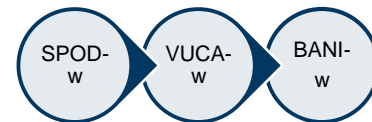




## **FROM PERSONAL TO CARRIER ACHIEVEMENTS: COMPLEX OF ANTICRISIS MESURES TO SUPPORT EMPLOYEES**

**Tatiana Borisova**

# What a wonderful world



## SPOD-world

Steady - Стабильный  
Predictable -  
Предсказуемый  
Ordinary - Простой  
Definite -  
Определенный



## VUCA-world

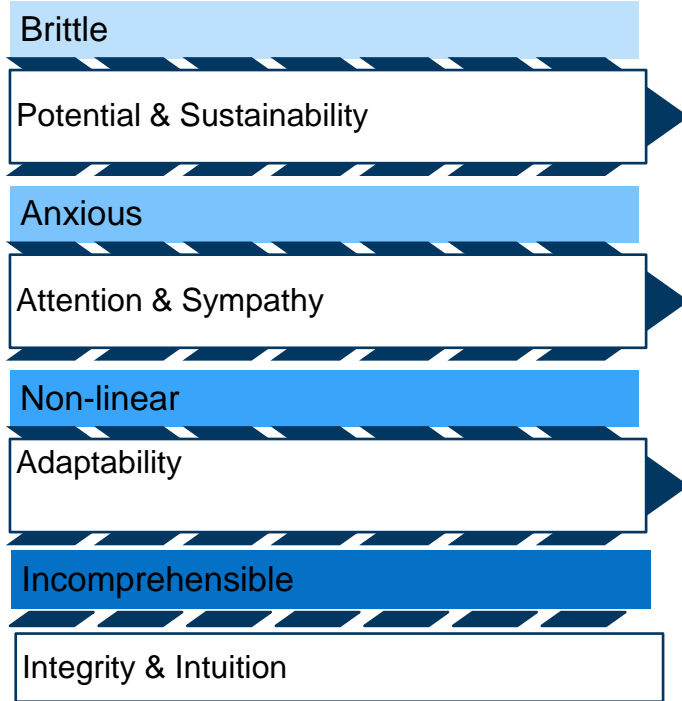
Volatility -  
Нестабильный  
Uncertainty -  
Неопределенный  
Complexity - Сложный  
Ambiguity -  
Неоднозначный



## BANI-world

Brittle - Хрупкий  
Anxious - Тревожный  
Nonlinear -  
Нелинейный  
Incomprehensible -  
Непостижимый

# Adaptive response to the current world



It is not the strongest or the smartest who survive, but the one who best responds to the changes that are taking place

C. Darwin

# Focus points



- ✓ Integrity
- ✓ Sustainability
- ✓ Personal & professional development
- ✓ Adaptability
- ✓ Connection with safety & effectiveness

# Focus points



## Communication channels

## HSE webinars for Mangers

- Open discussion on safety & health issues
- Decision making channel
- Feedback channel



All available platforms: MS Teams, video channel MS Stream, Sharepoint, Mentimeter for feedback and interactive communication

[illegible]

## Corporate Energized for life Program

- regular communication
- MS Teams channel
- webinars



**Energized for Life: Фокус на баланс.  
Самоизоляция с семьей.**

1 выпуск

/English below/

**Energized for Life: Focus on balance. Self-isolation with the family.**

1 is

Dear colleagues,

We are happy to announce the launch of a new phase of the *Enraptured for Life (EFL)* program, now in video format! We hope that you know this program very well, but just in case, we remind you that *Enraptured for Life* is designed to help Novartis employees become the best version of themselves every day, developing harmoniously and remaining effective at work and in life. In 2020, the program in Russia received the motto "Focus on balance". It was chosen for a reason, during this year we will talk about what balance is, whether it is realistic to maintain it in all spheres of life, how representatives of different professions cope with stress, how to stay inspired and enjoy life.

