

# THE ISMA<sup>UK</sup> CHARTER FOR WELLBEING AND PERFORMANCE AT WORK



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The ISMA<sup>UK</sup> Charter presents a vision of how an organisation, irrespective of its size, can look and feel once it has a positive working culture. The 'how' depends on what the organisation inputs in order to help everyone achieve wellbeing, particularly feeling psychologically well - inputs such as health, standards, and the feeling of being valued, having a purpose not just in work, but in life. Effective performance is achieved with concentration and focus on a task, and this can best be achieved when people in the workplace feel psychologically well.

- **The ISMA<sup>UK</sup> Charter promotes wellbeing, particularly psychological wellbeing, which enables effective performance at work, no matter the size of the organisation or business.**
- **To achieve this, there needs to be commitment, trust and social engagement between individuals, their colleagues, clients, customers and others in their work place.**
- **This Charter provides the information and guidelines for all those who wish to demonstrate this openly and pledge their positive commitment to wellbeing and performance at work.**

## ISMA<sup>UK</sup> BELIEVES THAT EVERYONE AT WORK HAS THE RIGHT TO EXPECT FROM THEIR WORKPLACE:

- **A clear, unambiguous purpose such that:**
  - ✓ All the workforce can closely relate to it and contribute towards creating it;
  - ✓ All employees feel proud, enthusiastic, involved and happy to talk about it with colleagues, friends, relatives, clients and customers;
  - ✓ Organisational values are clearly stated and underpin all practices and behaviours.
- **A working atmosphere of resilience and confidence where:**
  - ✓ Leaders, managers and employees have the confidence to demonstrate openness about the organisation;
  - ✓ Transparency, commitment, trust and engagement create a culture that brings about shared responsibility;
  - ✓ People feel valued, engaged and supported by using adaptive leadership;
  - ✓ Adaptive leadership stimulates staff to feel responsible for achieving success for the organisation.

➤ **A culture that produces:**

- ✓ Shared responsibility for the organisation and its success;
- ✓ High level performance by facilitating focus and concentration on work;
- ✓ Confidence and trust where spontaneous and independent contributions, concerns, thoughts and ideas from staff are both encouraged and valued;
- ✓ Fairness between leaders, managers, the workforce, clients and customers;
- ✓ Leaders, managers and employees who behave respectfully towards each other;
- ✓ Leaders, managers and employees who acknowledge, respect 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 encouraged,
  - And where lessons are both learnt and implemented.

**AS A MEMBER OF ISMA<sup>UK</sup>, YOU RECOGNISE THAT THESE EXPECTATIONS CAN BE ACHIEVED:**

➤ **When leaders and managers are:**

- ✓ Attentive to others in their actions and behaviour;
- ✓ Supportive and encouraging of responsibility in other employees;
- ✓ Able to share and encourage responsibility for the organisation and its success;
- ✓ Trustworthy, reliable, open, and consistent in their behaviour towards others;
- ✓ Able to inspire commitment, trust and social engagement in others.

➤ **When leaders and managers nurture a workforce that:**

- ✓ Is committed, trusted, attentive and engaged with the organisation;
- ✓ Goes that 'extra mile' by offering unsolicited ideas, thoughts, and stimulus to managers, colleagues, clients and customers;
- ✓ Offers a service that is more than expected;
- ✓ Grasps opportunities for personal development through new challenges, skills, knowledge and experiences;
- ✓ Is driven by the desire for personal success and happiness – intellectually, financially, socially and emotionally.

## **ISMA<sup>UK</sup> EXPECTS ALL ITS MEMBERS TO PROMOTE PSYCHOLOGICAL WELLBEING WHEREVER POSSIBLE**

- **ISMA<sup>UK</sup> members of all grades, in whatever capacity or speciality they work in relating to preventing, reducing, managing or educating individuals concerning stress, psychological wellbeing and effective performance, whether at private practice or in the business environment, will:**
  - ✓ Provide their professional skills and knowledge to individuals, groups and organisations to facilitate the reduction of absence and lost productivity;
  - ✓ Work to improve the wellbeing, especially psychological, of individuals; and in doing so, both within and outside the workplace, reduce presenteeism and the subsequent impact that has on performance of the individual employee, their colleagues, friends and family.

### **BY AGREEING TO COMPLY WITH THE ISMA<sup>UK</sup> CHARTER YOU WILL:**

- ✓ Demonstrate your commitment to making real and positive changes in the workplace,
- ✓ Improve the lives of the people both within and outside the workplace,
- ✓ Improve performance which will reduce absenteeism and importantly, also presenteeism,
- ✓ Receive a personalised Charter certificate and be able to use the ISMA<sup>UK</sup> Charter logo.