

the WellBeing at Work *company*



Immediate WellBeing & Stress Management
Solutions For Business

“Taking All The Stress Out Of WellBeing “



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INTRODUCTION - A PROVOCATIVE RANT

After nearly 2 decades of coaching and training and having worked with 1000's people on a face to face basis, I have personally witnessed the pain and suffering that stress causes. The statistics for workplace stress speak for themselves; it is a global 1st world problem that affects all industries and all sizes of companies, but the statistics fail to fully reflect the degree of human suffering caused by stress and that's worth a rant is it not.

In 2012 after being asked by a company to design and deliver a coaching programme for the staff they were about to make redundant, I witnessed a tragic and preventable event. Before the programme details could be agreed and rolled out, one young man who had heard about his upcoming redundancy was so desperate because of the changes and uncertainty he faced, that he saw no future and took the only solution he saw available, which was to take his own life.

One of my mentors Dr Richard Bandler (co creator of NLP) was once asked about suicide, he said, *“Suicide is a permanent solution to a temporary problem and it happens when things change and a person can't see a future”*

He was also asked what he thought about stress management. His reply was *“ I think stressing the management is a good start. So they wake up and make the changes that are needed. However the other thing to realise is that stress doesn't exist, it's not real, it's only when we perceive that the world isn't the way we want it to be, and the world has a habit of not being exactly as we would want it to”*

The tragic loss of this young mans life was the catalyst for my developing **“The WellBeing at Work Company”** which originally began as a series of live public seminars.

I would have loved to have had the opportunity to coach that young man. I know that with some coaching and a greater awareness of stress and how to cope with change and uncertainty, that probably he would still be alive and well. And when I say probably I am quite certain the outcome would have been different. That certainty comes from experience.

Having worked with 100's of people who had reached the point of *“I've had enough”* I know that the solutions are to give them hope, to help them to realise that whatever they are going through will at some point be in the past, and also to make them realise that a suicidal or depressing thought (including stressful thoughts) are only thoughts and need not be acted on.



Since 2012 it has been my mission to focus my coaching and training practice on wellbeing and stress in the workplace; so that as many people as possible understand stress, are more resilient and are better able to deal with uncertainty, overwhelm and can handle life's challenges. So they can cope with whenever the world isn't as they would want it to be, without resorting to extreme solutions.

As a diligent entrepreneur before designing and developing the products and services now available to you, I did my research into what clients need and want and what is available in the market place. What became apparent was that most of the services available were either **theoretical, nonsense**, or focussed solely on **policies and procedures**.

Theory about stress is nice in theory, but in practice is irrelevant, compared to being able to do something about it. If a stress management coach / trainer / consultant / course can't deal with stress in it's various shades from being slightly overwhelmed to being depressed or suicidal then they are of little service.

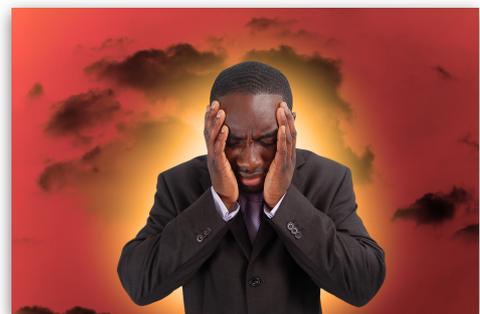
The **nonsense** is all the lists of “things to do” if stressed, which very rarely make any significant or lasting difference, light a candle, take a break, have a bath. The web is full of such useful resource sites (and I am being sarcastic when I say useful) nice as they all are, they aren't the solution, they are often as useful as an un sticky plaster over a septic wound.

As to **policies and procedures**; the HSE have since 2007 when they introduced the Management Standards; encouraging business owners to focus on the key stressors identified as the causes of stress; asking management to look to change their working practices. However, if they were right with this approach and that poor working practices are causes of stress, then since the HSE standards were first introduced stress statistics would have reduced and they haven't. The HSE website even says “**since standards were introduced 10 years ago the statistics have remained roughly the same.**”

The reason for this failure to change the statistics (despite many organisations changing policies and procedures) is simple - this approach fails to take into consideration the individuals coping skills, their **mindset**.

For example; imagine two people in similar working circumstances, with the same policies and procedures in place, the same support systems, same relationships, with similar demand placed on them and one is stressed and the other isn't. How so?

Addressing policies and procedures does help, but the most important part that is missing in most stress solutions is dealing with the mindset of the individual. One person is stressed because they have a poor or impoverished mindset, whereas one isn't



stressed because they have a more enriched mindset. Stress, coping and resilience are learnt skills; the resilient person has learnt them (often naturally) and the stressed person hasn't learnt them yet!

When it comes to mindset, the bemused business owner or HR manager who is looking for solutions is faced with some confusing choices. Do they select the method that stress management company A claims CBT is the solution or do they go with stress management company B who say mindfulness is the solution.

