



plugH

YEARBOOK

2021



**Plugging Health,
Harmony and Happiness
into Workplaces**

<https://www.plugh.co.in>

CONTENTS

ABOUT US **3**

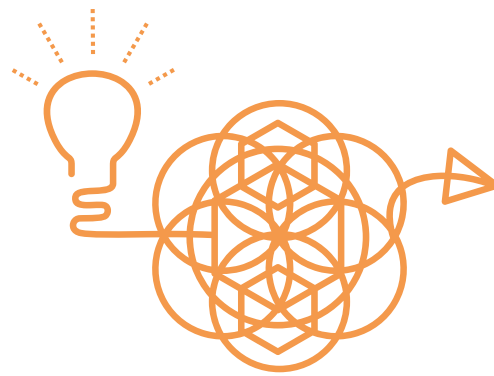
LOOKING BACK AT 2021

<i>From the Business Head's Desk</i>	4
<i>From the Client Wellbeing Head's Desk</i>	5
<i>From the Programme Head's Desk</i>	6
<i>plugH 2021 - a snapshot</i>	7

PROGRAMMES

<i>Employee Assistance Program (EAP)</i>	8
<i>Newsletters - the plugH Beat</i>	11
<i>plugH Hour</i>	15
<i>Bodhi Stree</i>	18
<i>plugH Gurukul</i>	22
<i>Rewiring for Resilience</i>	25
<i>Polls</i>	27
<i>Survey</i>	29
<i>Toolkits</i>	31
<i>Special Offering for StartUps</i>	34
<i>plugH Beat</i>	37
<i>Health Promotions</i>	39
<i>Walking the talk at plugH</i>	48

ABOUT US



Catalyzing Workplace Transformation



Workplace Transformations through building empathetic teams



Enabling positive transformations in individuals

FROM THE BUSINESS HEAD'S DESK

A happy new year to you all! I hope you celebrated the start of 2022 safely and in good spirits with family and friends. As we continue to cope with the third wave of the pandemic, I want to take a moment to look back on 2021 and thank you all for your inputs, insights over the past 12 months which have added a lot of depth and breadth to the work that we do at plugH

2021 was a transformative year for plugH. The continued pandemic restricted us from adding value to our clients with our on-ground programmes and challenged us to build more innovative programmes to respond to the emerging “Mental Health Crisis” in India. Our purpose however strengthened our resolve and challenged our creativity & innovation to greater heights. To add more power to our efforts Ms. Deepa Bhalerao joined us as the Head of the Mental Health practice. Her wisdom and depth of understanding about the subject is taking plugH from strength to strength.

Swapnalekha Basak

FOUNDER/CEO



You will see that 2021 thus saw us conceiving a host of new initiatives drive very innovative communication campaigns to sensitize and educate people to the multiple dimensions of challenges to our Health & Wellbeing. The annual report is an effort to share with you the work that we have done throughout the year

The work we are doing is more relevant than ever today. The services we provide are an integral part of HRs across the country. Our clients rely on us to advise them on driving change management programmes at their workplaces to transform them into healthy, happy and harmonious workplaces. I'm pleased to say that our clients recognise our efforts to serve and delight them.

My very young set of colleagues at plugH fill my heart with joy and pride as I see them working together and creating magic on a day-to-day basis. All the creativity especially in our communication campaigns is their idea. Deepa Bhalerao, Archana Raha and Frank Fernandes often chat over our cup of tea about the sheer brilliance of the talent and the energy of the younger lot at plugH.

2022 is set to be another exciting year for us. We are committed to enabling workplaces in India to cope with Mental Health Challenges and come out stronger and drive women led development at their workplaces

I want to thank you for your continued commitment and effort. Every one of you has an important role to play in the work ahead and I'm confident that together we will achieve great things.

I wish you and your loved ones a happy and successful 2022!

FROM THE CLIENT WELLBEING HEAD'S DESK

Just as we were limping back to normalcy when the new year began, the second wave of Covid set in. Businesses were hit once again and so were people.

I have always witnessed my HR friends going in through a difficult patch on either the professional or the personal front – never has it been that I have seen the entire fraternity battling at both the fronts. I saw them overwhelmed, trying to walk the tightrope between balancing their own families' needs and being there for their colleagues. However, they rose to the challenge. Task forces were set up within organizations to cater to vaccinations, support those taken battling the infection and HR teams stretched like never before.

Archana Raha

VP- SALES AND MARKETING



At plugH, we saw a steep rise in the demand for mental health solutions, particularly around EAP, and for access to counselors. Calls to our EAP line would come late at night from people waiting for their family members to fall asleep. To counter that we crafted a series of new initiatives to respond to the peculiar challenges that the lockdown and the pandemic threw at people.

Being in an advantageous position of managing a community of senior HR professionals we became the via media to share challenges and more importantly small successes so that as a community we grew. The year saw us doing things that were never part of any plan like organizing tele consultations between emergency services like ambulances, and what not. But we exist for our clients and our purpose is served when we are able to support them in their challenges to make workplaces happier & healthier.

FROM THE PROGRAMME HEAD'S DESK

Looking back in gratitude-

The Covid -19 pandemic which began in 2020 showed no signs of abating in 2021. We reeled under crushing sadness and immeasurable loss. But we also saw the ebbing of despair and the rise of hope. We found solace in simple things and healed ourselves by developing resilience. We questioned our lifestyle and made corrections in our course. We pondered upon what we have taken for granted and counted our blessings one more time.

As we step into a brand-new year, we at plugH are grateful for the lessons that living through another year of a pandemic has taught us. We have attempted to bring to centerstage, the crisis that was looming and has found utterance because of the peculiar effects of the pandemic.

At plugH, we focus on various aspects of Mental Health and offer solutions that make a direct impact on wellbeing.

Deepa Bhalerao

HEAD OF MENTAL HEALTH PROGRAMMES



We work on the promotive, preventive, and curative facets of mental health issues and have created a range of offerings that cater to a variety of requirements.

In 2021, we have strengthened our 24/7 Helpline and addressed a variety of concerns relating to the pandemic and to other mental health concerns. We have initiated Groupwork through Listening Circles which seek to offer guidance for creating more empathetic workplaces. On the community level, we have addressed mental health concerns of individuals relating to the workplace, the home, and the self through curated open sessions, and followed it up with organization level campaigns to further the understanding and sharpen the focus on all relevant mental health matters. Our creative team has been prolific in their carefully designed campaign offerings around topical matters relating to the workplace and the home. Our communications team has been engaging in regular conversations that seek to address the specific needs of all our clients.

We have also learnt that there is a vast distance left to cover before we can say that Mental Health is receiving the attention it deserves. That there are some efforts that need sharpening and honing before we can give what perfectly matches the need of the day.

So we are stepping into 2022 with a renewed sense of commitment to our core belief and philosophy- to dedicate ourselves to the cause of Mental Health and facilitate the transformation of workplaces into caring and resilient spaces.

Thank you for being with us through this exciting journey.



