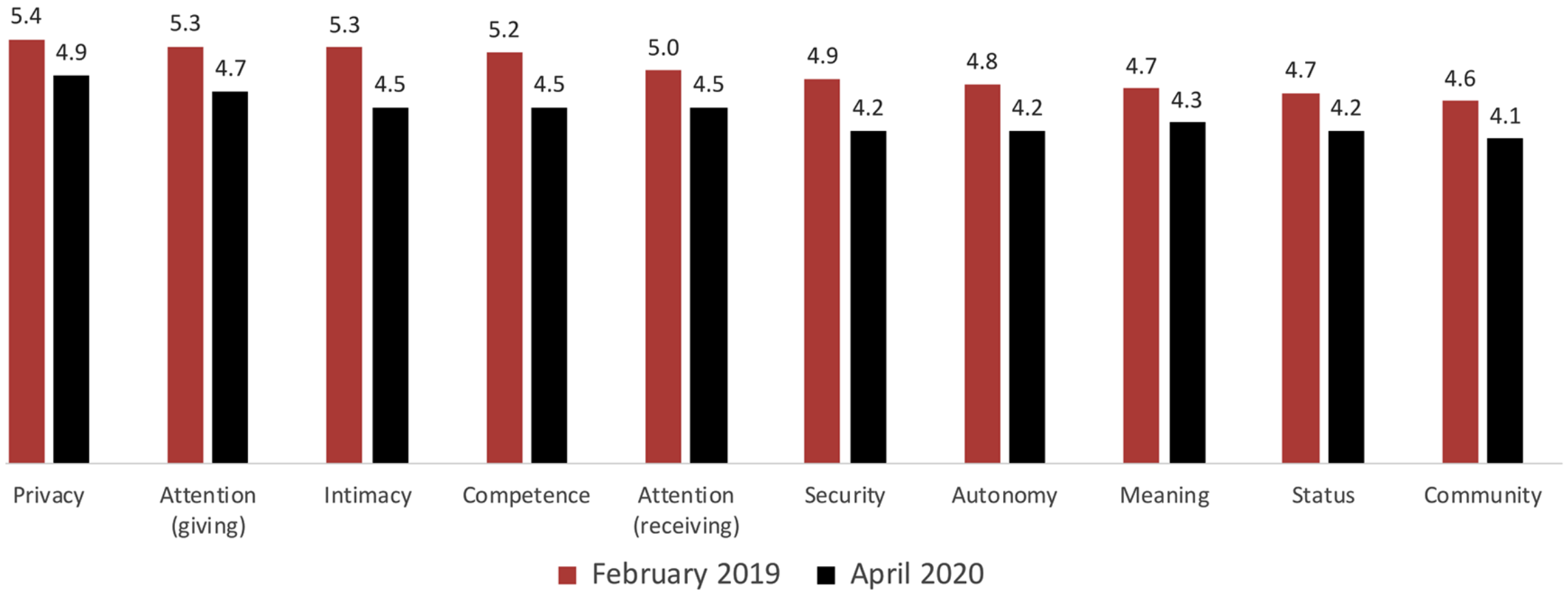
How well are your innate emotional needs being met?

Nature has programmed all of us with physical and emotional needs. These are the 'human givens' that cannot be avoided. How stressed we are depends on how well our needs are being met, and how well we deal with the situation when they are not. Rate, in your judgement, how well the following emotional needs are being met in your life now, on a scale of one to seven (where 1 means not met at all, and 7 means being very well met), by ticking the appropriate boxes.

	NO	SOMETIMES					YES
1. Do you feel secure in all major areas of your life (such as your home, work, environment)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you feel you receive enough attention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you think you give other people enough attention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you feel in control of your life most of the time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you feel connected to some part of a wider community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Can you obtain privacy when you need to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you feel an emotional connection to others? For instance, do you have an intimate relationship in your life, one where you are totally physically and emotionally accepted for who you are by at least one person (this could be a close friend)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you feel you have status that is acknowledged?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Are you achieving things and feeling competent in at least one major area of your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Are you being mentally and/or physically stretched in ways which give you a sense that life is meaningful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