Then they have to choose between recruiting Janet who has done one stress management course and an online coaching course (so she can add stress management to her Reiki website) or the well known training company who offer trainings in everything. Of course this company has all the logos and accreditations and even offers certificates and CPD points, but most of their trainers would melt into the shadows if an attendee on their course had a panic attack or burst into tears or admitted to depression or suicidal thoughts.

Of course I am generalising a little here, there some great people out there doing great work. However if I was to travel back in time to when I was company director of three businesses responsible for 300 staff I would be confused as to what to do, who to trust and who to seek advise from. What I would want is an approach that was practical, relevant, went beyond theory and addressed all three aspects of wellbeing and stress management the **mindset**, **strategies** and **tactics**.

Which is why you now have access to all the things I would want if I was in need of guidance and wellbeing and stress management solutions for my companies.

Someone once asked me on a training *“what's the best technique for helping someone who is stressed to breaking point?”*, my answer was *“the ones that work.”* There is no one size fits all magic bullet solution to stress, which is why the solution is one which uses a multi disciplined blended approach to wellbeing and stress management. It's the combination and sequencing of multiple approaches that makes it so effective. They work in practice and that's what really counts.



I trust that within these pages you will find all the solutions you need to reduce stress within your business, and if you do need any assistance or guidance whatsoever please contact us we are happy to be of service.

Wishing you every success with your wellbeing

Steve Crabb

Wellbeing Specialist, Author, NLP Master Trainer, Master Transformational Coach, Clinical Hypnotherapist, Diploma (HNC).

MAKING THE BUSINESS CASE FOR STRESS MANAGEMENT

The Stress Calculator

Although stress in the workplace is widely regarded as a problem, not just from the ethical and moral perspectives but also from the financial and human aspects; many organisations and members of management still fail to see stress as a problem that relates to themselves. This attitude is due to a number of common factors; notably **deniability**, **diffusion of responsibility** and **stigma**. These can often be obstacles to implementing any stress management or wellbeing solution and need to be addressed for any solution to have an impact.

Deniability is a common human trait, we have a propensity to look on the bright side, to think problems won't happen to us. I have met many a business owner at networking events over a glass of warm wine who don't personally experience stress and don't realise they have a problem and don't understand why others are stressed; nor do they appreciate the impact it can have on their business.



Even with the statistics showing there are real measurable costs to business, some managers and owners will deny scientifically established facts even in the face of overwhelming compelling evidence.

Denial is an unconscious defence mechanism, which serves a purpose, which is to protect against the experience of pain. When assessing the likelihood of future negative events, a common characteristic of denial is the judgement *“It won't happen to me”*. Research shows that people in general have an overly optimistic and positive perception of the future.

Three important characteristics which help identify denial in an individual are:

1. **Refusing to recognise the problem.**
2. **Unrealistic optimism**
3. **Under the illusion of being able to control circumstances**

Diffusion of responsibility is where being with others may inhibit whether we take action or not. This is characterised by *“It's not my problem someone else will deal with it”*



The challenge many have, particularly in Human Resource departments, is getting other department heads to see that workplace stress is a problem that **all** executives have a responsibility to address; and to get other key stake holders willing to invest the resources needed to deal with the problem.

Stigma associated with admitting to stress is still a prevalent problem, it's often regarded as a career limiting move, one which could prevent promotion and be regarded as a label that the person is stuck with throughout their career. Far too often people keep quiet about their stress. Stigma also prevents people seeking help until it's too late and prevents management from fully acknowledging there is a problem and being committed to changing it.

Anyone responsible for dealing with the health and wellbeing of staff has to be able to deal with these 3 issues and present the problem and solutions in the language that most business owners understand - the language of money. Being able to get a company “*on board*” with any plan to address stress often requires the HR team to make a sound business case and to show there is a benefit and even a return on investment from spending out on any stress management programme of solutions.

You have to be able to present

1. **The cost of the problem.**
2. **The cost of ignoring the problem.**
3. **The benefits of the solution.**
4. **The cost of the solution.**

The solutions to overcoming deniability, diffusion of responsibility and stigma are to have a culture across all departments and throughout an organisations which welcomes open honest communications rather than assuming the positions and commitment of others; and being able to make a sound financial business case for addressing the problem of stress.

To help with this I have developed a stress calculator which will enable you to do the maths and present the financials as part of your proposal.

The stress calculator takes into account the four key costs associated with stress they are:

1. **Absenteeism**
2. **Presenteeism**
3. **Cost To Turnover**
4. **Additional Costs**

Absenteeism

The UK Health & Safety Executive research shows that 45% of all working days lost to ill health are stress related. The average cost per employee is £1350.



Presenteeism

Presenteeism is the damage caused by someone who is enduring excessive stress, still shows up for work, makes bad decisions, has poor judgment and underperforms. Research by the National Institute for Health & Care Excellence (NICE) shows that work impaired performance costs business between 2 x to 10 x the cost of Absenteeism.

