



Managing Psychological Wellbeing

Building in-company knowledge and capability

With strengthened employee welfare legislation compounding the pressures of trying to achieve 'more' with 'less', supporting employee wellbeing is an increasingly important feature of a manager's role. Perhaps understandably, many managers feel uncomfortable or ill-informed about how this is best tackled.

Over several years, The Keil Centre has worked closely with BP International to develop a range of practical support tools in the areas of psychological wellbeing and stress risk assessment. Most recently, the focus has been on the production of 'pressure management' tools for operational managers.

BP Shipping's shore based and sea faring employees and managers face unique challenges. As well as exposure to more traditional workplace stressors, there are problems associated with social isolation, cultural differences, poor communication links and working away from home to contend with. There are also potential physical threats facing seafaring crews in particular.

BP Shipping were looking for strong evidence based support materials that a team of non-psychologist internal facilitators could guide their operational managers in the use of. After

consultation with the senior leadership team and OH professionals, The Keil Centre developed and produced a 'compendium' of practical activities, guidelines, tools and techniques for the business known as 'Managing Psychological Wellbeing'. The Keil Centre Occupational psychologists then guided a team of internal facilitators through the material by way of 'Train the Trainer' sessions.

The guidance notes for tutors and all workshop materials were expressed in clear and accessible language, with informative accompanying slides and hand-outs. The 'Train the Trainer' sessions afforded the team of internal facilitators the opportunity to practise delivering the learning material in a safe and supportive environment – before then rolling it out through a series of workshops to BP Shipping's management community across global operations. For some, this involved delivering workshops on board ships at sea.

In the course of the development of the materials, The Keil Centre worked with Greenroom Films, a film production company based in Edinburgh. A DVD entitled 'Handling Supportive Conversations' was produced. The DVD presents conversations between managers and employees, and demonstrates how a manager's behaviour can strongly influence positive outcomes for all parties. The DVD is accompanied by an interactive exercise that illustrates the themes of exploration, support and collaborative action planning.

As other areas of BP are now expressing an interest in having their own programme of activities, it is anticipated that the materials will continue to grow and evolve, thus creating a corporate library of good practice and learning.



Lucetta Holderness is BP Shipping's Health Manager. She comments

“ The quality of the psychological wellbeing material has helped BP Shipping further develop its awareness and skill in this area. We have had great feedback from delegates that the tools and practical exercises embedded within the Managing Psychological Wellbeing programme are, and will continue to be, hugely beneficial in managing pressure within their teams. It is understandable that the material is now in high demand elsewhere in the business ”

For more information on psychological wellbeing at work, please contact Ken Gray (ken@keilcentre.co.uk)