



Institute
and Faculty
of Actuaries

The IFoA Conference 2022

22–23 June – etc.venues, 133 Houndsditch, London



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The New Norm

The impact of hybrid working on mental wellbeing
(and what we can do about it)

Who am I?

- Actuary – 30+ years of experience
- Worked in a variety of roles, including CA and WPA
- Passion for developing people
- ICF Diploma in Coaching
- Set up Lisa Dawn Coaching
- Dedicated to helping actuaries and other professionals



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Agenda

What is Hybrid Working?

How did we get here?

Why does hybrid working impact our mental health?

How has hybrid working impacted our mental health?

Thoughts from actuaries?

What can we do to help?

Questions?



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What is hybrid working?



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What it really is

- Variable number of days in office
- Different days in the office/ home
- Different hours in the office/ home
- Multiple site office



How did we get here?



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Why has hybrid working impacted mental health?

Working from home

Advantages

- Less traveling time
- Flexible
- Work life balance
- Fits around family
- Saves money
- Location

Disadvantages

- Never switch off
- Family distractions
- Lonely
- Collaboration
- New starters
- Cross learning
- Team spirit
- Socialising



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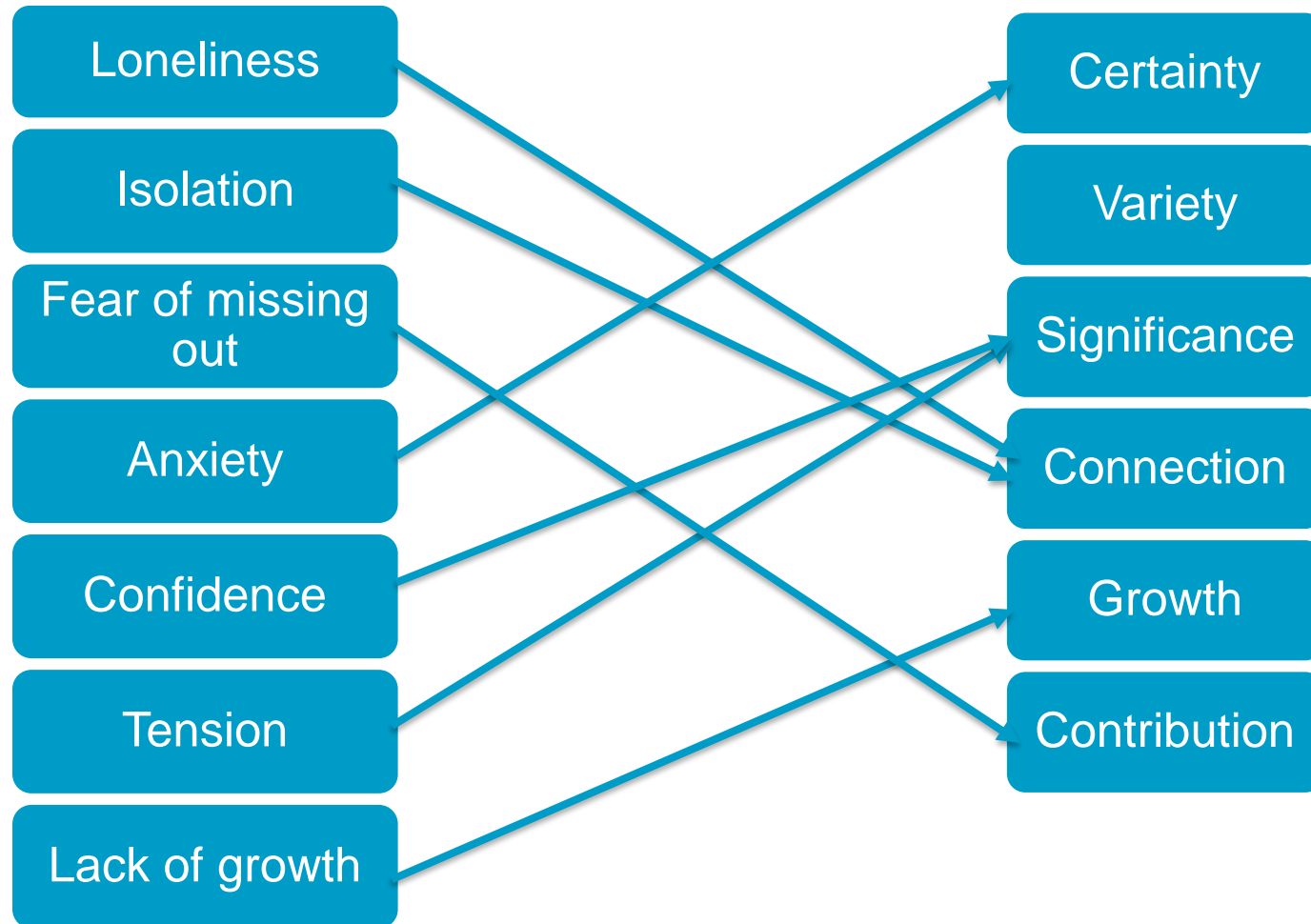
6 Human Needs – Cloé Madanes