Presenteeism costs include:

- **Damage to equipment and production resulting from accidents and mistakes**
- **Reduced performance/productivity**
- **Loss of public goodwill**
- **Brand damage**
- **Low workplace morale**

Cost To Turnover

Time off sick due to stress has costs to your business in terms of overheads (which have to be covered during absenteeism) and lost profit. These overheads still have to be paid and revenue that would have been generated is lost for ever. These are calculated showing revenue losses after labour costs (due to Absenteeism) have been deducted.

Additional Costs

What does it cost to replace a burnt out executive or member of staff who is no longer willing to tolerate workplace stress? These cost must be taken into consideration if looking to see the real cost of inaction.

Other Financial considerations where workplace stress has a negative impact on business includes:

- **Premature retirement**
- **Staff replacement**
- **Grievance and litigation / compensation costs**

Additional costs are not shown in the calculator but should also be presented when making the business case.

When you make the business case so that all who are responsible for the health and safety of staff wellbeing (which is everyone!) recognise that inaction is irresponsible, then you have at the opportunity to create a workplace where wellbeing is the norm.

Follow this link to the [STRESS CALCULATOR](#) and use your findings to make your case.

IMPORTANT: No Information is stored or collected when you use the calculator simply screenshot or write down your calculations.

CREATING YOUR STRESS MANAGEMENT PLAN

The Ultimate Blueprint

When it comes to addressing working practices, policies and procedures there is “*no one size fits all solution*” because every organisation is unique and has its own unique ways of working which can be the causes of stress.

If you are responsible for the wellbeing of your staff I have written an e-book that is an invaluable coaching guide to helping you:

- **Make the business case for a stress management programme.**
- **Overcoming any resistance to change.**
- **Getting your staff in the right mindset for putting a stress management plan together *and***
- **Contains coaching exercises to evaluate possible solutions.**

This **FREE** e-book will be an invaluable tool on your journey of creating a plan that is as unique as your business and its' needs are.

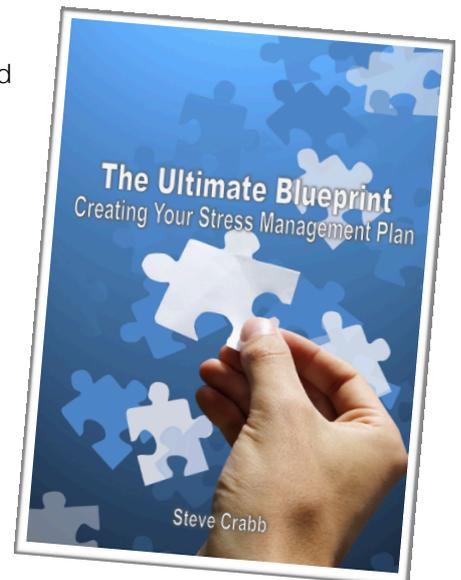
The book is in 2 parts; the first part helps you to create the right mindset and conditions for getting your team on board, it helps them to recognise the problem and sets the right conditions for productive meetings.

The second part contains a series of coaching exercise so you can then guide your team through the process of identifying problems, designing solutions and implementing them.

This e-book is a “**how to guide**” and of course if you want assistance with this process then we offer a range of “**do it with / for you**” services and trainings.

Follow this link to download your **FREE** e-book

[“The Ultimate Blueprint - Creating Your Stress Management Plan”.](#)



WELLBEING AUDIT - KNOW YOUR STRESS PAIN POINTS

A WellBeing Consultation To Evaluate Where Your People Are Under Stress.

The **“Wellbeing Audit”** is a consultation service where we evaluate how your business is performing in relation to the 6 key stress indicators identified by the HSE Management Standards.

Since 2007, there have been in place HSE Management Standards designed to encourage a proactive approach to stress in the workplace and to highlight the major role managers can play in reducing the problems of stress.

The Management Standards define the characteristics, or culture, of an organisation where the risks from work related stress are being effectively managed and controlled. They point a proactive supportive organisation in the direction of creating healthy working conditions.



Standards cover six key areas of work design that, if not properly managed, have been identified as being associated with poor health and well-being, lower productivity and increased sickness absence. In other words, the six Management Standards cover the primary sources of stress at work identified by the HSE research.

The objectives for the “WellBeing Audit” are:

1. Increase the awareness and ability of talent within your company to evaluate and recognise potential stressors in relation to current working conditions.
2. Provide a “snapshot” view across the company of your current stressors so management can take appropriate actions to mitigate stress.

It provides summary information of how you are performing against each of the Management Standards stressors. The scores range from 1 (poor) to 5 (desirable). The information is presented in the form of bar charts providing, your organisation’s score on each of the six Management Standards areas



These are:

- **Demands** – this includes issues such as excessive workload, work patterns and the work environment.
- **Control** – defined by how much say the person has in the way they get to do their work.
- **Support** – this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues to assist an individual to do their work without undue stress.
- **Relationships** – this includes promoting positive working to avoid destructive conflict and being able to recognise and to deal with unacceptable behaviour.
- **Role** – whether people understand their role within the organisation, project or task and whether the organisation ensures that they do not have conflicting roles.
- **Change** – how organisational changes (large or small) are managed and communicated and implemented within the organisation.