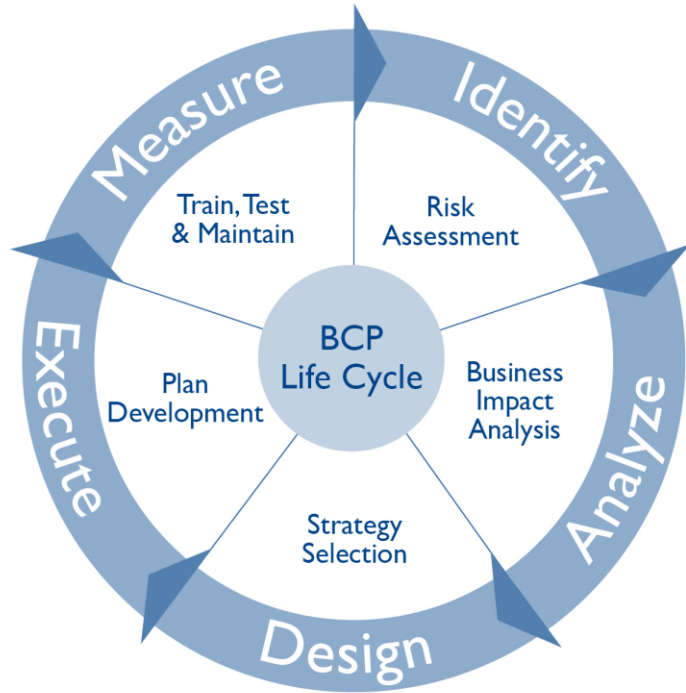
Also this year, the ERJ team decided to try their hand at journalism and video editing. And, although we don't have a YouTube channel yet, we have an equally wonderful Microsoft Stream and our talented colleagues. They will help us figure out the answers to the questions that this year's ERJ has set forth. At the end of the program this year will be invited speakers - representatives of interesting professions, [and especially](#), for Novartis employees agreed to answer questions about themselves and their professions in a video interview. So, let's turn up what exactly we will tell you in the framework of the **Energized for Life: Focus on balance**.

3. We asked our colleagues how they achieve balance, how they cope with stress in a quarantined environment, what they do in their free time, what helps them stay active in remote working conditions.
4. Besides, we took video interviews with specially invited guests to learn the specifics of their work, how they cope with difficulties, and asked them to share their situations from their professional practice.

# Focus points



# Business continuity & Personal sustainability





# Personal sustainability



**Life area**



Life processes description



Vital processes



Resources, interactions, etc.



Risks assessment



**Life continuity strategy**



**Inform & interact**



**Personal &  
Professional  
development**

# Personal sustainability



**Life area**



Life processes description



Vital processes



Resources, interactions, etc.



Risks assessment



**Life continuity strategy**



**Inform & interact**



**Personal &  
professional  
development**

# Focus points



# Personal & Professional development



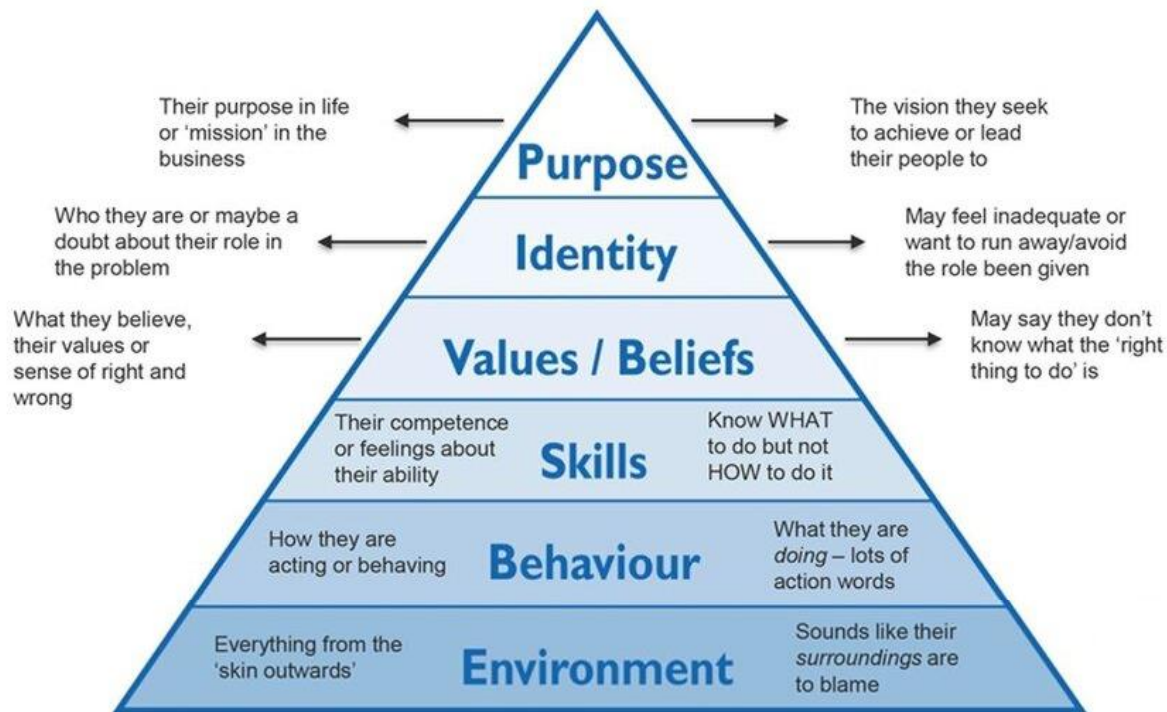
Do you know,  
**What** is it?

