

Mindful Business Charter

Implementation toolkit for managers

January 2021



"It's not the load that breaks you down, it's the way you carry it."

Lena Horne

If you were looking for a sign, this is it!



Introduction

What is the Mindful Business Charter?

The Mindful Business Charter (MBC) intends to remove unnecessary sources of workplace stress and promote better mental health at work. The Charter started as a collaboration between banks and law firms, and it aims to drive behavioural change across all sectors.

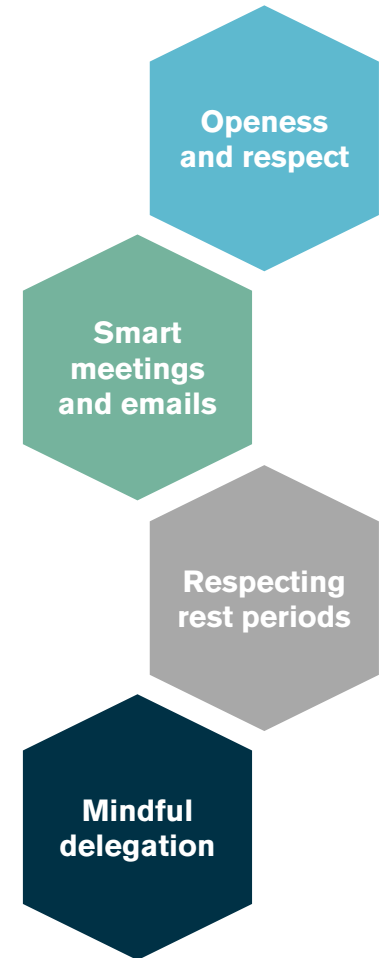
How can it help you and your team?

The MBC is an **enabler** for conversations and discussions. It gives you a framework to move towards more thoughtful and considered ways of working that can reduce individual and team stress.

Taking action against avoidable workplace stress will result in people feeling **happier**, **valued** and **positive** about their work. Ultimately, we get the best out of our people when they are at their best.

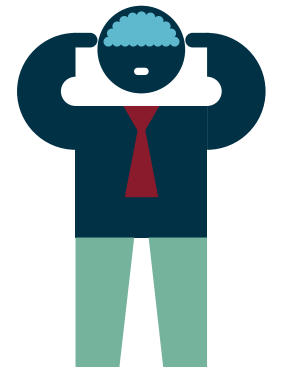
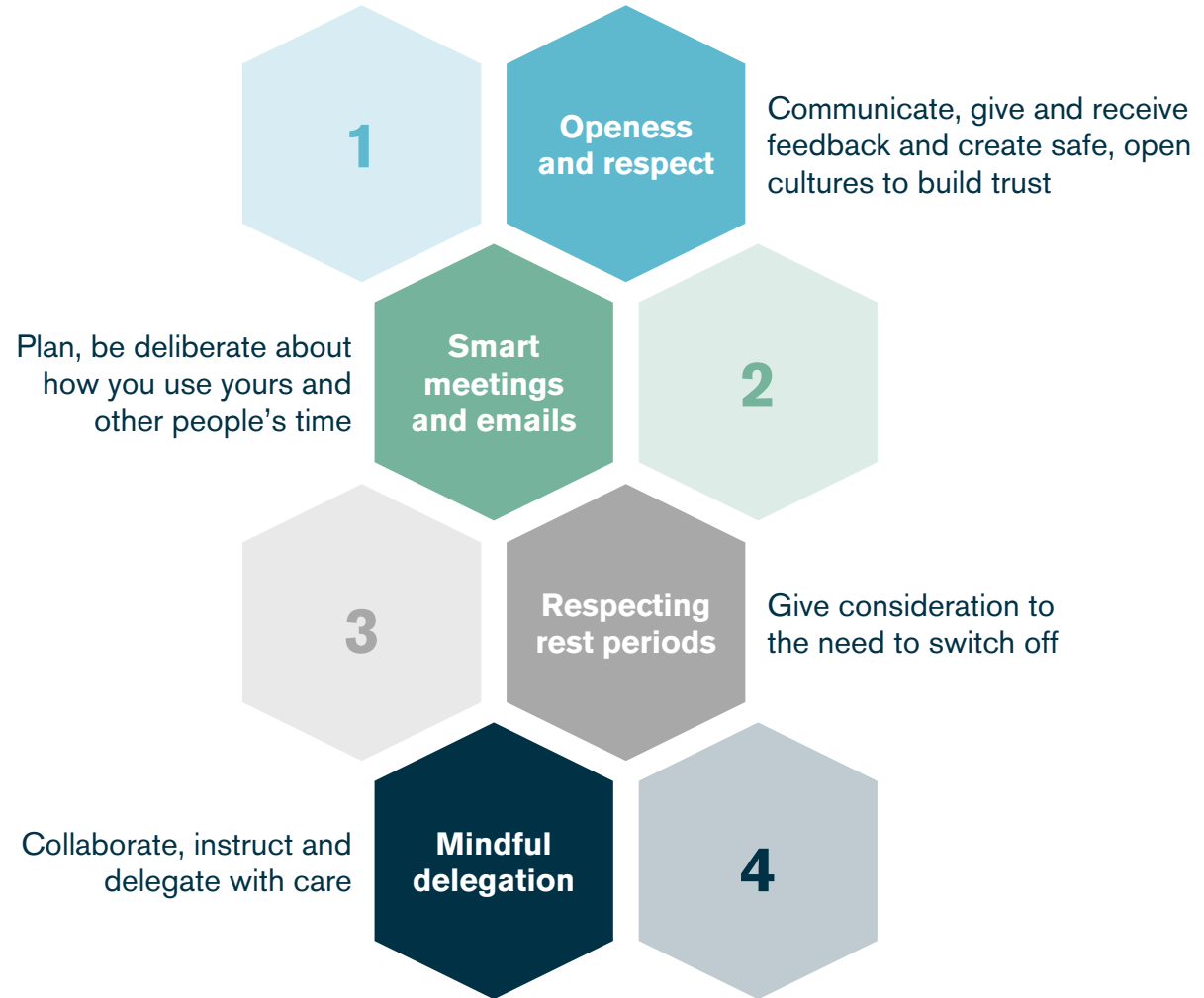