Having an external WellBeing Audit of your company gives you snapshot overview of where there are stress “pinch points” that need addressing. This is the starting point for developing any plan to reduce stress within the business related to working practices.

Wellbeing Audit How It Works

1. We send you an excel spreadsheet so you can list and provide e-mails for your staff who are part of the WellBeing @ Work Audit. This list can be separated into departments, so you can see if there is a difference in the ways departments are exposed to and dealing with stress.
2. We broadcast email the WellBeing @ Work Audit out to your list. The WellBeing @ Work Audit outlines for all your staff why the audit is being carried out, it explains the stress indicators and includes a questionnaire with 35 questions which they are to complete and return to us by email before an agreed deadline date and they confirm their agreement for us to hold and use their data for the purposes of reporting. All individual audits are confidential so your staff can honestly complete the questionnaire knowing their answers are private, safe and secure. No individual answers will be disclosed or discussed with the client.
3. We collate the information received and prepare your WellBeing @ Work Audit report which identifies how your company and departments are performing in relation to the management standards and where there are areas for improvement.
4. Your WellBeing @ Work Audit report also includes recommendations, coaching tips, techniques for management for each of the stress indicators. We meet with your management team to explain and review the report.

Wellbeing Audit Terms

1. Audits are conducted via email all data held is confidential, no individual cases or responses will be disclosed to the client and all responses will require the consent of all participants which is given when they return their audit.
2. It is the responsibility of the client to ensure all participants return their audits by the agreed date. Any audits returned after the agreed return date or not returned will not be added to the report and will still be charged.
3. Data will be held for 18 months from the date of receipt to allow for follow up comparisons to be made in later years. if further audits are held then data will be held for an additional 18 months to allow for year on year comparisons. If no follow up audits are held then all data will be deleted.
4. Clients will be informed by e-mail 30 days prior to deletion giving clients the chance to carry out follow up audits if they so wish and extend the period during which data is stored.
5. Data will only be used for the clients audits and preparation of reports. Data and results will not be shared with third parties or used for any other purposes other then to report to the client.
6. Audit services are to be pre-paid. If events are scheduled for 3 months or more ahead a 50% deposit is required to secure the service with the balance to be pre-paid 30 days before the agreed audit date.

Wellbeing Audit Rates

Includes data collection, input, reporting and follow up meeting. full details on page 11	£1000
Audit per employee	
1 to 30	£15 per person
31 to 100	£12 per person
100 plus	£10 per person

All rates shown are subject to vat and written confirmation and subject to terms and conditions.

WELLBEING WORKSHOPS FOR MANAGEMENT

Working With Your Management To Design A Strategic Plan For Addressing Working Practices

Your companies policies and procedures are idiosyncratic to your business, therefore any solutions to stress related to working practices will be equally unique to your business.

“The Ultimate Blueprint for Creating Your Stress Management Plan” on page 9 is a free e-book which will assist you through the process of getting your team on board, identifying stressors and creating a strategic plan. However, many companies prefer a **“do it for us / with us service”** and to be coached through the evaluation and design stages of creating a stress management plan.

The advantage of being coached is the assurance of knowing that you have an experienced wellbeing coach to guide your team through the enquiry process, this gives you the advantage of a third party opinion which is unbiased - this is known as *“high construal thinking”* or better known as *“seeing the wood for the trees.”* who can mentor your team.



To assist with this process we offer either a 1-day or half workshop for key management staff

The **WellBeing Workshop For Management** is made up of 2 parts.

Part One sets the conditions for a productive meeting and is designed to ensure that any of the common obstructions to developing a plan fit for purpose notably *“deniability”*, *“diffusion of responsibility”* and *“stigma”* (see page 6) are addressed

In the first part of the workshop, the management team will be guided through a series of coaching and training exercises to ensure there is:

- **Clarity of Purpose.**
- **Honesty & Trust amongst all participants**
- **Accountability and Responsibility amongst your team**

Part Two of the workshop is a series of guided coaching exercises designed to identify the problems specific to your business in relation to the key stress indicators, and to explore possible solutions in relation to working practices.

By the end of the workshop, management will be in a position to run follow up meetings if they need to continue with the design process. They will also be able to conduct review meetings to assess the feedback received from any working practice changes implemented.