# Personal & Professional development



Dilts' neurological  
level pyramid

# Personal & Professional development



# Focus points

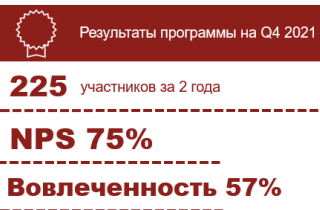


# First Aid vs Mental Health First Aid





# Emotional & Psychological Wellbeing



Innovative Program in Russia: join program with Institute of Interdisciplinary Medicine «**Mental Health First Aid**»



Objective: Maximize the potential for a fulfilling, meaningful and professionally prosperous life, develop self-help skills and the skills to provide first mental (pre-psychological) help to colleagues

- 1 Professional speaker
- 1 Online workbook
- 2 platforms: MS Teams, Stream
- 4 educational weeks
- 4 modules
- 4 webinars
- 7 video-lectures

## Discover

- Understand your own condition and the condition of others
- See what's wrong

## Help

- Active listening
- Offer to get a professional help

## Support

- Informationally
- By action
- Emotionally

# Employee Assistance Program

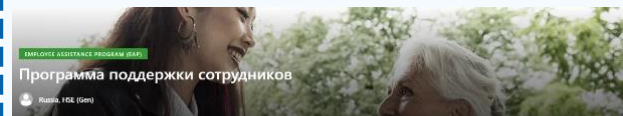


Improving health and well-being through the provision of qualified assistance & problem-solving solutions

- ✓ Psychological support
- ✓ Legal advice
- ✓ Personal finance expertise
- ✓ Healthy lifestyle advice
- ✓ 24-hour psychological hotline

Номер горячей линии  
психологической помощи  
**8 800 000 00 00**

## Special EAP web-channel



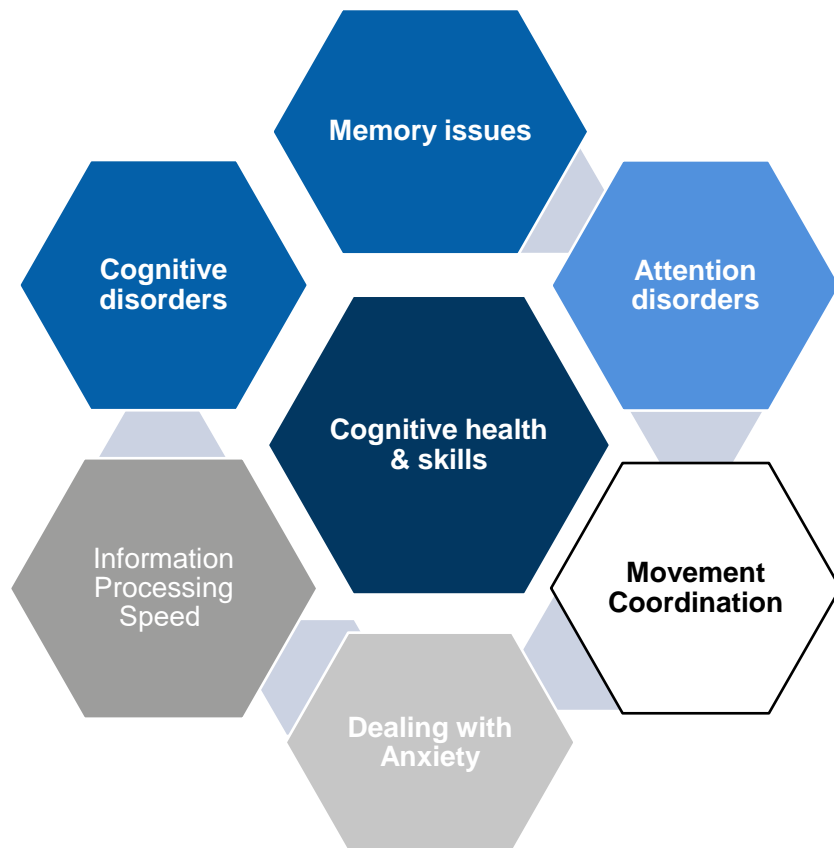
Укрепление здоровья и благополучия за счет предоставления квалифицированной помощи в решении повседневных проблем

- Психологическая поддержка
- Юридическое консультирование
- Экспертиза по личным финансам
- Консультации по здоровому образу жизни
- Круглосуточная горячая линия психологической помощи

### EAP Feedback

Обратная связь очень важна для нас!  
Если вы пользовались услугами программы,  
пожалуйста, поделитесь своим мнением!

