

CRESS

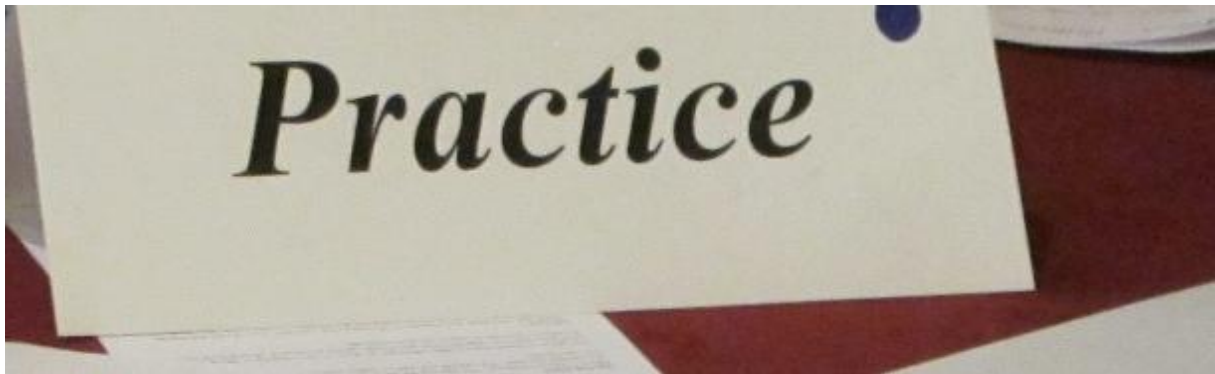


2013 Conference on Happiness and Well Being at Work

**June 21st 2013,
London, UK**

The World Café Sessions

“A World Café is a type of business meeting or organisational workshop which aims to provide an open and creative conversation on a topic of mutual interest to surface their collective knowledge, share ideas and insights, and gain a deeper understanding of the subject and the issues involved.”
(Wikipedia)



World Café: Table on Management Practice

- Role of management + social support is so important.
- Where should change come from? Anywhere, but need a ground swell + a core group of influencing people.
- HR may need to work harder to build trust etc.
- Give choices / Job rotation within categories and roles
- Autonomy ↔ Productivity

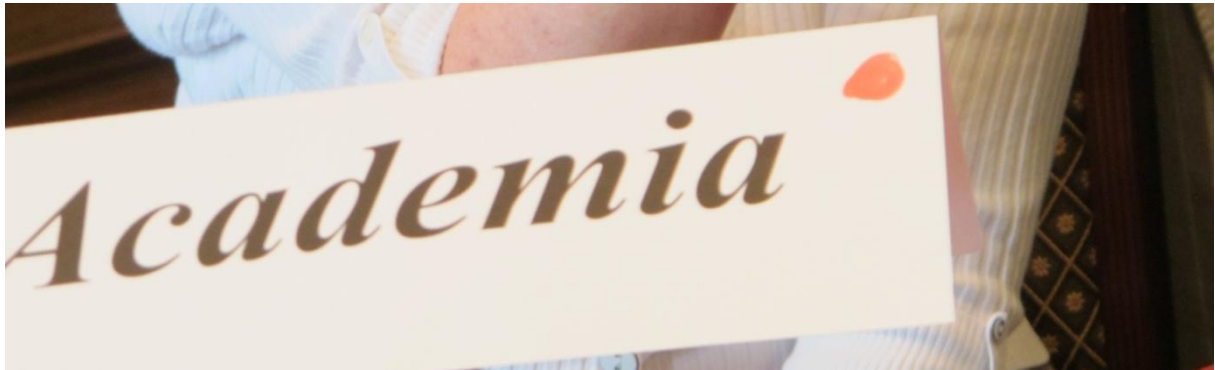
What did we learn?

- Design environments that allow people to pay awareness and attention to the tasks that matter
- An open question is: What will these environments look like? (A look at the practices of productive companies might give some insight)

- Creative idling – important to provide opportunities/space for this
- Employee engagement - it's the simple thing that makes the difference

Next steps

- Create engaging solutions to support employees' wellbeing
- Encourage people to remain curious and interested
- No one size fits all
- Create space / allow for self management
- Adequate breadth of measures regarding well-being



World Café: Table on Academia

- Academics need to help translate / provide evidence for business to act on the prevailing theory.
- Provide clearer links between the various aspects of well-being so businesses can tell what they need to do and how?
- Academia needs to treat individuals according to various strength and talents (not one size fits all); listen to its own advice; listen to the prevailing wisdom and put it into practice.
- Develop a (consistent) framework for measuring happiness/wellbeing. (Several measures available)
- Bridge the gap between academia and managerial practice.
- Usage of case studies to overcome gap between academia and practical world.
- Small groups exchanging ideas
- Shift weight from corporative studies (more quantative) to SME's (more qualitative)

- Academics ought to catch up with practice.
- Trust between business and academia needs to be nourished to grow
- Encourage business to see value of collaboration with academics and research
- Educate objectively in business schools
- Measure managers on Well-being
- Change how universities reward academics
- Provide theoretical foundation for humanistic management
- Lots of conceptual fuzziness + lack of common definition.
- Academia needs to form stronger links with organisations and Businesses.
- How can one increase the interest of academics for the practice?



World Café: Table on Policy

- What is the purpose of business/policy?
- Corporative world: make sure bad externalities are not outsourced.
- Government has no power; consumers have other mechanisms e.g. peer pressure.
- Human capital reporting – one group example of good practice
- Is it make-up or true change on the policy agenda?
- Choices as determinants of well being – Autonomy – But do we have real choices? (structured choices)
- Monitor / Punish companies that are not behaving 'well'
- Firms should be held accountable for Mental Health (circumstantionally) (grey area)
- Challenge: what is well-being? / Developing a standardised view of well-being

- Why relevant for policy makers: health/duty of care to employees.
- But government is the biggest employer in many countries so start there with policy making.
- Government can offer tax breaks (firms that score well in well-being)
- What are the incentives for enacting well-being initiatives?
- New innovative ways of doing things / new mindset
- Well-being risk assessment
- Incentives: reputation
- Lesson for policy: education – operate new contexts
- Reward people
- Well-being is about providing ‘the right’ to do things, how to remove obstacles to well-being
- Mental health at work: support
- Role of trade unions – Re-engage with them.