Wellbeing Workshops For Management Terms

1. Workshops are carried out either on site at the clients premises or off site at a venue of their choice.
2. Rates shown do not include for venue costs which are to be provided for by the client.
3. Rates shown are for venues located within the London M25 region.
4. Venues outside of the London M25 region may be subject to travel costs and accommodation charges (if training is either abroad or if an over night stay is necessary) any additional costs will be quoted for separately.
5. All workshops are managed and mentored by Steve Crabb.
6. Workshop times are 9:00 am till 5:00pm with mid morning and mid afternoon 15 minute breaks and an hour lunch break. Workshop times for half day events are either 9:00 am till 1:00pm or 1:00pm till 5:00 pm with mid morning or mid afternoon 15 minute breaks respectively. Clients to provide suitable refreshments for attendees.
7. Workshops sizes are limited to 12 participants to ensure they are productive.
8. All workshop events are pre-paid.
9. If events are scheduled for 3 months or more ahead of the booking a 50% deposit is required to secure the dates with the balance to be pre-paid 30 days before the event.

Wellbeing Workshops For Management Rates

Rates shown are for trainings held at clients premises within London M25 region.	
Half day workshop at clients premises	£1500
One day workshop at clients premises	£3000
Additional travel and accommodation costs can be quoted for businesses outside the M25 region and abroad.	

All rates shown are subject to vat and written confirmation and subject to terms and conditions.

WELLBEING WORKSHOPS FOR STAFF

The WellBeing @ Work Masterclass

Masterclasses use of a wide range of methodologies that have been used by Steve Crabb with 1000's of individuals, trained to over 30,000 people on seminars as well as trained to 1000's of doctors, coaches and therapists; the solutions available are for educational purposes only and are not therapy.

Clients who have attended past masterclasses report:

- **An increased awareness in key stressors**
- **An improved ability to manage their own responses to stressors**
- **Improved working relationships**
- **Less absenteeism**
- **Improved efficiency and effectiveness at work**
- **Improved sleep and rest patterns.**

"The WellBeing Formula @ Work" is a process that attendees will be guided through and is:

AWARENESS
plus
RESPONSIBILITY
plus
EMPOWERMENT
equals
WELLBEING

A white box with a thin grey border containing the definition of the word 'formula'. The word 'formula' is in a large, bold, black font. Below it is the phonetic transcription /'fɔ:mjʊlə/ and a speaker icon. Underneath is the word 'noun' in a smaller font. Two numbered definitions are listed: 1. a mathematical relationship or rule expressed in symbols. "the formula for the capacitance of a spherical capacitor" and 2. a method or procedure for achieving something. "the forlorn hope of finding a peace formula".

formula
/'fɔ:mjʊlə/ 
noun
1. a mathematical relationship or rule expressed in symbols.
"the formula for the capacitance of a spherical capacitor"
2. a method or procedure for achieving something.
"the forlorn hope of finding a peace formula"

Where:

AWARENESS = An enquiry into the nature of stress and how the mind and body operate to create it.

RESPONSIBILITY = How to take personal responsibility for your reactions (and responses) to stressors.

EMPOWERMENT = How to use interventions to self manage, reduce stress and be more resilient.

Empowerment exercises utilise the following methodologies:

- **Coaching** - Transformational "3 Principles" approaches to stress.
- **NLP** - Neuro Linguistic Programming
- **CBT** - Cognitive Behavioural Therapy
- **Psycho Sensory Techniques** - from the fields of Thought Field Therapy and Havening
- **Mindfulness & Meditations** -



Masterclasses are ideal for management and staff to see how collaboration is a key to reducing stress and achieving wellbeing and how individuals also have a responsibility for their own stress and wellbeing. Masterclasses are experiential, they include live demonstrations with participants and ample opportunity to practice the stress management techniques taught.

All events are presented by Steve Crabb and include elements of multi disciplines including NLP, Hypnosis, Coaching, Mindfulness & Psycho sensory techniques. No previous experience of any of the techniques is required.

The WellBeing @ Work Masterclass Syllabus

Masterclass are available as half or full day options.

Full days cover **“the mindset of a healthy organisation”** and **”the mindset of a healthy individual”** and a half day focusses on **”the mindset of a healthy individual”**

It is ideal for management and staff to see how collaboration is a key to reducing stress and achieving wellbeing and how individuals also have a responsibility for their own stress and wellbeing. Masterclasses are experiential, they include live demonstrations with participants and ample opportunity to practice the stress management techniques taught.

FULL DAY MASTERCLASS INCLUDES:

PART ONE

“the mindset of a healthy organisation”

- A new definition of stress
- The 6 key stressors and how to manage them.
- Creating the mindset of a healthy organisation

PART TWO

”the mindset of a healthy individual”

Awareness

- Conscious and unconscious roles in stress
- Freeze, flight, fight and flow
- The power of focus and intention

Responsibility

- Owner and Victim thinking
- Being the cause of your response and not just a reaction.
- The 4 WellBeing Principles - Ancient wisdom modern applications.

Empowerment

- Being more present
- Getting over past events
- Being resourceful in the present
- Wellbeing in the future
- Mindfulness at Work.

A new practice for wellbeing and resilience

- Putting wellbeing into practice.

