

# A Charter for Wellbeing and Performance

**All leaders, managers and employees have a right to expect from their organisation:**

- **A clear, unambiguous purpose, expressed as a simple ‘big idea’;** an idea which the workforce can relate to closely and which they feel justly proud to talk about with friends, clients and customers.
- **A working atmosphere of resilience and confidence;** one where all leaders, managers and employees demonstrate openness about the organisation, its current and future state, openness about themselves, about their expectations of each other, about their support and encouragement for each other, and demonstrate this resilience and confidence to clients and customers.
- **A culture that provokes:**
  - shared responsibility for the organisation and its success;
  - high level performance by facilitating focus and concentration on work;
  - structures that are flat and simple to understand;
  - exposure of ‘elephants in the room’ and their resolution;
  - unsolicited and independent thoughts and contributions;
  - institutionalised learning;
  - fairness between leaders, managers, the workforce, clients and customers;
  - everyone to behave respectfully towards each other;
  - everyone to acknowledge and value each other’s views and opinions;
  - team working that encourages mutual support,
    - ✓ where anything is debated without a hint of humiliation being felt by anyone;
    - ✓ where the critique of the individual and team is welcomed, discussed; and
    - ✓ where lessons are learnt and implemented.
- **Leaders and managers who are:**
  - attentive to themselves, to other managers, the workforce, clients and customers;
  - able to share and encourage responsibility for the organisation and its success;
  - trustworthy, reliable, open, and consistent in their behaviour towards others;
  - able to provoke commitment, trust and social engagement in others;
  - able to facilitate concentration, challenge, critical appraisal, encouragement and enthusiasm in others.
- **A workforce that:**
  - ‘goes the extra mile’, by offering unsolicited ideas, thoughts and stimulus to managers, colleagues, clients and customers;
  - offers a service that is more than expected, demonstrating attentiveness and personal commitment in the interests of managers, other staff, clients and customers;
  - grasps opportunities for personal development through new challenges, acquisition of skills, knowledge and experiences;
  - is driven by the desire for personal success – intellectually, financially, socially and emotionally.

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## About MAS

Our work focuses on the prevention of stress at work. Why? Stress costs and inhibits performance!

There are three interlocking features that prevent stress at work –

- Creating and sustaining a culture and environment where managers and workforce are fully engaged with the organisation and are *provoked into peak performance*.
- Leaders and managers exhibiting the behaviours that encourage commitment, trust and engagement which will *provoke peak performance in others*.
- Building and sustaining personal resilience against challenging situations which will *provoke peak performance in individuals*.

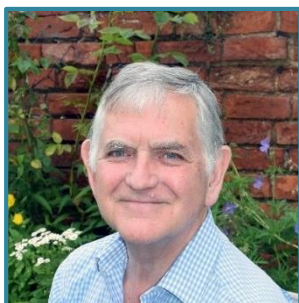
**Our purpose** is to help organisations achieve peak performance and productivity; to strengthen corporate and personal resilience and to prevent stress from occurring in the first place;

**Our approach** is to help organisations establish psychologically healthy workplaces by facilitating the implementation of our WellBeing and Performance Agenda framework.

**Our services include** consultancy; applied organisation health psychology; facilitation; assessments; cultural change; leadership and team development, tailored interventions, and one-to-one coaching.

**Our programmes** include topics such as:

- The WellBeing and Performance Agenda
- Creating a Culture for Wellbeing and Performance
- Adaptive Leadership – Leadership Development Programme
- The Manager’s Role in Resilience
- Team Resilience
- The Manager’s Role in Stress Prevention
- Strengthening Personal Resilience,
- Psychological Responsibility
- Brief Mindfulness
- Train-the-Trainer versions of our Resilience Programmes



The driving force of MAS and the Wellbeing & Performance Group is [Derek Mowbray](#), a Chartered Psychologist and Chartered Scientist, with a doctorate in the psychology of leadership. Derek specialises in the primary prevention of psychological distress. His work in the stress prevention field focuses on the problems at work that may trigger adverse reactions in people, causing them to feel unwell and under intense pressure resulting in under performance. His approach is to use positive psychology to help organisations create and sustain ‘the workplace as a fabulous and high performing place to work’ with a culture of psychological responsibility.

Derek’s mission is to ensure individuals have a fabulous experience from work and the workplace.

## Our Products:

### Personal Resilience ELearning

An in-depth programme designed to strengthen personal resilience. The programme could be branded for you and made available to your workforce.

<http://www.mas.org.uk/personal-resilience-elearning-programme.html>



### Derek Mowbray's Guides – innovative, practical resources

The Guide to the WellBeing and Performance Agenda  
The Guide to Corporate Resilience  
The Guide to Adaptive Leadership  
The Guide to Psychological Responsibility  
The Guide to The Manager's Role in Resilience  
The Guide to Personal Resilience  
The Guide to the Manager's Role in Stress Prevention  
The Guide to Team Resilience (Available Q2 2017)

The Guides can be branded and discounted for bulk purchases.

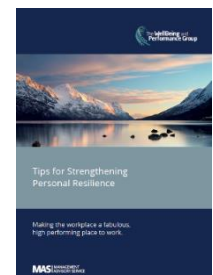
<http://www.mas.org.uk/publications.html>



### Tips Booklets

We have an extensive range of high quality tips booklets which make great giveaways to accompany wellbeing initiatives. These could be branded for you.

Tips for Personal Resilience  
Tips for the Manager's Role in Resilience  
Tips for Fabulous Managers  
Tips for Introducing Adaptive Leadership  
Tips for Taking Psychological Responsibility  
Tips for Creating a Culture of Sharing Responsibility for the Future Success of the Organisation



For details about our products and services, email [barbara.leigh@mas.org.uk](mailto:barbara.leigh@mas.org.uk) or call 01242 241882