# Post COVID-19 syndrome

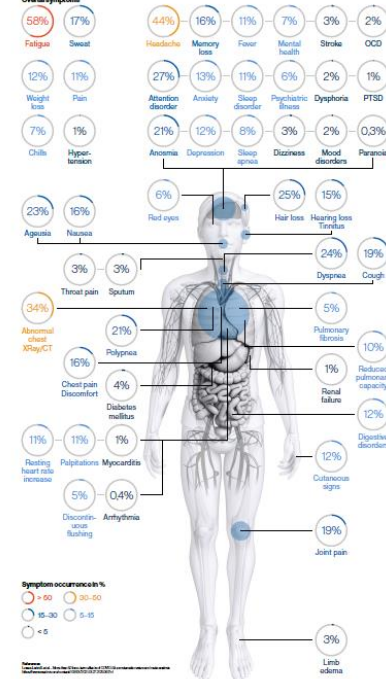


## Long-term effects of COVID-19

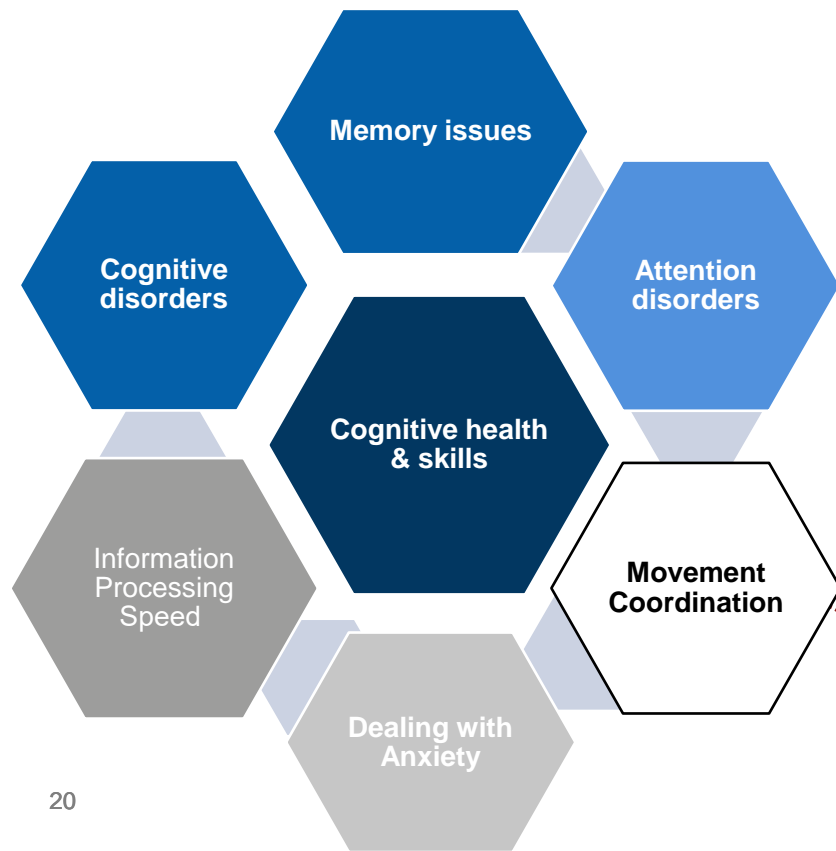
A systematic review and meta-analysis

80% of COVID-19 patients develop at least one long-term symptom.

### Overall symptoms



# Well-being 2021: Восстановление после COVID-19



## Advantages

- Program flexibility (replacing the topic with a more relevant one))
- 40-60 webinars via MS Teams & recording
- Practical exercises based on the techniques of neuropsychology, kinesiology, psychology, coaching
- Modular structure - everyone chooses the sessions he needs specifically

Результаты программы на Q4 2021

~400 участников

**NPS 70%**

**Вовлеченность в интерактив 45%**

# Focus points



# Programs connection



## Psychological & emotional wellbeing

Anxiety reduction  
Psychological stability increasing  
Self-management in stress and emergencies



## Safety

Rest and sleep  
Development of all aspects of attention  
Injuries reduction (including domestic)



## Efficiency

Improving efficiency and effectiveness of work  
Reduction of conflicts in the teams

Mindfulness increasing



**Thank you**