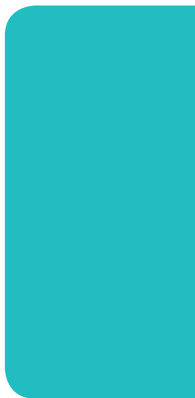


Mental Health and Wellbeing in the Workplace

15 November 2019

Hill Dickinson, The Broadgate Tower, 20 Primrose Street, London, EC2A 2EW



Venue and event partner

HILL DICKINSON

Event partner

 **howden**

Contributors





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Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome and introduction from the moderator**
Emma Mamo, Head of Workplace Wellbeing, **Mind**

10:05 **Keynote address**

Emma Mamo in conversation with Neil Laybourn, Organisational Wellbeing Advisor and Jonny Benjamin MBE, Mental Health Campaigner

10:40 **Mental health in travel: the challenge**

- The business case for investing in the mental health of your staff
- Dispersed workforces, shift work, unusual hours and the effect of travel on mental health

Dr. Antonis Kousoulis, Director of Research, Policy and Programmes, **Mental Health Foundation**

11:00 **Legal responsibilities for managing mental health in the workplace**

- Mental health and employment law – potential disability discrimination, constructive dismissal claims, disciplinary and grievance concerns
- Employer's duty of care for stress at work claims and case law update

James Williams, Partner, **Hill Dickinson**
Sarah Barnes, Senior Associate, **Hill Dickinson**

11:30 **Networking tea and coffee break**

11:50 **Case study: overcoming stigma and discrimination in the workplace**

- Changing how employees at all organisational levels think, act and talk about mental health
- Raising awareness and setting the right conditions to have positive conversations about mental health
- Promoting positive mental health through physical and mental wellbeing initiatives

Kelly Ashby, Wellbeing and Ability Employee Resource Group Lead, **Royal Caribbean**
Emily Wilson, Graduate, Management Programme & Mental Health Champion, **Hays Travel**

12:20 **Raising awareness and spotting the early warning signs**

- Providing appropriate training to recognise problems and build an early warning system
- Developing and implementing a mental health response framework
- Supporting and promoting Mental Health First Aiders/Ambassadors/Champions across your organisation

Emily West, People Support and Wellbeing Coordinator, **The Flight Centre Group**

12:40 **Stress management in the workplace**

- Understanding the effect of modern working practices on workplace stress
- Future workplaces – best practice and examples
- Addressing long-hours cultures, staffing levels and workloads
- Identifying key risk areas, and taking action to reduce or remove stressors
- Managing digital stress within and outside of the workplace

Dr Kate Bunyan, Medical Doctor and Health Solutions Specialist

13:00 **Networking lunch**

14:00 **Promoting a culture of health and wellbeing for travelling employees, remote and dispersed teams**

John Dean, Executive Director, **Howden Employee Benefits & Wellbeing**

14:10 **Panel discussion: mental health for remote and dispersed employees and supporting the wellbeing of staff who travel**

- Overcoming logistical issues to support employees around the world anywhere, anytime
- Supporting home workers
- Enabling employees to recognise the early signs of mental health problems
- Understanding and mitigating against the psychological effects of travel on employees
- Getting knowledge of local and regional support for mental health

Moderator: John Dean, Executive Director, **Howden Employee Benefits & Wellbeing**
Heather Pennock, Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**
Georgina Hollingsworth, Mental Health Social Work Advisor, **Heathrow Travel Care** and Specialist Advisor, **Foreign and Commonwealth Office (FCO)**
Julian Walker, Vice President Marketing Communications & PR, **CWT**

The event

ABTA's new event will provide practical insights into mental health and wellbeing practices within the workplace. You will explore the challenges facing workforces and the changes that travel businesses can make to raise awareness, improve the wellbeing of their employees and support better mental health.

One in four people experience mental ill health each year with millions of working days lost to mental health related absence as a result. It is clear that investing in the mental wellbeing of workers is no longer optional for employers.