2021 Snapshots

Newsletter



EAP



Survey



Polls



Rewiring
for Resilience

Bite-size
Ideas



Webinar



Directory



Health
Promotion



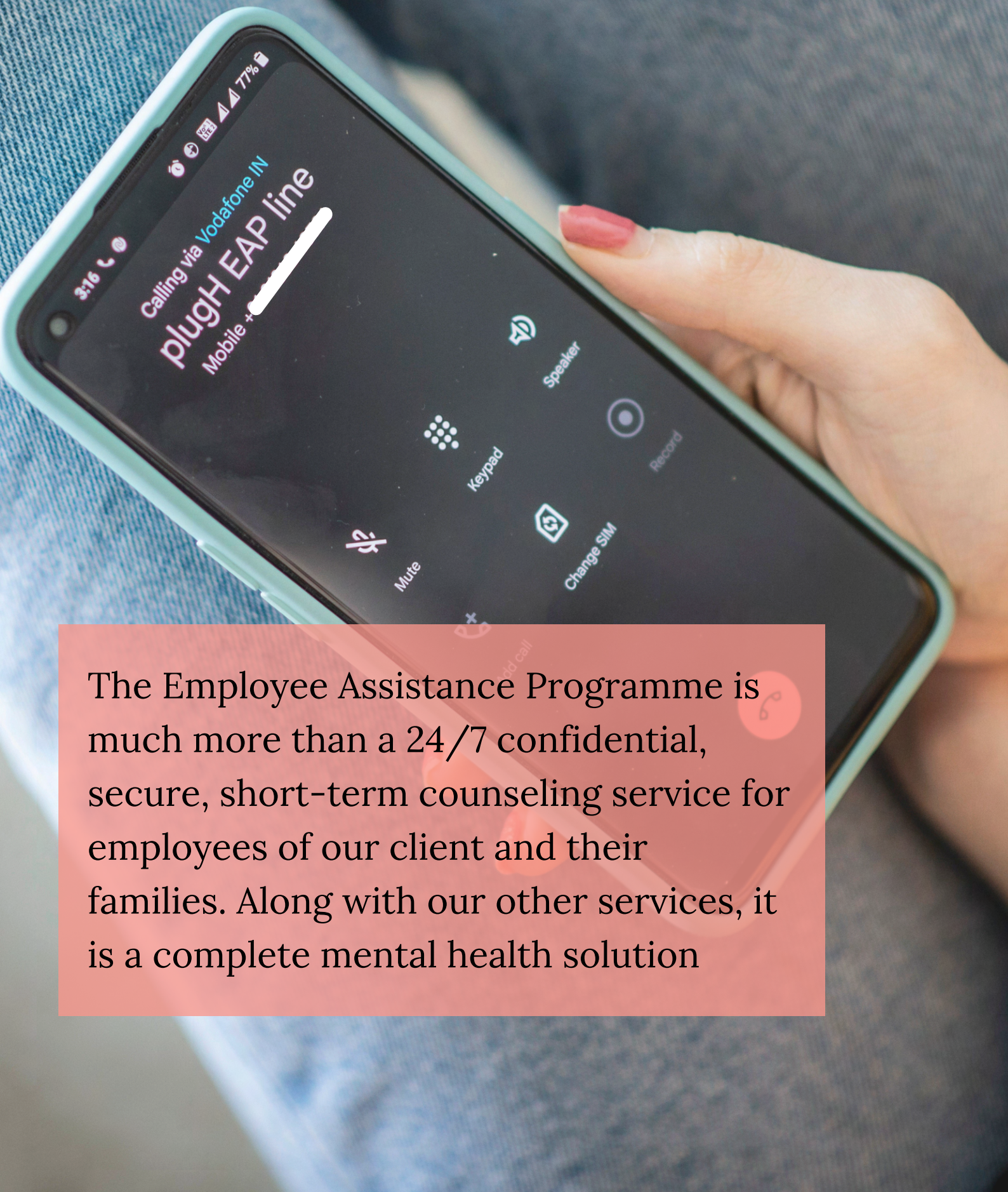
Toolkit



Branding



EAP



The Employee Assistance Programme is much more than a 24/7 confidential, secure, short-term counseling service for employees of our client and their families. Along with our other services, it is a complete mental health solution



EAP

Highlights 2021

150%

increase in the
number of clients

2x

Percentage of
employee calls doubled

20%

callers came back
for follow-ups

300%

Increase in
duration of calls

2.5%

Calls were from people
affected by mental illness

Our Findings

Seeking support for mental health is still a taboo

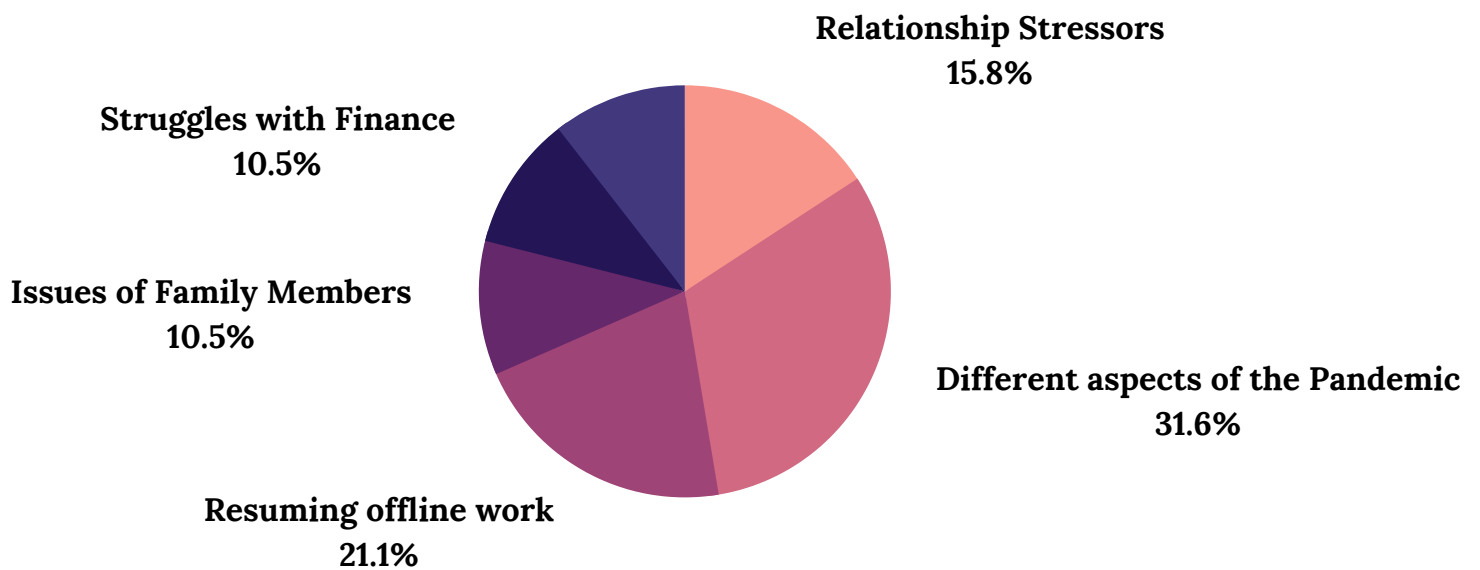
75% of the calls requiring specialist interventions were from men

Most calls were at the intersection of personal and workplace issues



EAP

Reasons for Calling



Success of EAP



We owe the success of the EAP to the “**Managers**” who actively nudged people to reach out.