1. Certainty
2. Uncertainty/ variety
3. Significance
4. Love/ connection
5. Growth
6. Contribution



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How hybrid working has impacted our mental health



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Things to look out for

- Eating or sleeping too much or too little
- Pulling away from people and usual activities
- Having low or no energy
- Feeling numb or like nothing matters
- Having unexplained aches and pains
- Feeling helpless or hopeless
- Smoking, drinking, or using drugs more than usual
- Feeling unusually confused, forgetful, on edge, angry, upset, worried, or scared
- Yelling at colleagues
- Experiencing severe mood swings that cause problems in relationships
- Having persistent thoughts and memories you can't get out of your head
- Thinking of harming yourself or others
- Inability to perform daily tasks like taking care of your kids or getting to work



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Thoughts from actuaries

- Interviewed actuaries from the insurance industry
- Ranged from new graduate to Head of Consultancy and CEO
- Experience of lockdowns varied
- Views on hybrid working and impact on mental health very similar



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Thoughts on hybrid working

- It's here to stay
- Still finding its feet
- Carrot and stick
- New starters and actuarial students
- Need to improve communication
- May lose people to more flexible companies
- Productivity
- Reduced need to travel
- Makes being an NED harder



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What can we do to help - how can I help myself?

“You’re in charge of your own time”

Look after yourself – get enough sleep, hydrate, eat well, exercise

Breaks between meetings – set meetings for 55 mins and reduce number

Golden hour – take an hour lunch break – go for a walk

Make reasons to go into the office

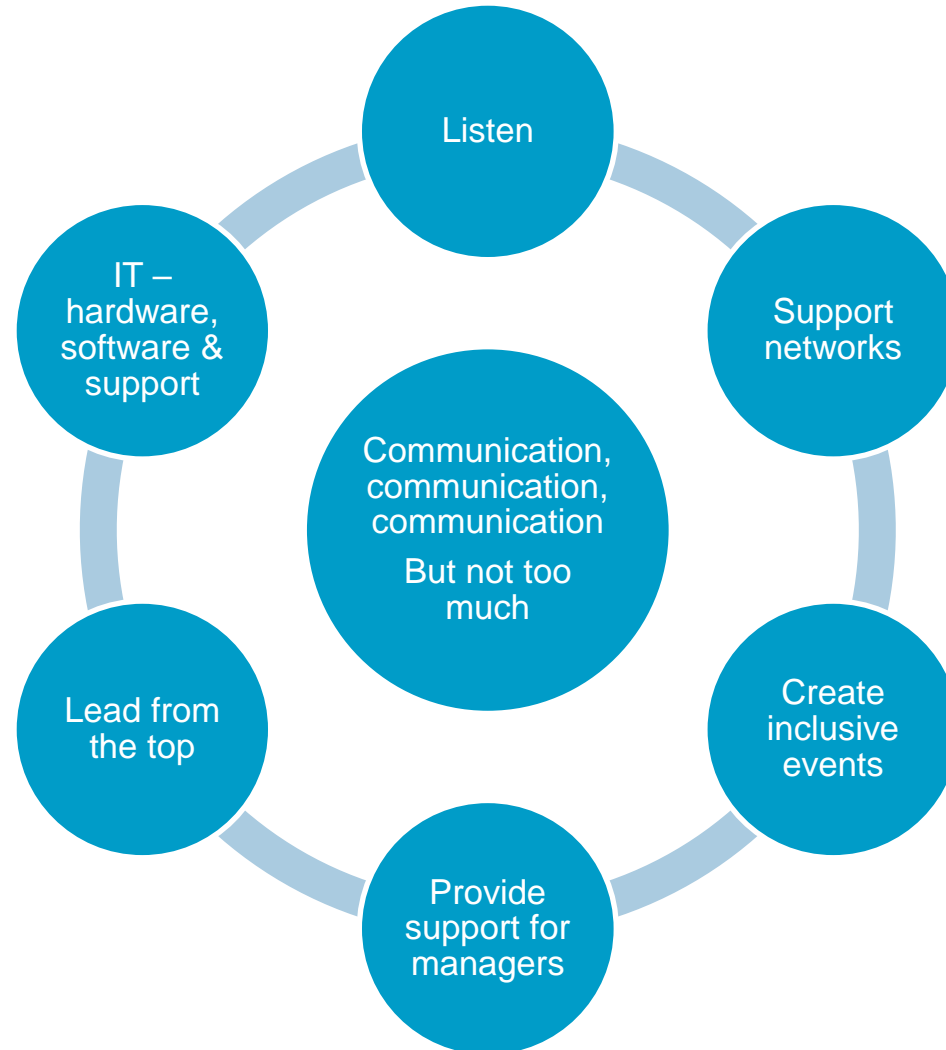
Boundaries – set your work day and keep to it

Make time for fun



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What can we do to help as actuarial employers?



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Benefits to actuaries if we get it right

- Mental wellbeing
- Happy teams
- Reduced sickness
- More opportunities
- Top companies
- Greater personal development



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Questions

Comments

Expressions of individual views by members of the Institute and Faculty of Actuaries and its staff are encouraged.

The views expressed in this presentation are those of the presenter.



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