



The British
Psychological Society
Promoting excellence in psychology



Stark Management Solutions
We simplify the bigger picture

The significant impact of the coronavirus pandemic has presented challenges, as well as creating opportunities, within the changes in which we now work. The health, safety and wellbeing of the workforce and services are a top priority; happy team and happy clients! Improved wellbeing and building resilience is key to enabling people to work productively as individuals and as part of a team.

In the response to:

- Employees working from home, adjustments for balancing home and work life, particularly if home schooling as well
- New working practices set to continue for a significant length of time and may become incorporated into the future shape of 'working life'
- Working with a distributed workforce operating from different locations around the UK the need to provide services tailored to individuals, teams, sections of the organisation and the organisation overall.

Stark Management Solutions, offer a personalised combination of solutions, that will:

- **RESPOND** to employee's current circumstances, pressures – such as attention to mental wellbeing, individual wellbeing and resilience, listening services, counselling, assessment of mental health conditions where the employee is at risk of taking sickness absence
- **PREVENT** – development of poor mental wellbeing via education, individual and team resilience-building
- Be **PROACTIVE** – through the delivery of strategic organisation-wide approaches.

Initial assessments are likely to include:

- A measure of the current wellbeing of employees as a whole. This will act as a baseline for subsequent developments, to determine if improvement changes are successful in making a difference.

The service level offer will be delivered to meet your needs.
A list of the various activities, suggested as an initial discussion point,
is provided on the following page.



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Service Offer

Health and Wellbeing at Work

Proposed areas of support:

1. *Work and Wellbeing Audit*
 - a. Develop, assess, and evaluate the impact of stress on the workforce via a questionnaire
 - b. Undertake focus groups, agree action plans,
 - c. Develop H&WB policy and supporting materials and wellbeing activities
 - d. Assess, analyse and evaluate, the impact of stress on the organisation, in particular, staff absence.

2. *Create ownership and accountability in the workplace for personal H&WB at work*
 - a. Recruit volunteer H&WB Workplace champions
 - b. Implement training and awareness strategy, to all employees, commencing with 'Basic Leadership Training'.

3. *Provide Mental Health support in the workplace*
 - a. Create Peer support groups - listening / advising / motivating
 - b. Emotional intelligence and resilience
 - c. COVID-19 Recovery Management.

Available Training and Awareness Sessions:

1. Basic Leadership training for all employees, to strengthen:
 - Emotional intelligence and resilience
 - Determination
 - Problem-solving
 - Self-sufficiency
 - Thinking outside the box
 - Capacity to engage and influence other people
 - Responsibility and accountability for own actions

2. Coaching to deal with Conflict with self-awareness and self-management

3. Awareness in Appreciative inquiry, positive psychology, emotional intelligence

4. Awareness of the Application of the psychological contract.



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Stark Management Solutions Generic Service Offers

<i>Service Area</i>	<i>Functions</i>
<p>People, human resources & organisational development</p>	<ol style="list-style-type: none"> 1. Organisational Change and Development 2. Workforce Redesign 3. Psychometric Assessment 4. Health and Wellbeing at Work 5. People Performance Management 6. Covid-19 Recovery
<p>Project management, service improvement and service redesign</p>	<ol style="list-style-type: none"> 1. Leading and managing transformation projects 2. Performance management 3. Change management 4. Lean working 5. Risk management 6. Process mapping and improvement 7. Stakeholder engagement 8. Collaborative working
<p>Utilising business intelligence to support transformational change</p>	<ol style="list-style-type: none"> 1. Diagnostic assessments to support: <ul style="list-style-type: none"> ● External environment and internal structure ● Vision, mission and strategy ● Shared purpose and values ● Leadership ● Organisational Culture ● Individual, Teams and Organisational performance ● Task requirements and individual skills/abilities ● Motivation
<p>Awareness Sessions / Training Programmes:</p>	<ol style="list-style-type: none"> 1. Basic Leadership training for all employees, to strengthen: <ul style="list-style-type: none"> ● Emotional intelligence and resilience ● Determination ● Problem-solving ● Self-sufficiency ● Thinking outside the box ● Capacity to engage and influence other people ● Responsible and accountable for own actions 2. Executive Leadership training 3. Influencing Teams training through awareness of human behaviour to: <ul style="list-style-type: none"> ● Reduce resistance to change ● Increase responsibility, ownership, accountability 4. Project Management training 5. Lean Working training 6. Coaching to deal with Conflict with self-awareness and self-management 7. Teams: Purpose and Identity 8. Awareness in Appreciative inquiry, positive psychology, emotional intelligence 9. Awareness of the Application of the psychological contract.



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Stark Management Solutions supply:

Business psychologists; applying psychological insights to support:

- Individuals, teams, and organisations to operate more effectively
- Executives to lead with increased clarity
- Teams function with decreased friction
- Organisations realise ambitious business goals (e.g., increased profits).

Coaches; Continuous Quality Improvement, Life and Relationship coaches to support the:

- Empowerment of the workforce, to implement quality improvement changes, with confidence, in collaboration and with demonstrated measures of success
- Workforce health and wellbeing through emotional intelligence and resilience strategies
- Professional and career, development and direction
- Individual and teams to reach their potential in their work and personal lives.

Project Managers, to support:

- Robust delivery of projects
- Collaborative working through effective stakeholder management.

Trainers, to:

- Increase the knowledge, skills and confidence of the workforce, to enhance their career progression
- Inspire the workforce to apply psychological insights, to add value to their work.

Key features of our work:

We understand ingrained behaviours that might be impacting on the individual, teams and organisations' ability to thrive in the workplace. We work to identify the internal factors, below the surface, driving the behaviours (at the individual and team levels), that pose obstacles to the overall success of the business and recognise the opportunities for improving the workplace.



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Chartered Psychologist