Newsletter

12 Newsletters 12 Themes

POWERFUL INSTRUMENT
to drive internal employee brand

CO-CREATED
with HR & Internal Communications

CUSTOMIZED
topical content on health & wellbeing

PLATFORM
to showcase employees voices



Newsletter Themes

2021

January: DOSE for Happiness

February: Relationships

March: Stress and Work Life Balance

May: Rest and Wellbeing

June: Thriving through the Pandemic

July: Monsoon and Immunity

August: What is Freedom?

September: Unlearning & Learning

October: Ahimsa - Non-violence

November: Parenting

December: Financial Planning



Highlights

Volume I Issue December 2021

FINANCIAL WELLBEING

the december issue

The plugH Beat

All About Financial Planning

As time passes we all change, too. Financial Planning therefore at different stages of one's life has to be responsive to these needs.

Which Stage Are You In?

#1 Your First Job

Factors to keep in Mind

Can Invest 60-70% of Income

- Financial Freedom
- Age is not a concern
- Lesser age, High risk appetite
- Start Small but start early

Key Planning Heads

Self risk Profiling | Saving and Investment | Personal needs and aspirational expenses | Self Development

Factors to keep in Mind

- Financial Dependents
- Increase in expenses
- Medium risks, Medium returns
- Liquid funds for expenses

#2 Newly Married

Key Planning Heads

Short and Long term Investments | Insurance Life & Health | Expense and Savings | Surviving loss of a job

Can Invest 30-50% of Income

#3 With Young Kids

Factors to keep in Mind

Try to Invest 30% of earnings

- Increase in Dependents
- Higher expenses, less savings
- Low risk appetite, Low returns
- Goals

Key Planning Heads

Child expenses and higher education | Retirement Planning | Increase in Family Insurance Cover | Essential and aspirational expense budgeting

Factors to keep in Mind

- Less liabilities
- Medium risk, medium returns
- Substantial Assets
- Aspirational expenses, if planned previously

#4 Settle and grown up Kids

Key Planning Heads

Insurance Top-Up for serious health issues | Support children in asset building/marriage | Retirement planning Review

Can invest 30-40% of earnings

#5 Retired

Factors to keep in Mind

- Reap your Investments
- Short term investments
- Low risk factors
- Need liquid fund for expenses

Can invest 20% of earnings

Key Planning Heads

Increase in medical expenses | Will preparation and trust formation | Concern on retirement corpus and Healthcare

Beware of little expenses. A small leak will sink a great ship.

~ Benjamin Franklin

SUDOKU

			2			9		
7							1	
8	4							
	8		3			9		5
			2		1	4		6
9		6						3
			4			3		
			5					8
3				1				

The goal of sudoku is simple: fill in the numbers 1-9 exactly once in every row, column, and 3x3 region

November Solution

4	3	9	6	8	1	2	5	7
6	2	1	4	7	5	3	9	8
8	5	7	9	3	2	4	1	6
2	7	3	5	9	8	1	6	4
1	6	8	3	4	7	5	2	9
5	9	4	1	2	6	7	8	3
3	1	6	8	5	4	9	7	2
7	4	5	2	6	9	8	3	1
9	8	2	7	1	3	6	4	5



Highlights

Volume I Issue December 2021

FINANCIAL WELLBEING

the december issue

EMPLOYEE SPEAK

'COVID'19' – The word itself was just enough to threaten us in the beginning of 2020. The fear of getting infected, highly impacted the human life. No one dared to move out of their main gate once the whole country went on lockdown.

Any outside product including food & groceries were seen as an infected item, hence washing each and every item carefully wearing hand gloves and mask became the new normal. Everybody was praying to God to bring an end to such difficult situation & waiting for early launch of vaccine to protect their families and themselves.

Post relaxation of lock down rules, initially people continued to follow all Covid'19 guidelines. But as time passed, people became lenient in terms of diligently following the safety guidelines. People have now become careless to wash hand, they move out of house without wearing masks & don't care about social distancing. Vaccination drive were started and a huge crowd rush to take vaccine as early as possible but, we should appreciate our government to manage vaccination drive with at most care.

I have personally seen the incident of a very serious impact of virus on human life. My house owner (Husband & Wife) infected last year and were admitted for two months in the hospital.

Their son had to face grave difficulty due to this. He had to attend both this parents at a time who were admitted in two different hospitals. But with his immunity, will power & God's blessings, he was protected against the virus during serving his parents in the hospital. But unfortunately, both of my house owner passed away one after other within short rime.

We all need to be very careful and take all precautions even if we are vaccinated. As ignorance or carelessness can lead to irreparable consequences. The impact of virus has not gone away but, now new upgraded version of virus is found, named as "Omicron"

I personally feel & request everyone to follow Covid guidelines everywhere, in order protect you & your family. When you follow safety rules, not only you ensure your own safety but also cease to be a threat to others.

Employee Name: _____
Designation: Assistant Manager – QA
Location: Gujarat

8 Financially Prudent Habits for financial stability

Handling finances can be a difficult task and it is essential to inculcate prudent habits when it comes to money matters. Financial prudence means *planning well in advance and investing in areas where you can expect high returns. It also means having complete knowledge about the money you have and how you can make it grow best.*

Below is a list of **8 financially prudent habits** that should be adopted to ensure financial stability:

- 1. Create a monthly budget**
- 2. Make buying decisions on the VALUE you get:** Buy any house, car, motorcycle which you are comfortable spending on, in your budget and the residual value when you sell the asset. Opt for an asset which gives high residual value.
- 3. Automated monthly transfer to a dedicated savings/ contingency account:** This a real trick for saving - Set a particular amount aside and opt for automated transfer that will help you save.
- 4. Avoiding impulse purchases:** Don't indulge in impulse buys or try to curb such habits as much as possible. Compare products from different shops and see what they have to offer. Also, don't think that buying in bulk is buying cheaper.
- 5. Not missing monthly credit card/ EMI payments:** Be aware about the payments you are expected to make during the coming month and to do it on time.
- 6. Planning for the long term:** Set aside certain financial goals for the long term and plan for the same. Maintain a budget and set a particular amount to achieve the financial goal.
- 7. Take advantage of festive offers/ seasonal discounts:** When purchasing daily necessities or for big buys, the ideal thing is to wait for festive offers and make the most of them. Festival offers usually help you purchase at a cheaper rate.
- 8. Undertake periodic maintenance to avoid higher bills a later stage:** What you neglect now, will ask for your attention at a later stage. It will pile up and hit your harder. Hence, periodic maintenance should be taken care of on time. This will save you from a large amount of spending in a couple of years.