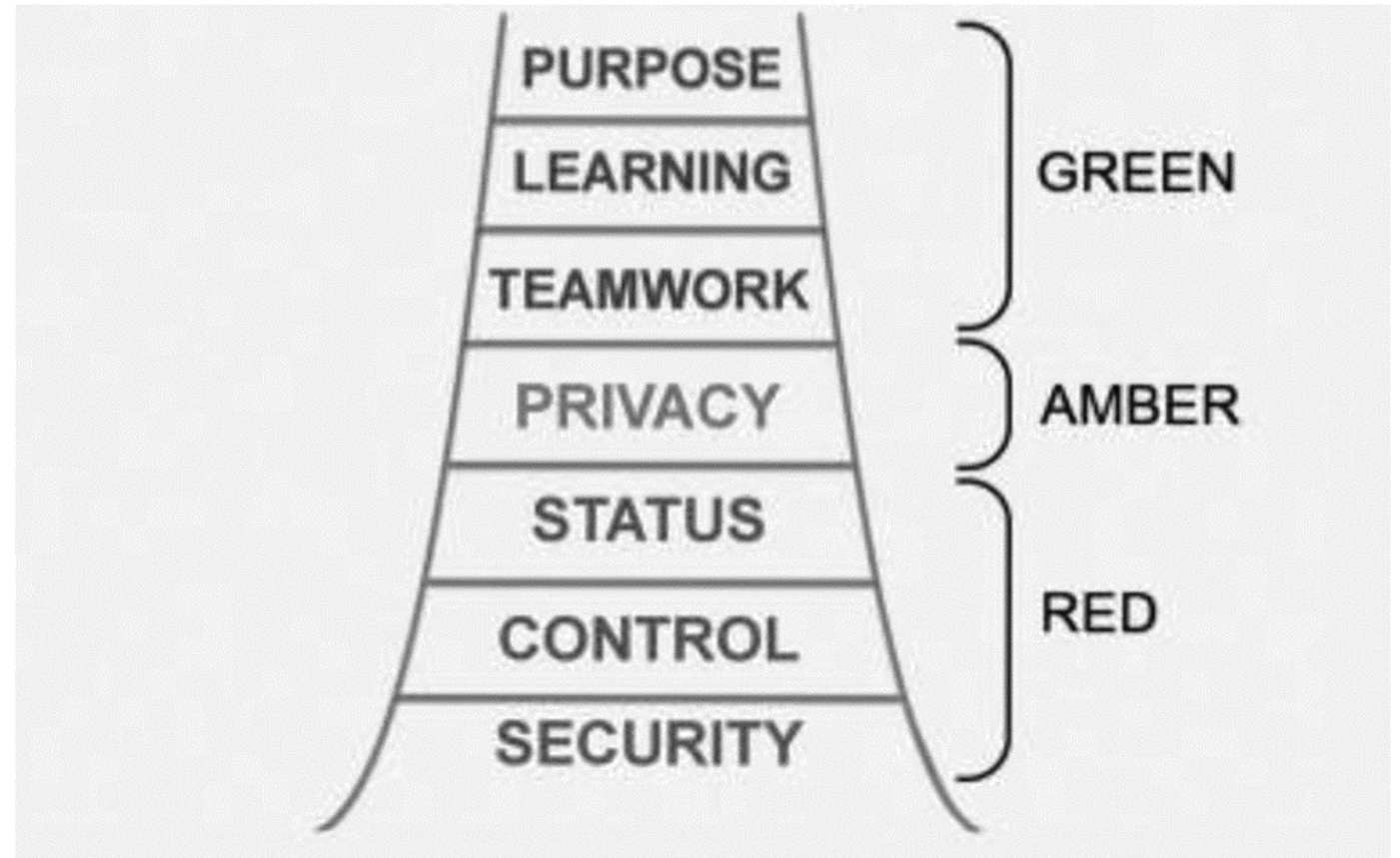
- If your scores are mostly low, you are more likely to be suffering stress symptoms.
- If any need is scored 3 or less this is likely to be a major stressor for you.
- Even if only one need is marked very low it can be enough of a problem to seriously effect your mental and emotional stability.

Stress, anxiety, anger, depression and addiction are the result of our innate needs not being met, either due to environmental factors, harmful conditioning or a misuse of imagination (worrying). People do not have mental health problems when their innate needs are being met in balanced, healthy ways. By highlighting areas in your life where your essential needs aren't being met as well as they could be, you can use this questionnaire to help you think constructively about how your life could be improved.