The four principles of the Mindful Business Charter



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How to use the charter

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Your team

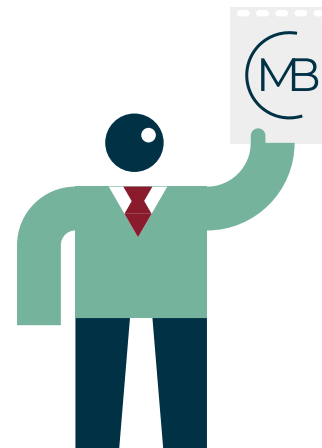
- Put the MBC as a standing item on your 1:1 and team meeting agendas.
- Which of the four principles affect your team the most?
- What can you collectively and individually agree to do to improve on that principle?
- Consider agreeing a team charter or set of rules.
- Review your agreements on a regular basis and make adjustments as necessary.
- Make it the norm to discuss mindful business in your team.

Yourself

- Do your colleagues know how you prefer to be contacted and your availability out of hours?
- How can you manage your diary to build in more time for thinking or breaks?
- How do you use emails? Would a call be quicker?
- Do you send meeting agendas and follow ups? Are you clear about meeting objectives?

Your clients

- At the start of new relationships, introduce the MBC and discuss any principles which could support the wellbeing of both teams.
- Use the MBC as a way of understanding how clients are approaching wellbeing challenges – especially those created by the pandemic.
- Discuss whether you want to operate by an agreed set of principles and how you will manage them during peak demand.



Practical actions to put the charter into practice

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Openness and respect

Smart meetings and emails

Openness and respect

- Discuss upfront with colleagues, clients and contacts their preferred method of communication and clarify any relevant implications on an individual's working patterns.
- Treat internal colleagues and external contacts with the appropriate level of respect and courtesy.
- Ask for and provide feedback to others on a regular basis.

Smart meetings and emails

- Plan meetings you're responsible for chairing – agree agendas or objectives in advance.
- Before sending an email, ask yourself – could I resolve this faster with a call? Does everyone really need to be copied in? Is the subject line reflective of the email's content?
- How long are your meetings? Can you default your meetings to 20 minutes instead of 30? Or 45 minutes instead of an hour?
- Can you have a walking meeting to get away from your screen? Perhaps you could download MS Teams onto your work phone and walk and talk?
- Is it over lunch? Will recipients have a break in between meetings? Are you comfortable asking for meetings to be changed to give you a reasonable break?



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Respecting rest periods

Mindful delegation

Respecting rest periods

- Recognise the need to switch off – for yourself and others.
- Respect non-working days and take time to understand flexible working patterns.
- If you work at odd hours, make it clear and agree what's expected of others – you may even use the delayed sending in Outlook.
- Try not to book meetings over the lunch hour.
- Put your availability/working hours in your email signature.
- Do you respect people's annual leave without the expectation of them checking emails or taking calls? Do you role model the same behaviour yourself?

Mindful delegation

- Provide context, purpose and information about work you're delegating so the recipient is clear about what's expected.
- Negotiate, don't impose deadlines where possible.
- Recognise good work and give due credit.
- Create learning opportunities for others.
- Seek and give feedback.



Want to know more?

The best way to implement the MBC is to talk about it in your team and one to one meetings. Discuss how it would work for you and have regular reviews. There is no one size fits all.

We are here if you need any help. You can also speak to our Mind and Body Champions, Paula Goggins and Ed Persse, as well as Bola Gibson and Su Akgun in our **Diversity and Wellbeing** team.

You can also download the full Mindful Business Charter **toolkit**, available at mindfulbusinesscharter.com. There's a useful page specifically about **managing through Covid**.

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Want to know more?