If you buy things you don't need soon you will sell things you need

-Warren Buffett



We hope you enjoy this monthly magazine as much as we enjoy putting it together – Human Resources.



plugH Hour

Welcome to



Keep yourselves on 'Mute' and 'Video Switched off'
You can unmute and ask a question OR put your questions on the chat OR send in
your questions privately to the moderator and coun

One hour of live
interactive mental health
outreach in a
psychologically safe space



plugH Hour

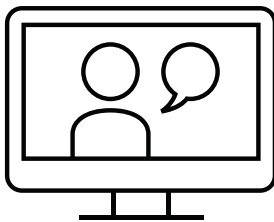
18

Sessions

Most sought after programme by clients

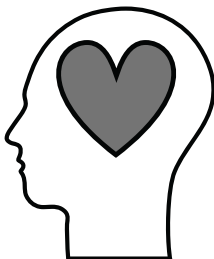
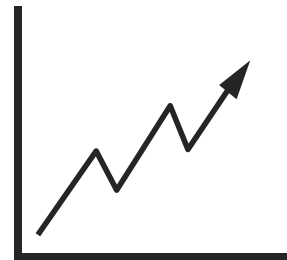
Unprecedented attendance levels achieved

FACTS



A platform to explain the importance of seeking counselling

Increase in the number of calls to our 24/7 Helpline after the sessions



Regular conversations on common issues and problems to demystify mental health concerns

Assured Anonymity to achieved psychological safety





Testimonials



Questions were answered in a manner which were understood universally.



Great learning session – it helps to know that anger comes out of grief



I feel I will be able to have that difficult conversation I have been putting off



That many people face what I do is comforting



Such sessions are required in the pandemic so people don't take extreme steps



Thank You.
I needed this session.



Bodhi Stree

The Bodhi Stree is a term inspired by the concept of the Bodhi Tree (also known as the Tree of Awakening) which was a large and ancient sacred fig tree (*Ficus religiosa*) located in Bodh Gaya, Bihar, India. Siddhartha Gautama, the spiritual teacher who became known as the Buddha, is said to have attained enlightenment or Bodhi under it. Stree is the Sanskrit word for woman.

In Bodhi Stree Dialogues, our first offering under the Bodhi Stree umbrella, we invite inspiring women from diverse fields to share about their life and work.

Bodhi Stree motivates us to ..

REIMAGINE WOMEN

as the **architects** of the world's progress and development

READY

to take on **leadership** roles in all spheres of their lives.

REINFORCE

a broader **world view** to lead this transition in the most holistic manner.

8th of every month is a Bodhi Stree day!



Bodhi Stree | 2021



Priyanka Bhatia

8th April 2021
Women & Wealth Creation

Vani Pahwa

8th May 2021
Women's Wellbeing



Saahil Mehta

8th June 2021
Decluttering



Aditi Mathur

8th July 2021
Geopolitics





Bodhi Stree | 2021



Naina Desai

8th August 2021
Breaking Glass Ceilings

Nirupama V.G.

8th September 2021
Inspirations from Serial Entrepreneur



Dr. Mridula Tandon

8th October 2021
From Healing Bodies to Healing the
Society



Rhea Naik

8th November 2021
Behavioural Economics & Nudge





AILEEN MARQUES

8th December 2021

Laws for Women

Testimonials

“

‘Bodhi Stree’ truly believes that women need to be equipped with the practical tools so that they don’t only survive but thrive.

“

Over the past one year, I had the opportunity of listening to some great women speakers. Listening to their stories and their professional journey was indeed inspiring.

“

Bodhi Stree, focuses on creating women leaders, which I believe is the need of the hour. Each initiative serves this purpose of bringing feminine leadership to the fore.



plugH Gurukul

Curated live conversations
with experts on issues and
concerns of parenting



plugH Gurukul | 2021

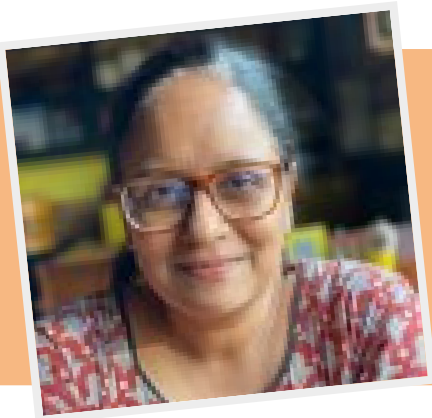


Col. Srinivasan

Demystifying Career Guidance
Quarter 1

Lina Kashyap

Child Psychology
Quarter 2



Deepa Bhalerao Singh

Creativity in Children
Quarter 3

Dr. Prachee Joeg

Fatherhood
Quarter 4



Questions from parents



My son wants to make music for a career. I'm confused about what stand to take.

My kid keeps on changing minds on what he likes or dislikes and I wonder how much I should indulge him.

My child is in grade 12 and still undecided about her career choice. What should I do?

My child has no motivation to study or complete the homework. Every day is a battle. How do I manage this?

My child lies to me. How should I respond when I know that she is lying.


My son writes very slowly, and is unable to complete his questions during examination. How do I help him?

My child is 8 and doesn't stick to one hobby, one day. It is soccer the other day. It is Cricket. I don't know how much. And where to draw the line.

I'm a young father. How do I bond with my child? She seems to need her mother more than me. I'm a single parent. Will it? Affect my child's growth?



Rewiring for Resilience

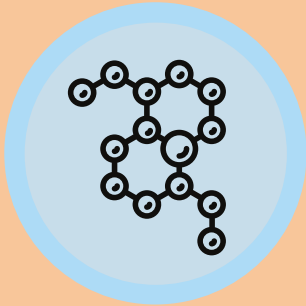
A photograph of a ball of pink and yellow yarn on the left, with a long, tangled strand of the same yarn extending across the right side of the frame against a dark background. The yarn is multi-colored, with shades of pink, orange, and yellow.

Building resilience by showcasing alternative ways of thinking and viewing the world



Session Highlights

2021



A DOSE of Happiness

Leveraging “Happy Hormones” for a fulfilling life

Navigating Difficult Conversations

How to make them an integral part of your life



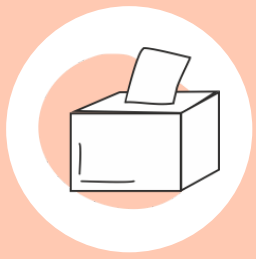
Water is life

Understanding the chemistry of water to unravel the biology of the body.

Personal Energy Management

Finding a way out of physical and emotional depletion and feel one’s best again.