HALF DAY MASTERCLASS INCLUDES:

PART TWO of the above syllabus focussing solely upon *“the mindset of a healthy individual”*

The WellBeing @ Work Going Deeper Masterclass

What we practice we get better at. One of the keys to entrenching new ways of thinking and behaving is to reinforce them with regular practice. To help your team to take the knowledge they have acquired during the wellbeing at work masterclass I follow up with half - day Going Deeper masterclass where we test the lessons learnt, explore additional techniques and deal with any specific challenges your people face.

Each Going Deeper Masterclass builds upon the experience of the previous and introduces new ways to deal with stress and experience wellbeing giving participants a wider range of coping skills.

During the Half Day Going Deeper Masterclasses we cover:

- Practicing the techniques learnt, what did you notice?
- Additional ways to deal with specific causes of stress, live demonstrations.
- Mindfulness, meditations and change. Taking your wellbeing practice to new levels of competency.
- We go deeper into the subject of wellbeing.

We recommend all clients follow up their wellbeing masterclass a month later with a Going Deeper Masterclass and ideally with a third Masterclass a month after that.



The WellBeing @ Work Masterclass Terms

1. Masterclasses are carried out either on site at the clients premises or off site at a venue of their choice.
2. Rates shown do not include for venues which are to be provided for by the client.
3. Rates shown are for venues located within the London M25 region.
4. Venues outside of the London M25 region may be subject to travel costs and accommodation charges (if training is either abroad or if an over night stay is necessary) any additional costs will be quoted for separately.
5. All masterclasses will be trained and presented by Steve Crabb.
6. Masterclass times for full day events are 9:00 am till 5:00pm with mid morning and mid afternoon 15 minute breaks and an hour lunch break.
7. Masterclass times for half day events are either 9:00 am till 1:00pm or 1:00pm till 5:00 pm with mid morning or mid afternoon 15 minute breaks respectively.
8. Going Deeper masterclasses last for 3 hours. with a 15 minute break halfway. Sessions start at either 9:00am or 1:00pm.
9. Clients to provide suitable refreshments for attendees.
10. For group sizes of 30 participants or more the client will provide an appropriate PA sound system
11. All masterclass events are pre-paid.
12. If events are scheduled for 3 months or more ahead of the booking a 50% deposit is required to secure the dates with the balance to be pre-paid 30 days before the event.

The WellBeing @ Work Masterclass Rates

Rates shown are for trainings held at clients premises within London M25 region.	
Half day masterclass Group sizes up to 30	£1500
Additional attendees	£50 / person
Full day masterclass Group sizes up to 30	£3000
Additional attendees	£100 / person
Additional travel and accommodation costs can be quoted for businesses outside the M25 region and abroad.	

All rates shown are subject to vat and written confirmation and subject to terms and conditions.

The WellBeing @ Work Going Deeper Masterclass Rates

Rates shown are for trainings held at clients premises within London M25 region.	
Half day Going Deeper Group sizes up to 30	£1500
Additional attendees	£50 / person
Additional travel and accommodation costs can be quoted for businesses outside the M25 region and abroad.	

All rates shown are subject to vat and written confirmation and subject to terms and conditions.

MANAGEMENT COACHING

WellBeing @ Work 1-2-1 Coaching Programmes

Being able to have someone on call when the going gets tough can be a life saver.

All stress management coaching sessions are with Steve Crabb, they are held over Zoom for convenience, sessions last for 50 minutes and can be spaced and booked to suit.

- **AD Hoc Sessions** - Simply book as you need them. Arrange the coaching dates and times by e mail or phone (page 27), make payment for your sessions online and we coach at the agreed date and time.
- **Company programmes** - Order and pay for a course of 10 coaching sessions, an appointed representative of your company can make session bookings for your staff via email.
- **Masterclass attendees** - To support the workshop trainings we offer an optional 50 minute zoom coaching session for all attendees, enabling them to have the chance to refresh their experiences to get clarity on the subjects taught and be personally coached through any issues they may have.



WellBeing @ Work 1-2-1 Coaching Programmes Terms

1. All sessions are for educational purposes related to stress management and are not for therapy.
2. All sessions begin on the hour and its the clients responsibility to attend on time and have suitable equipment to participate in the session .
3. In the event sessions need to be re-scheduled we require 24 hours notice from the appointed staff representative or the session time and cost will be forfeit.
4. All sessions are to be pre-paid at the time of booking and company programmes are valid for 1 year from the time of booking.
5. Session are available Monday to Thursday 10am till 5pm and Fridays 10am til 3pm. Excluding bank holidays and the month of August when offices are closed. All sessions are subject to availability.



WellBeing @ Work 1-2-1 Coaching Programmes Rates

WellBeing @ Work 1-2-1 Coaching Programmes Rates	
Stress management coaching over ZOOM	
Ad Hoc Session Minimum 2 x 50 minute sessions	£500 for 2 x 50 minutes.
Company Programmes Paid for in 10 x 50 minute sessions to be used within 1 year.	£2250 for 10 x 50 minute sessions
Masterclass Attendees 1 x 50 minute follow up session .	£200 for 1 x 50 minutes

All rates shown are subject to vat and written confirmation and subject to terms and conditions.