Example ENA survey results

Ways in which the Human Needs Ladder can be put to use



Shifting the
conversation
from mental
health/illness
to Wellbeing



Using the Ladder to map existing wellbeing initiatives

HUMAN NEEDS LADDER	EXAMPLE WELLBEING INITIATIVES
PURPOSE	The purpose of the organisation is expressed as 'a big idea' – a simple expression of purpose that is easily understood, and which staff can engage with and are proud to discuss with friends and colleagues.
LEARNING	Each job contains challenges. Job rotation.
TEAMWORK	Community: This is encouraged in many ways, from social lunches to placing emphasis on team-building sessions. Emotional connection: Individuals have support from colleagues and the leadership team. Attention Exchange: Leaders express care, compassion and appreciation for workers.
PRIVACY	Quiet rooms are available that offer privacy.
STATUS	Status: Leadership, managers and staff behave respectfully towards each other, value each other's views and opinions. Achievement: Individuals are given timely, constructive feedback on their performance. Employee of the month award.
CONTROL	Employees have a high degree of control over how they plan and manage their time and workload.
SAFETY (Including PHYSICAL NEEDS)	Safety: A 'no-tolerance' policy on bullying and harassment. Unacceptable behaviour is identified quickly, and remedial action taken by management. Physical: Health education programme is in place.

Workplace barriers stopping people from meeting their Human Needs

HUMAN NEEDS LADDER	KEY WORKPLACE BARRIERS STOPPING PEOPLE FROM MEETING THEIR HUMAN NEEDS
PURPOSE	Meaningless work. Lack of definition of, or agreement on, organisational objectives.
LEARNING	Lack of training. Lack of variety of work.
TEAMWORK	Relationships: Social or physical isolation, poor relationships with superiors, interpersonal conflict, lack of social support. Poor communication.
PRIVACY	High levels of time pressure.
STATUS	Under use of skills. Role ambiguity, role conflict, and responsibility for people. Career stagnation and uncertainty, under promotion or over promotion.
CONTROL	Change. Workload and work pace: Work overload or under load, machine pacing, high levels of time pressure, continually subject to deadlines. Work schedule: Shift working, night shifts, inflexible work schedules, unpredictable hours, long or unsociable hours. Low participation in decision making, lack of control over overload, pacing, shift working, etc.
SAFETY (Including PHYSICAL NEEDS)	Poor pay. Job insecurity. Environment and equipment: Inadequate equipment availability, suitability or maintenance, poor environmental conditions such as lack of space, poor lighting, excessive noise. Bullying/ harassment/violence.

Helping employees meet their Human Needs



Summary



Useful Links & Resources

HUMAN GIVENS

THE ESSENTIALS



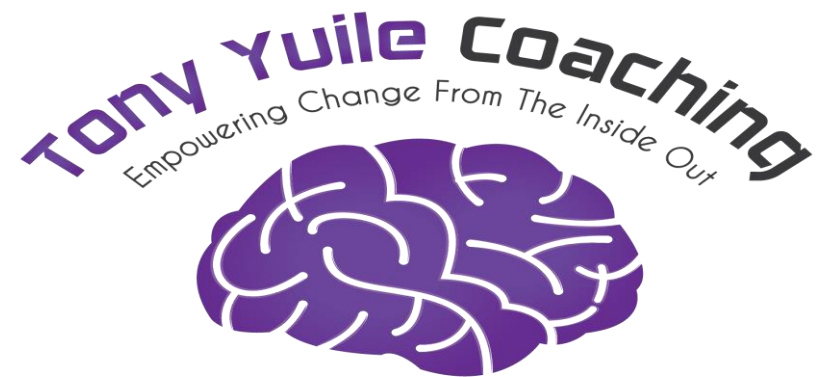
Your quick guide to the approach
that is revolutionising psychotherapy,
mental health provision, education
and much more...