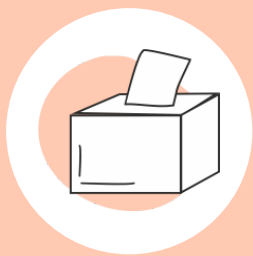




Polls



Curated polls to better understand the pulse of your human resources



Poll Results

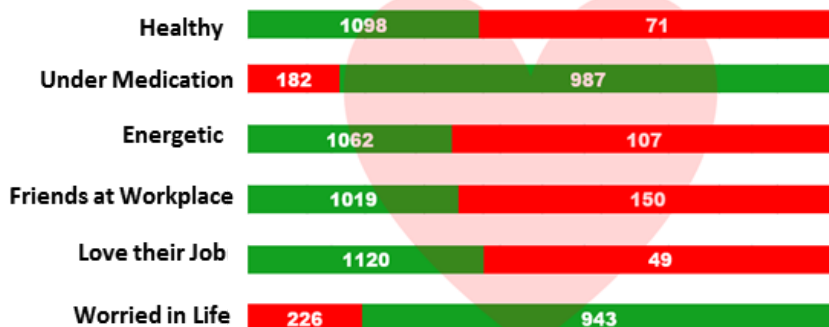


Wellbeing Wednesday Report - General Health



Overall Organization
Health Score

♥ HEALTH METER ♥



Zone-wise Health Score



1 GUJARAT
93.67



2 SOUTH
90



3 WEST
88.90



4 EAST
88.82



5 NORTH
87.85



6 HO
45

Grade-wise Poll Insights

- The report shows that 17% **Assistant Managers** feel less energetic after work because either they lack social life at workplace (17%) or are worried about their future (19%).
- We can also see that **Assistant Managers** (19%), **Associates** (19%), **Executives** (21%), and **Senior Executives** (20%) are the grades who are perennially stressed in their lives.
- It has been observed that 95% **Executives** and 97% **Associates** are the healthiest and satisfied in their jobs but at the same time, they are the most worried in their lives (20%).





Survey

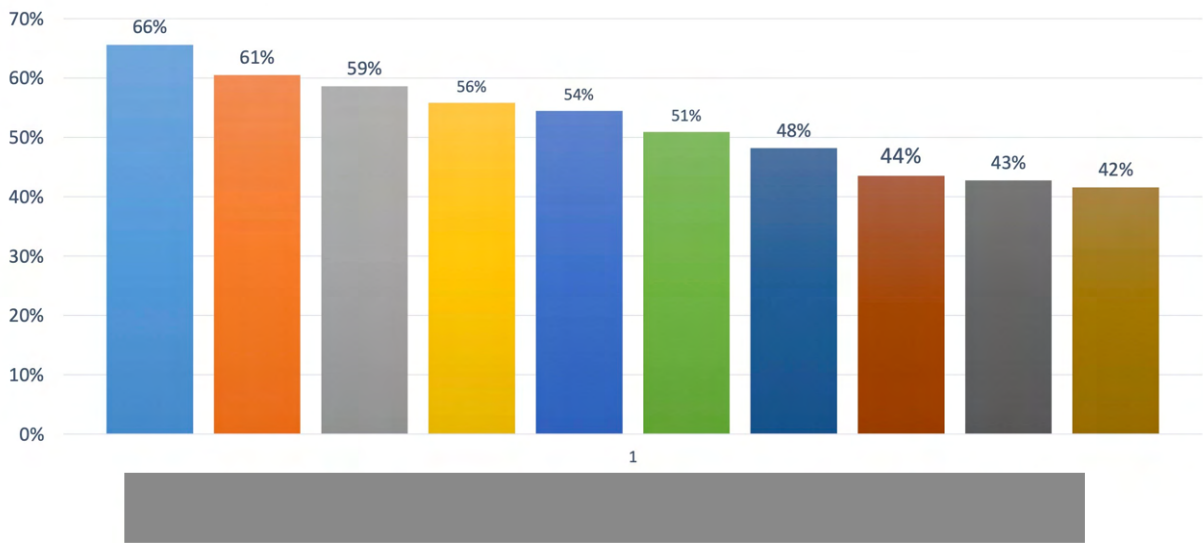
100+
Surveys

A variety of benchmarking instruments to ascertain wellbeing at your workplace

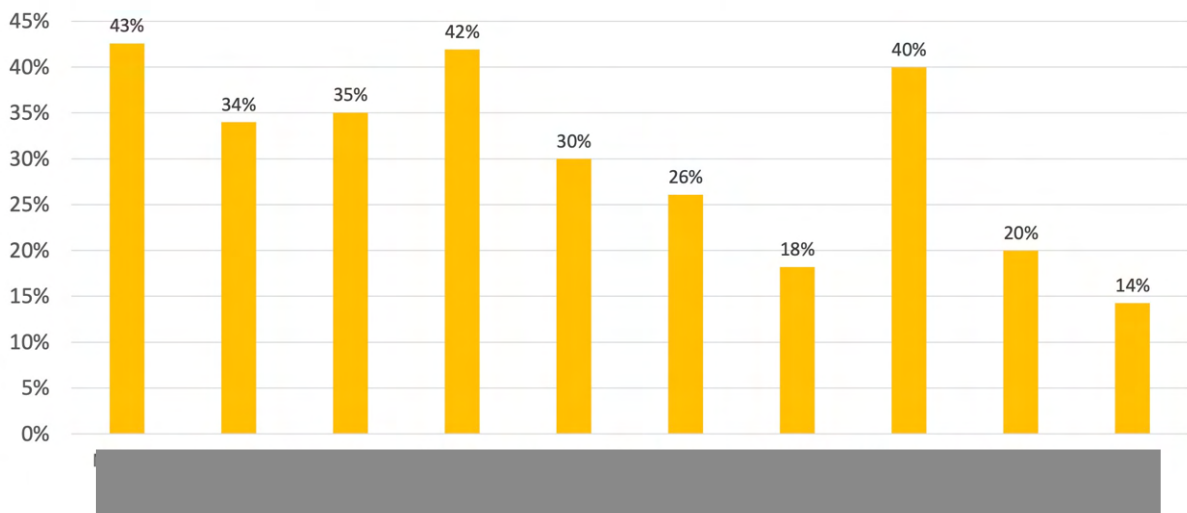


Survey Sample

Overall Wellbeing - locationwise



Financial wellbeing - % of population saying financial worries is a stressor





Toolkit

All resources needed to craft
a superlative employee
experience in one place



Sample Toolkit

POSH Toolkit

The POSH Toolkit SOP

POSH TOOLKIT

Purpose: The **PoSH toolkit** is designed specifically to help organisations stay compliant with the mandated education as directed by The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

The following elements of the toolkit will help you:

- a) Understand PoSH
- b) Comply with PoSH
- c) Create awareness and sensitization for PoSH



- **Guidebook:** provides key information about PoSH Act 2013 in an easy to use manner.
- **Complaint Mechanism:** provides helpful information on who can complain, whom to complain to, what should the complaint consist of and how to lay down a process for the same
- **Expert Speak :** list of questions that can be asked to PoSH expert
- **FAQ:** Frequently Asked Questions around the PoSH Act



- **Compliance Checklist:** list of things that the PoSH Act mandates to organizations to do.
- **Virtual Workplace Posh Policy Checklist:** checklist to update your PoSH Policy for the redefined 'workplace'
- **Template(s) :** PoSH Policy, ICC Creation & Training, Complaint Mechanism



- **Posters:** for gender sensitization, awareness and education about PoSH policy in multiple languages.
- **Video List:** curated list of videos that can be used to drive awareness and sensitization for PoSH
- **Sensitization Drive - Consent as chai**

REACH US

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contact@plugh.co.in





Sample Toolkit

Sample Posters in the Toolkit

Push back the camera a little, cant see you well enough

If it's UNWELCOME.
If it's SEXUAL.