The travel industry brings unique challenges for the mental wellbeing of staff, with dispersed workforces, shift work, unusual hours and frequent travel to contend with. Furthermore, staff working for travel companies can find themselves caught up in a range of crisis incidents abroad, negatively affecting their mental wellbeing and often requiring psychological support.

Learn how to safeguard staff wellbeing and support staff when issues do emerge. Get guidance from mental health and travel experts on how to create an organisational culture and environment that is conducive to positive mental health. Explore how to build awareness, reduce mental health stigma and encourage positive conversations within your organisation. Understand how to support staff based remotely or who have to regularly travel and learn how to identify, prevent and reduce stress in the workplace.

Hear from experts who have experience of dealing with mental health problems. What can workplaces do to effectively support workers, help aid the recovery process and manage an effective return to work?

Benefits of attending

- Implement initiatives to **make a difference to the lives of your employees** and to the bottom line of your business
- Prevent situations escalating through **early identification and intervention**
- Reduce risk by understanding your **legal obligations** around the mental health of your employees
- **Increase productivity and staff retention** through positive mental wellbeing initiatives
- Reduce absence rates through effective **recovery support**
- Explore how to build awareness, reduce mental health stigma and **encourage positive conversations within organisations**
- **Network with peers** and discussion common challenges and solutions to tackling mental health in the workplace

Who should attend?

The following teams from travel businesses of all sizes will benefit from attending the event:

- Directors, CEOs, senior managers and team leaders
- Human resource teams
- Legal teams
- Occupational health and wellbeing teams
- Employee engagement teams
- Health and safety teams

14:40 Trauma support – an overview

- What is psychological trauma?
- Typical psychological reactions of survivors, relatives and colleagues
- Why deliver proactive support?
- Pre-crisis – being prepared and what it means in terms of psychological support

Joanne Muccio, Trauma Care Consultant, **Centre for Crisis Psychology (CCP)**

15:00 Delivering psychological and trauma support for staff following a crisis

- Early intervention and identification
- Support and interventions for staff who are dealing with trauma

Dr Rachel Glynn-Williams, Consultant Clinical Psychologist, **Seaways Psychology Services, a division of Glynn-Williams & Associates Ltd**

15:15 Networking tea and coffee break

15:35 Panel discussion: supporting the recovery process

- Internal support including accessible guidance, peer-to-peer support systems and drop-in sessions
- External support from Employee Assistance Programmes including counselling, legal advice and support from health partners
- When and how to introduce reasonable adjustments
- Developing a tailored and phased return to work plan
- Insight from those with lived experience

Moderator: Daniel Pearce, CEO, **TTG Media**

Trudie Clements, Director, **ABTA LifeLine**

Dr Rachel Glynn-Williams, Consultant Clinical Psychologist, **Seaways Psychology Services, a division of Glynn-Williams & Associates Ltd**

Joanne Muccio, Trauma Care Consultant, **Centre for Crisis Psychology (CCP)**

Plus hear the personal testimony from a person with mental health lived experience

16:00 Close of conference and networking drinks

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How to register

You can book online and pay by credit card or request an invoice. Visit abta.com/events to book.

You can view our terms and conditions on the event webpage at abta.com/eventstermsandconditions

Prices

ABTA Member/Partner **£235 plus VAT**

Non-Member/Partner* **£355 plus VAT**

**To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit abta.com/join*

Group booking discounts

Book **three places** and get **50% off the third place**

This discount will be automatically applied when you book online.

If you are looking to book for a larger group, please contact events@abta.co.uk for a bespoke discount

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email **mturton@abta.co.uk**

ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes.

ABTA is the UK's leading travel association with a membership of around 1,200 travel companies.

Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Our level of brand recognition and trust among consumers is high. 75% of people feel more confident booking with an ABTA Member.

Upcoming events

Advanced Health and Safety Seminar

13 November, London

Navigating Change in Business Travel

27 November, London

Employment Law for Travel Employers

3 December, London

Mock Employment Tribunal

4 December, London

Apprenticeships in the Travel Industry

29 January, London