A CASE STUDY FOR WELLBEING

In this example we demonstrate how a Small to Medium company with 50 staff can calculate the cost to their business caused by stress and evaluate the all important **Return on Investment** of implementing a comprehensive wellbeing and stress management plan.

The company begins by using the **Stress Calculator** to estimate the total real costs of stress at work taking into account absenteeism, presenteeism and cost to turnover and profit.

Table 1. Absenteeism costs

	Employees	Management	Directors
% of labour	25%	25%	25%
Absenteeism in a month	10	3	2
Day rate	£70	£150	£250
Total absenteeism cost	£700	£450	£500
Attributable to stress (45% of total)	£315	£202	£225

Table 2. Presenteeism costs

	Employees	Management	Directors
Attributable to stress (45% of total)	£315	£202	£225
Presenteeism taken as conservative multiple of 2 x Absenteeism	£630	£404	£450

Table 3. Costs to turnover and profit

	Employees	Management	Directors
Attributable to stress (45% of total)	£315	£202	£225
Costs to T/O & Profit - Divide Attributable to stress (row above) by % of labour (first row in table 1) x 100 %	£1260	£808	£900

Table 4. Monthly and annual cost to business of stress.

	Employees	Management	Directors
Absenteeism	£315	£202	£225
Presenteeism	£630	£404	£450
Additional costs	£1260	£808	£900
Total monthly costs	£2205	£1414	£1575
Annual cost	£26,460	£16,968	£18,900



The estimated annual cost to the company related to stress is £62,328 an average of £1247 per employee which is below the national average of £1350.

Figures they must also consider when evaluating the possible costs of failure to take action are:

Table 5. Failure to take action costs.

Average recruitment costs	£13,500
Average training costs for replacements	£5,000
Average litigation costs	£5,000 - £25,000

Having calculated the real time costs of stress the company undertakes a 4 Step plan to reduce stress in the workplace

Step 1: They conduct a WellBeing Audit to fully assess where there are key stress areas within their departments which need addressing.

Audit fee £1000

50 staff @ £12 = £600

£1600

- **WellBeing Audit = £1600**

Step 2: After the WellBeing Audit has been conducted they hold a management planning day to address the key stress areas indicated as highlighted during the Wellbeing Audit.

- **Wellbeing Management Workshop = £3000**

Step 3: The company implements the changes to working practices designed in Step 2 and to help staff with mindset, coping and resilience they hold 2 x half day “The WellBeing @ Work Formula” Masterclasses for their. The half days ensure all staff have an opportunity to attend the Masterclasses. They follow up a month afterwards by holding 2 x half day Going Deeper masterclasses to refresh the attendees memories and reinforce the lessons learnt.

- **The WellBeing @ Work Masterclass 2 x half days = £5000**
- **The WellBeing @ Work Going Deeper Masterclass 2 x half days = £5000**



Step 4: A few months after completing their programme of masterclasses they conduct a follow up WellBeing Audit to fully assess what has changed.

- **WellBeing Audit = £1600**

In Summary

WellBeing Audit	£1600
Wellbeing Organisation Mindset Workshop	£3000
The WellBeing @ Work Masterclasses	£5000
The WellBeing @ Work Going Deeper Masterclasses	£5000
WellBeing Audit	£1600
	£16200

- The total wellbeing and stress management programme for this company with 50 staff carried out over 4/5 months equates to an investment of **£324 per person** compared to an average stress cost of £1247. Giving an approximate ROI of 3.8 x

TESTIMONIALS



"I regard Steve Crabb as one of the top 3 coaches in the world. If you get the chance to train or coach with Steve grab it with both hands"

Paul McKenna

best selling author

"I highly recommend Stephen Crabb. he is continually updating his training with the most up-to-date skills I have developed and is licensed internationally through the Society of Neuro-Linguistic Programming"

Dr Richard Bandler

Co-creator of NLP and author



"Steve is a warm, enigmatic trainer, he is constantly listening, observing and seeking ways to enhance his skills. By sharing his skills he has helped to shape and mentor many talented people, his commitment to lifelong learning is admirable and demonstrates that he is worthy of the title Master Trainer"

John LaValle

President of The Society of NLP



"I've been wanting to meet and work with Steve for a long time after hearing about how effective his coaching techniques are for many years from a close friend. A 3-hour session with Steve, that mixed techniques of coaching, NLP and hypnosis, was nothing short of transformative. I was amazed at the effect. My behavior began to change in the desired ways in the days that followed. And not only did the impact not wear-off, but it keeps increasing, and I feel that acting in ways that are bold and authentic is becoming the new standard. "

May Elhalal - Levavi

President EO (Entrepreneurs Organization) Israel, Founder and Curator ESH. Media



" Working with Steve was a thought provoking, enlightening and very enjoyable journey, by the end of which he had shown me how to dispense with negative past issues and what I needed to do to finally move on.