by Julia Welstead



Questions





**Accredited Life Coach
Clinical Hypnotherapist Professional
Speaker
Trainer
Author**

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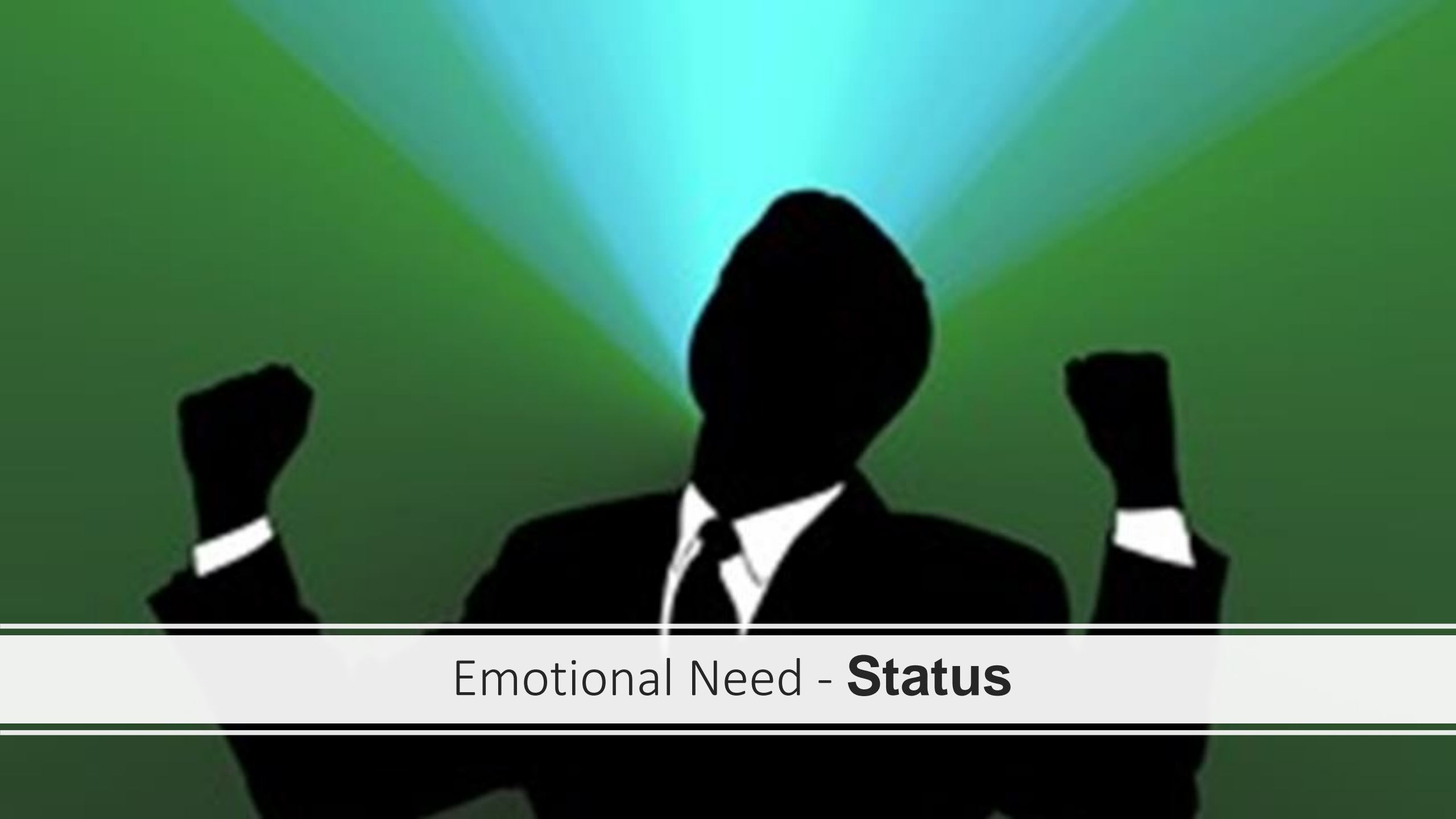
The 9 Human Needs



Emotional Need - **Security**



Emotional Need - **Control**



Emotional Need - **Status**



Emotional Need - **Privacy**



Emotional Need – **Attention Exchange**

A photograph showing five hands of different skin tones (light, medium, and dark brown) reaching towards the center of the frame against a bright yellow background. The hands are arranged in a circle, with fingers slightly spread. One hand at the top right is wearing a silver bracelet with a pink star. Another hand on the right is wearing a blue and white plaid shirt cuff. A white banner with a large, faint arrow pointing right is overlaid across the middle of the image.

Emotional Need - **Connection to the wider community**



Emotional Need - **Emotional connection to others**



Emotional Need - **Achievement**



Emotional Need – **Meaning & Purpose**