

# WELLBEING STARTS WITH YOUR WORKPLACE, NOT YOUR PEOPLE



Your people are the heartbeat of your business, care for them and they will better serve your customers. Supporting the wellbeing of your employees is now an obligation - not just a 'nice to have'.

**50%** of advisors feel emotionally drained by the end of the day

**83%** of advisors report burnout. **62%** of agents intend to leave

**40%** of attrition can be attributed to burnout

**£56bn** Cost estimated to UK economy: due to absenteeism, attrition and presenteeism

## WHAT'S GOING ON?

It isn't as simple as our agents "not being able to hack it". The role of the agent has changed, but old processes and expectations are causing problems for those working on the front line.

With automation and technology now handling a growing proportion of repetitive, simpler tasks, advisors are being left to handle only the more urgent, complex and emotional customer journey interactions.

This has seen average interaction handling times increase, with advisors having to adjust to a workload of non-stop, high-intensity engagement.

Not surprisingly, this is placing huge pressures on advisors – leading to greater levels of burnout, absenteeism and presenteeism – and, inevitably, higher attrition rates.



## THE SOLUTION? A DYNAMIC SCIENCE-BASED WELLBEING PROGRAMME, UNDERPINNED BY A PROVEN PSYCHO-SOCIAL MODEL

Sabio's Wellbeing Programme is underpinned by a unique psycho-social model. The model maps data across the four key areas that impact workplace wellbeing: Pressures, Emotions, Behaviours and Boosts.

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41% of people in the UK report experiencing 'a lot of stress' during the previous day. Nowhere is this stress more visible than on the front lines of customer contact.

Source: Gallup

# SABIO WELLBEING PROGRAMME

Our Sabio Wellbeing Programme has three core components: Consultancy, Technology and Success Management.



The **consultancy** component shines a spotlight on your wellbeing strategy through an 8-12 week discovery with our experts.

The unique **technology** includes a virtual wellbeing companion that provides actionable insights through dashboards for all levels within the organisation.

**Success management** is our ongoing wellbeing engagement and includes quarterly training, Companion content refinements and action plans to nurture wellbeing.



## ENGAGE ACROSS THREE LEVELS



### ORGANISATION

Intelligent Strategy  
Realistic Plans



### TEAM LEADERS

Evidence Based Action  
Proactive Support



### EMPLOYEES

Brilliant People  
Healthy Behaviours

## BENEFITS YOU CAN EXPECT TO SEE

- Increase in employee engagement
- Improved customer service
- Positive impact on organisation's reputation
- Reduced attrition
- Attracting and retaining talent.

## WELLBEING COMPANION EARLY ACCESS PROGRAMME (EAP)



Sabio's EAP enables you to trial the Wellbeing Programme in your organisation. Run as a pilot project, the EAP includes the Temperature Check Discovery – a compact version of our Spotlight consultancy. Our experts analyse wellbeing across three levels – organisational approach, connected leadership and employee wellbeing.

Project participants will be able to interact with the Wellbeing Companion and include it in their daily routines. Data generated will be analysed with findings, insights and recommendations delivered in a Wellbeing Action Plan and Report.

This low cost, high value package offers the ideal route to rolling out a data-led Wellbeing initiative into your organisation. The EAP is available until the end of September.