Steve showed me how to clear my thinking and go back out there and achieve the ambitions I once had but lost somewhere along the way.

In the same way Steve instils confidence in his clients, he can confidently assert that he's at the top of his game."

Vincent Donnelly

Commercial Development Director, Santon Group

"Brilliant, brilliant, brilliant. I came in at the start of the day stressed, expecting to learn about stress but didn't expect to feel the way I now do. The mindfulness exercises were so simple and easy to use, unlike anything I have experienced before. It was well worth the journey and I would have paid ten times the price for the day."

"One of the best if not the best workshop I have ever attended! When's the next one?"

"I attend as many of Steve's trainings as possible. They are witty, enthralling and he is always developing something new which he shares with his students. With the Wellbeing formula he generously shares so much of his experience, Steve is in a league of his own when it comes to well being and stress management"

"I was recommended to see you by a friend who did her diploma with you. She said I would enjoy the day but I didn't expect to learn so much in such a short time. The training was perfectly paced with enough time to take in what you taught and to practice the techniques. This was very different to any other workshop I have attended I wish all training was of this standard. You ask how could the event be improved? At the moment I can't think of anything it was perfect timing for me, thank you so much."

"I have been to many workshops and seminars before, but this was exceptional. Steve worked with the group dealing with real issues in the room and it seemed as if he was talking directly to me all the time. He is a master of his craft."

"I arrived at the workshop recovering from a heart attack and stressed beyond belief. Steve chose me as his first demonstration subject it was if he knew I was desperate and within minutes I felt more relaxed then I ever imagined was possible. This man is a genius and is so kind and caring and also very blunt, he told me exactly what I needed to hear about taking responsibility for my own stress. It's two months later and I am using all he taught and feel amazing.

ACCREDITATIONS & BIOGRAPHY

Recent highlights in summary:

Studied Coaching, NLP and Hypnosis with Society of NLP, National College of Hypnotherapy and Psychotherapy, StoneBridge College, Robbins Research and many, many more including trainings with Dr Richard Bandler, John LaValle, Paul McKenna, John Grinder, Tony Robbins, Robert Dilts, Stephen Gilligan, Ormond McGill, Gil Boyne, Frank Farrelly (Provocative Therapy) , Michael Breen, Michael Neill, Robert Holden, DR Roger Callahan (TFT), Genpo Roshi (mindfulness - big mind), Dr Ron Rudin (Havening) and many many more.



2000 created a 1-2-1 practice focussing on problem resolutions including: addictions, phobias, obsessive behaviours, depressions, stress. 2001 developed the practice into working with generative change work, wealthy mindsets, confidence & motivation, peak performance including sports coach working with Formulae 1 racing team (world champions), Olympic medal athletes, golfers, rugby players, tennis and poker professionals.

Assistant to Dr Richard Bandler & Paul McKenna on their UK NLP, Hypnosis trainings from 2003.

Assisting Paul McKenna on his London Hypnotic stage shows 2003 to 2005.

Head Assistant to Dr Richard Bandler, Paul McKenna, John LaValle and Michael Neill 2003 till 2010. Responsible for selecting, managing and training the UK NLP assisting team.

Awarded title of MASTER TRAINER of NLP in 2007 by Dr Richard Bandler.

2003 to 2005 regular TV appearances on “The Paul O’Grady Show” and “The New Paul O’Grady Show” demonstrating a series of phobia cures with viewers. Radio appearances for BBC radio specialising in overcoming fear and phobias. Consultant specialist in Fear for UK release of Stephen Kings film “IT” and 3D film Coraline.

Director of Aventesi – training company specialising in training professional therapists and coaches from 2008 till 2015. Offering Certification courses in NLP, Coaching, Hypnosis and Specialist MasterCLASS certifications in Stop Smoking, Weight Loss, Phobias & Anxiety, Mind Body Healing.

Assistant to Michael Neill (SuperCoach Academy) 2011 in New York and 2012 in Santa Monica California. Assistant to Paul McKenna and Michael Neil for their “Life Transformation” workshops in Hollywood and Kensington 2012 and 2013

2012 launched The WellBeing Formula @Work” series of services and seminars.

Co-Presented with Paul McKenna “Life Transformations” in UK 2013 and 2014.

2015 Co-author of Wiley Press – Business Coaching and Mentoring for Dummies.



CONTACT DETAILS

All good working relationships happen within a conversation.

If you want to book any of the services or discuss any aspect of your wellbeing and stress management needs we are happy to help.

Thank you for taking the time to find out about the services on offer and I look forwards to talking and working with you to make your organisation a place where wellbeing is the norm and not the exception.

Regards

Steve Crabb



Wellbeing Specialist, Author, NLP Master Trainer, Master Transformational Coach, Clinical Hypnotherapist, Diploma (HNC).

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