Its sexual harassment

ZERO TOLERANCE
FOR
SEXUAL HARASSMENT

Need help?
File a complaint @

POSH@Work

NO MEANS NO

Silence means **No**
Incapacitation means **No**
A 'Yes' not said means **No**

Need help?
File a complaint @

POSH@Work

किसी भी तरह का अवांछित व्यवहार यौन उत्पीड़न हो सकता है।

यौन उत्पीड़न रहित कार्यस्थल

मदद के लिए
<contact/ email ID>

सुरक्षित कार्यस्थल महिलाओं का अधिकार है।

यौन उत्पीड़न रहित कार्यस्थल

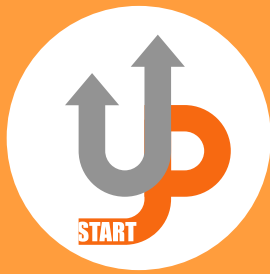
मदद के लिए
<contact/ email ID>



Special Offering for Start Ups

plugH Start Up Sutras – Stay Inspired

Curated conversations for Start Up Founders and their teams with successful entrepreneurs, experts, coaches and mentors.



Special Offering for Start Ups

Volume I: Session I on Founders' Stress

Expert Panel



Nirupama V.G.
(Serial Entrepreneur)

Nirupama is a serial entrepreneur and a 'Thought Leader' in the HR recruitment and consulting Industry.

With over 25 years of experience, she has co-founded 3 of India's largest HR firms. Currently, she is the Managing Director and Founder of Ad Astra – a large multinational organization specializing in executive search.



Deepa Bhalerao
(Mental Health Expert)

Deepa Bhalerao is a health and mental health professional with work experience in community health, women's issues, child rights, media and education.

Deepa is currently Head, Mental Health Programs at plugH, and is also guest faculty at TISS Mumbai



Special Offering for Start Ups

Special package for Start Up Workplaces

1

Senior leadership mentoring & coaching

2

Empathy Circles for the CXO team

3

24/7 Counseling line for employees





plugH Beats

Podcasts on health & wellbeing with Experts

plugH Beats is a platform for giving voice to all stakeholders who work for the health and wellbeing of people at the workplace. It features specialists in the domain of nutrition, fitness, mental health and alternative therapies.



DESTIGMATIZING COUNSELING SERIES

Counselling is an established and effective method of dealing with issues affecting mental health. In this series, we discuss the strengths and success of counselling to deal with a range of mental health concerns.

MINDFULNESS SERIES

Mindfulness is a type of meditation in which you focus on being intensely aware of what you are sensing and feeling in the moment, without interpretation or judgment. In this series we help you to practice mindfulness as part of your daily routine.

TUMHARI SUCHITRA

जिंदगी के शोरगुल में कहीं न कहीं हमने अपनी आवाज ही खो दी है और साथ में खो दी है इस आवाज़ को सुनने की आदत।

"तुम्हारी सुचित्रा" एक प्रयास है आपको उस आवाज़ से मिलवाने का कुछ आसान से मुश्किल सवाल कुछ मुश्किल से आसान जवाब



Health Promotions

Promotive health resources on
topical physical, occupational
and mental health concerns





Health Promotions

74

Campaigns

813

Organisations

2190

HR Leaders
reached

Campaigns promoted Empathic at the Workplace, Diversity & Inclusion, POSH, Mental Health, Battling Long Covid etc



Samples

Campaign #1


plugH dedicated the month of October 2021 to AHIMSA. We committed ourselves to Ahimsa at the Workplace, being mindful that we communicate in a manner which is completely non-violent in action, word and thought.

Ahimsa is ACCEPTANCE
 When you envy people for their strengths and resent them for their weakness, that is violence
 When you accept them with their strengths and weaknesses that is ahimsa.




plugH

Ahimsa is HELPFUL FEEDBACK
 When you give negative feedback in a way which undermines confidence ... that is violence.
 When you give negative feedback which nourishes and shows the way forward that is ahimsa.



plugH

Ahimsa is MERCY
 When you are unable to forgive people for the wrong they have done, that is violence.
 When you forgive people for the wrongs they have done and move on, that is ahimsa.



plugH


अहिंसा

Acceptance
Helpful feedback
Inclusion
Mercy
Sensitivity
Altruistic




plugH

Ahimsa is SENSITIVITY
 When you are unable to notice the changes around and adapt your behavior to them, that is violence
 When you are able to hear what isn't said and see what isn't shown that is ahimsa.




plugH

Ahimsa is being ALTRUISTIC
 When you are unkind and unmindful about how people are that is violence
 When you are unselfish, beneficent, regardful to others' well-being, that is ahimsa.



plugH

Ahimsa is INCLUSION
 When you exclude people for being different - that is violence
 When you include for whatever they are - that is ahimsa.



plugH



Samples

In tune with workplace reality as well as latest communication trends



#Ahimsa@Work

Showing displeasure by banging doors.



#Ahimsa@Work

Accusing **me** of inefficiency despite ten reminders!



#Ahimsa@Work

Making office gossip out of my private life.



#Ahimsa@Work

Insulting me in the guise of 'constructive feedback'





Samples

Campaign #2

In view of International Mens' Day on 19th November, plugH celebrated positive male role models & raised awareness on men's health and the issues they face due to all the 'societal cues'. Here are some illustrations of the Men's Day Campaign:





Health Promotions

plugH BLOGS

Workplace Bullying: its here & needs to be dealt with



Workplace bullying is a form of employee abuse arising from unethical behaviour and leading to victimization of the employee. It is an increasing worldwide problem which is still largely unknown and underestimated. It can produce negative consequences on the quality of life and an individual's health mainly in the emotional psychosomatic and behavioural areas. This post aims at raising "Awareness" of this growing issue and follows 4 parts:

- I. What is Workplace Harassment?
- II. What are the effects of Workplace harassment?
- III. What factors engender such behaviour?
- IV. What can an organization actively do to keep workplace harassment away?

What is Workplace Harassment?

Workplace harassment is a *repeated unreasonable behaviour directed towards an employee or group of employees* that creates a risk to the health and safety of the employee. It is also known as bullying, employee abuse, mistreatment, emotional abuse, bossing, victimization, intimidation, psychological terrorization, psychological violence, etc. It often involves the misuse or abuse of power where the target can experience difficulties in defending themselves.

What are the effects of Workplace harassment?

