CASS
BUSINESS SCHOOL
CITY, UNIVERSITY OF LONDON
EST 1894

Resilience and mental health

In a world facing huge uncertainty and where the demands of life and work are far greater than the resources we have to meet those, good mental health, emotional resilience and physical well-being can be hard to come by.

Working in the voluntary sector poses unique challenges for us all, as we grapple with the paradoxical demands and expectations of expansion, funding pressures, challenges from government and the public, calls for sounder governance and a need to continue to deliver 'business as usual'.

According to the latest CIPD research, workers in the voluntary sector are more likely to report that they have experienced a mental health problem while in employment (46%). The report also highlights something that we all recognise: that organisations depend on having a healthy and productive workforce. Health and productivity that comes when employees feel their work is meaningful and they are valued and supported, enabling them to be more committed to the organisation's goals and to perform better. Alleviating alienation, disengagement and frustration in people's working lives by equipping whole organisations, managers and individual employees with the capabilities to cope with rising demands, the fast pace of change and psychological know-how is what enables voluntary sector organisations to shift from a 'survival' mind-set to a thriving mode of operation.

Whilst good mental health, emotional resilience and well-being can be hard to define and achieve, here at Cass we have taken great care to understand what this means for our sector. We have also spent time researching the best available evidence about what works to enable individuals, teams and organisations, to optimise health and to boost emotional resilience.

For us it is about creating real and sustainable change. It is about continuing to support the important themes of connection, conversation and courage in our sector. The courage to make intentional and purposeful choices to create the conditions for people to thrive as they give of their best in demanding circumstances. Research points to the importance of organisational climate and culture, but also to the vital role played by meaningful and stimulating work, good support, social connection and physical well-being in building resilience and good mental health.

We currently offer a number of courses on:

- Creating the right organisational environment for people to promote and maintain positive mental health.
- The manager's role in resilience, wellbeing and performance at work
- Building emotional resilience and well-being

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Tammy Tawadros is a coach, work psychologist and organisational development consultant with a special interest in building emotional resilience. To talk to us about your needs or any of the above courses, please contact CassCCE@city.ac.uk.