Effects of workplace harassment could include

Does Your Cafeteria Serve Chocolate Mousse?



I know of a friend who works with an MNC which has Health, Safety, Security & Environment (HSSE) high up on their agenda of priorities. They do a safety moment at the beginning of every meeting - their employees have a comprehensive health check done every year, they have a company doctor, their employees are encouraged to participate in marathons and after all this they hear they serve samosa, jalebi rabri, & strawberry mousse as a part of their meal in the cafeteria.

Doesn't add up... right?

Yes, it doesn't! **Health is holistic!**

The most important bit of healthy living is aahaar (the others being vihar, acachar and vichar)

Going all the 8 yards and stopping short of walking the 9th can hijack your entire effort to build a healthy workforce.

Probably the most important bit of healthy living is **aahaar** (the others being *vihar, acachar and vichar*) or **food** and therefore the most important aspect of building a healthy workplace would be to take a hard look at whether your cafeteria:

- a) gives access to healthy food
- b) gives access to healthy beverages
- c) and more importantly encourages healthy eating by its guests.

I hope this gets you thinking!

Ayurvedic Pillars of Wellbeing



Ayurvedic Pillars of Wellbeing

Our traditions (coming from our ancient) texts are replete with simple to remember frameworks for achieving the best in us. These however need deep contemplation and ought to be used to observe, conceptualize, analyze and experience our own truth because that is what will inspire change in us. Ayurveda has a simple framework of wellbeing - one that needs attention, contemplation and then retention as practice in our lives. While many have dwelt on one of the pillars, the other two have been made mainstream conversation thanks to [Arianna Huffington](#).

The three pillars ((Trayopasthambas) of wellbeing as per Ayurveda are:

1. **Aahaar** आहार which translates to "Food"
2. **Nidra** निद्रा which translates to "Rest"
3. **Bramhacharya** ब्रह्मचर्य which is usually translated in to a limited manner as celibacy. Intuitively we know it to be a limited definition. So it is important to delve into what this could mean.
 - Bramha + charya = Bramhacharya

Demystifying Competency Frameworks



Competence is not the same as competency. Competence indicates a *latent, potential in a person* - and if one has to go by ancient Indian wisdom - **Aham Bramhasmi** - i.e. *I am the universe*. But, human beings have limitations by which they are not able to do superlatively in all areas but only in select areas.

It doesn't take much for us to realize that often seemingly competent people do not demonstrate performance...they do not necessarily perform. And, there comes the use of **competency**. Competency is a *set of demonstrated behaviours that enable and improve the efficiency of performance at a job*.

While competence is generic, competency is very specific to the organization.

How are Competency Frameworks created?

Simply put, organizations ought to look at their most successful performers and identify through a structured process as to what is common amongst them, which has led to the success of the organization. Once these are identified, it is important to then hire people who have such competencies. Won't the likelihood of their success will be higher?

Where can competency frameworks help?

Since competencies are not latent hidden talents in people that we are trying to identify but demonstrated behaviours, selection processes can be directed to identify these competencies such that the chances of success of hiring, the right candidate is more likely. Hiring managers ought to be



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IN EXTERNAL FORUMS

CORPORATE OUTREACH

1. Voice of Women at the Workplace

Our Business Head, Swapnalekha Basak, was invited as a speaker at a panel discussion titled 'Voice, Silence and Well Being of Women Employees' (VoW) organised by the Department of Management Studies, IIT Madras on 17th December, 2021

KEY PANELISTS

- Ms. Sucheta Sahu
Counselor & soft skill trainer
- Dr. Shalini Srivastava
Professor O&HR,
Jaipuria Institute of Management
- Prof. Saji K. Mathew
Professor, DoMS, IIT Madras
- Ms. Debora Joseph
People Practice Leader
- Ms. Swapnalekha Basak
Founder, Author & Leadership Coach

Moderator
Ms. Shruti Swaroop
Founder - Embrace consulting

2. Men's Day Webinar

In light of International Men's Day, celebrated on 19th November, 2021, plugH hosted a session on Men's Mental Health with Ms. Deepa Bhalerao and Lt Col V Srinivasan.

It was an an eye-opening and insightful session on addressing the real issue in the lives of Men - both personal and professional lives. There was a round of questions and answers and sharing by participants. With this, we hope to make a beginning in examining and re-imagining existent social norms.

MEN'S MENTAL HEALTH

We finally addressed the "real issue"
And called out the elephant in the room



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IN EXTERNAL FORUMS

STUDENT OUTREACH

1. Let's talk Gender

Our Head of Business, Swapnalekha Basak, was invited to address the students of Vivekanand Institute on 18th March 2021 for a Session on Gender and Leadership.

She elaborated on developing gender sensitivity and the ways of incorporating it in thought and action. She also focused on POSH and explained its nuances. The interaction included individual and group activities, followed by a Q and A session.



2. Course on Animal Ethics and Social Justice

Our Head of Mental Health Programmes, Deepa Bhalerao, taught a course titled Animal Ethics and Social Justice to Masters students at the School of Social Work, Tata Institute of Social Sciences (TISS) Mumbai from December 2020 to March 2021.

This is the first of its kind course in India which deals with the philosophy, ethics debates and dilemmas relating to non-human animals in a world largely controlled by humans. She has been teaching this course at TISS Mumbai since 2019.





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IN EXTERNAL FORUMS

PUBLICATIONS

Our Head of Mental Health Programmes, Deepa Bhalerao, published two articles in the Cherrypick Journal under the section Psychology in Action. These articles were published in the inaugural issue of Nov- Dec 2021 (<https://cherrypickjournal.com/dealing-with-anxiety-stress-and-burnout-a-post-covid-mental-health-checklist/>) and in the Jan- Feb 2022 issue (<https://cherrypickjournal.com/back-to-work-concerns-and-solutions/>)

PSYCHOLOGY IN ACTION



2 PSYCHOLOGY IN ACTION

Back to Work - Concerns and Solutions

Deepa Bhalerao

Workplaces in India are slowly and steadily opening the doors to their physical offices. 'Back to office' is the buzz and the number of people returning to their cubicles and desks is increasing every month. After a long break of a little more than one and a half years, this comes across as a big change. Not surprisingly, there is a lot of discussion on online forums and offline conversations among people about the anxiety associated with this return.

As a counsellor, I get queries from employers and employees alike. The managers are concerned about the obvious reluctance of the employees to resume full-time office-based work. The employees are expressing concerns about the unnecessary commute and the difficulty in leaving home when many children are not back to school and house help is not adequately available or reliable.

We will look at both sides of this situation and contemplate possible solutions. The following are actual situations narrated by managers and employees. Names have been withheld to ensure confidentiality.

The following are two shared concerns articulated by many managers-

- 1. Several employees from various teams are not keen to return to the office.** Many say that they have been functioning well from home since the lockdown started and see no reason why they need to undertake long commutes, wasting time that could be better utilized.
- 2. The employees who have returned to work are not as motivated as they used to be.** They take more frequent breaks and are less interested in their work. Some complain of a persistent feeling of emptiness. The following are two common observations articulated by employees-

- I have just about managed to settle down in this routine. I have a school-going child who must attend online classes and needs supervision at home. My husband has a demanding sales job and cannot spare time for the child during work hours. **If I start going to the office, the situation at home will become unmanageable. I am considering shifting to part-time or quitting if I am compelled to resume office now.**

21

The Cherrypick Journal

Image credit: Freepik

January/February 2022

BUSINESS & ECONOMICS



4. I have discovered that I am more productive from home. I start earlier than 10 am and have fewer disturbances at home. At work, I used to be interrupted very often and lunchtime and coffee breaks were longer than what I would take at home. In fact, I have reduced my tea and coffee consumption after working from home. Travelling also seems pointless when I can achieve the same output from home.

So, what is the way out? **The managers and employees have starkly different takes on the same issue.**

Cases 1 and 2: The company's policy of work from home has been altered now that the pandemic is abating and restrictions to public movement have been removed. While it is a matter of relief that the pandemic is receding, it is not possible to establish a back to work routine as abruptly as the work from home was put in place. The pandemic was an emergency, but the resumption of pre-covid office routines is not. It might be a good idea to have a meeting with employees where their voices are heard and only then, a return protocol be put in place. Genuine concerns need to be addressed and employees who have serious issues need to be, on a case-to-case basis, allowed to work from home.

In the second case, it is important to remember that employees have been through difficult times, and many have suffered losses of varying levels - from illness to the death of near and dear ones. The feeling of emptiness is a reaction to that. Acknowledgement of the struggle of having to work despite their suffering and loss is of paramount importance here. There is a need to assess and then create a possibility of the employee being given lighter work and compassionate leave if necessary. These situations are indicative of a mental health crisis, and it needs to be treated with the requisite seriousness.

Cases 3 and 4: Concerns articulated by the employees need to be taken cognizance of. All institutions (schools/colleges, for example) have not resumed working as per pre-pandemic times. In such cases, the rules need to be reworked to adjust those employees who have such issues. A solution might involve the employee continuing to work from home for a longer duration.

Inertia regarding changing the new habits is also a concern. Most of us are not comfortable reverting to pre-pandemic work styles. There are advantages and disadvantages of both working from the office and 'work from home'. While working from home offers flexibility and less time in commuting, working from the office allows for the much-needed human interaction with colleagues and less online meeting fatigue.

'Work from home' helps us in regaining our home space, which has been stretched to accommodate our work lives, whereas, working from the office will allow for a better delineation of the workspace from the home space - something we all resented during the pandemic 'work from home' days. As for lunch and coffee breaks - these are essential. Speaking with colleagues on non-work matters gives a healthy balance to the day. Breaks must be factored in the workday and taken in between work.

Returning to work is as much a challenge as was working from home. After the pandemic, some things have changed forever. What we had always taken for granted has also altered. Hybrid workplaces are being considered as a sensible response to this. Companies could start with asking employees to come few times in a week instead of the entire week. And then, with mutual discussion work out a plan which will serve the interests of both the workplace and the employee.

Worldwide, we are entering a new phase at our workplaces which we hope will reveal to us newer and more effective ways of living and working in the post-pandemic era.



22

The Cherrypick Journal

Image credit: Adobe Stock

January/February 2022

Walking the talk at plugH

LISTENING CIRCLES

In our fast-paced urban lives, we have lost out on both listening and being heard. This leads to a lot of communication issues between individuals in both the professional and personal space. To address this, we have started the Listening Circles. We facilitate Listening Circles and offer customised support to interested groups.

We would like to share what two of our specially invited participants have to say about their experience of being part of one such Listening Circle in 2021

*Empathy Circle,
Testimonials*



RICHARD VALLADARES

HR Consultant

Listening circles / empathy circles is something I would recommend to all middle and senior level managers. The skill of listening is something we take for granted and is crucial to build strong relationships. Deepa takes you through a series of short 7 week sessions to polish this skill and work your own magic in your relationships with family, colleagues and friends. Thank you Deepa for the sessions

*Empathy Circle,
Testimonials*



RHEA NAIK

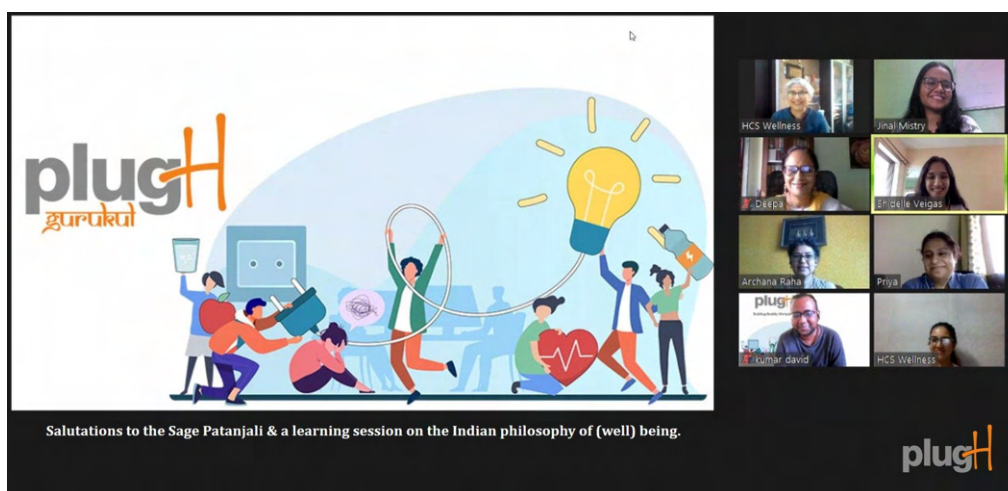
Research Associate - NYU Langone Health

The listening circle helped me become more conscious of truly being in the moment. Oftentimes when you're speaking with someone, you hear them but don't quite listen and really pay attention. You might be thinking about what your response should be or how what they're saying affects you and I've been guilty of this very often. The Empathy Circle definitely been a step in the right direction towards being more present during the conversations I have everyday.

Walking the talk at plugH

WEEKLY HOURLY LEARNING SESSIONS

We are guided by the Indian Philosophical systems which are a grand reservoir of wisdom. To keep ourselves informed and inspired, we commit ourselves to weekly sessions on Indian wisdom where we listen, discuss and debate on various topics on timeless relevance. We have started with the Shad-darshanas, the ancient Indian text on the art of living. We had 43 sessions in 2021.







SATURDAY ANTICS @ plugH


As we spend the week making sure our clients are able to help their people stay well - we also rejuvenate ourselves with some Saturday Antics. We are a happy lot committed to making workplaces happy!



Follow us on

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-  https://instagram.com/plugh.official?utm_medium=copy_link
-  https://twitter.com/plugH_official





Watch us on

-  <https://www.youtube.com/channel/plugH>

Listen to us on

-  The plugH Beat

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