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AHK HUMAN RESOURCES INSIGHTS

WELL-BEING AND MENTAL HEALTH

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About AHK Azerbaijan

The German-Azerbaijani Chamber of Commerce (AHK Azerbaijan) is a part of the global network of German Chambers of Commerce (AHKs) operating in 92 countries at 140 locations. As the official representation of the German economy in Azerbaijan, the Chamber provides information services and supports companies in their market and business research since 2012. With more than 170 member companies today, the AHK Azerbaijan is the most powerful European economic association in Azerbaijan. While actively representing the interests of its members, the AHK Azerbaijan also offers a wide range of business and legal services to companies.

About the Publication

“HR Insights” is an initiative of a number of HR experts acting under AHK's HR&VET Working Group. It is a collection of articles created by these experts to benefit the HR community through knowledge sharing and collaboration. The purpose is to address senior executives and HR professionals' most important and challenging questions on people-related issues. The initiative uses the following methodology: bringing at least two specialists to the table, engaging in many brainstorming sessions, and documenting the primary "working tools" in Azerbaijan, with less emphasis on the theoretical aspect. These insights can be used as a supplementary source or as an introductory paper, followed by the usage of additional sources for a deeper dive into the topic.

Dayanat Ahmadov
Chairperson of the HR&VET Working Group

Meet the Authors



Nigar Ibadzada

Nigar Ibadzada is the Director of the Human Capital Management Department at the Yelo Bank OJSC, responsible for Human Capital Strategy, Operations, Recruitment, Reward and Talent Management. She has 15 years of experience in the field of human resources in the banking and FMCG sectors, in addition to three years of entrepreneurship experience in the wellness industry. Ms Ibadzada is a CIPD-Certified Human Resource Manager and an IPEC-Certified Professional Leadership Coach.



Jala Ahmadzada-Mursalova

Jala Ahmadzada-Mursalova is the Director of the Human Resources Department at the PASHA Property Management LLC. She has over 12 years of experience in developing and re-engineering comprehensive human resources functions to support key business initiatives and cultivate positive work environments aligned with corporate vision. Ms Ahmadzada-Mursalova is a Senior Certified Professional and member of the Society of Human Resources Management (SHRM-SCP) with experience across various industries such as Oil and Gas, Telecommunication, Construction and Property Management.

EMPLOYEE HEALTH AND WELL-BEING IN THE WORKPLACE

Organizational development requires businesses to seek ways to increase their employees' performance and effectiveness; and it is becoming increasingly crucial to have a healthy workforce.

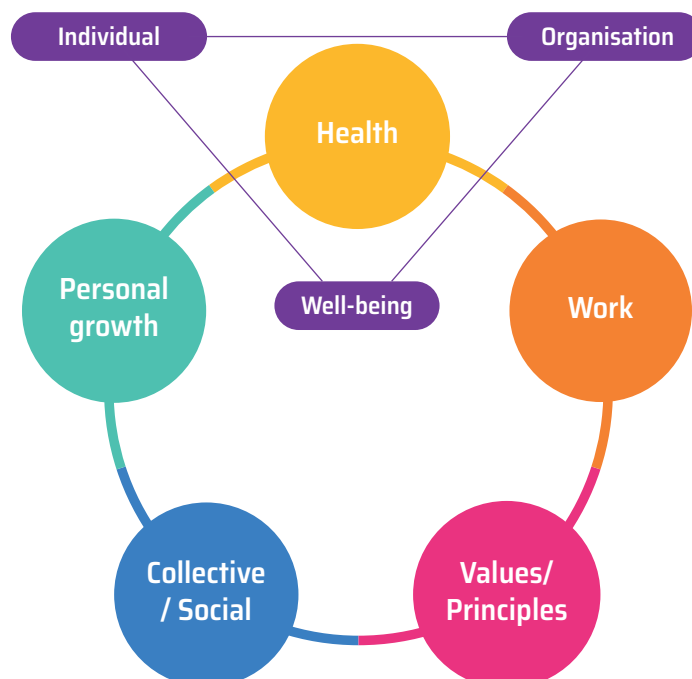
Studies prove that employees who are healthy and happy are more productive. They are less often absent and deliver best value to the organization. This need was brought into particular focus by the COVID-19 pandemic and the interruptions in productivity due to mass absences (illness and quarantine).

Workforce trends are changing, following global best practices influenced by international experience, with companies being forced to shift their strategies accordingly. Here in Azerbaijan, companies are also in a period of transition, moving from traditional styles of management to one that is both high-performance and people-oriented.

Human Resource professionals have a vital role in shaping the strategy of how organizations treat and manage their people and consequently are important to the creation of a healthy and happy environment for employees. As such, it is HR professionals who hold the key to unlocking the potential from a much broader and more sustainable integration of health and wellbeing practices at work. Employees, in turn, especially the new generation, value a learning environment, personal growth and a work-life balance; they prefer organizations that care about their employees' wellbeing.

'It's Tough to Be Well in One Area When You're Unwell in Another.'

There are some useful principles for the development and introduction of employee wellbeing in the workplace. Below is a chart showing 5 areas of well-being and the correlations between the organization, well-being and the individual.



Health programmes are becoming more holistic, addressing more than just physical health, with expansion into mental health:

- ▶ Hosting events and seminars focusing on mental health: yoga sessions, mindfulness meditation, employee assistance programmes, telemedicine, mental health training for managers to identify and support healthy work practices and healthy workers, stress management and conflict resolution training;
- ▶ Providing opportunities for physical health activities - a fitness room, table tennis at the workplace, Push30 membership, team sports competitions, healthy food promotions, healthy snacks;

A Working environment in which individuals can thrive has an enormous impact on employee wellbeing:

- ▶ Family-friendly benefits and hybrid working schedules - allowing workers to balance their personal and professional lives, paid family leave and eldercare leave to support family members in need.
- ▶ Effective people management practices: an open-door policy, fair and transparent remuneration practices.
- ▶ Safe workplace arrangements.

Tip: “Involving Employees in the Design of Any Well-being Plan will Likely Increase Engagement”

The **Values/Principles** of an organization are significant to the new generation looking for work, as they pay particular attention to how their individual values might be fulfilled by a potential employer. Building trust, a clear mission and objectives, career opportunities and flexible work schedules are the main components that boost employees’ engagement and productivity.

Collective/Social non-profit activities facilitated by an organization create a sense of purpose in employees. A company’s adoption of corporate social responsibility has a substantial impact on the retention of millennials. Examples of philanthropic activities are:

Event sponsorship

Beach clean-up

Tree planting

Engaging people without social protection

Charity events etc.

Personal Growth/Intellectual Wellbeing

While a balanced sense of wellbeing can provide the ideal environment for personal growth to take place, personal growth can also foster greater wellbeing. In addition to the health benefits of intellectual well-being, opportunities for personal growth enable employees to fulfil their potential and become the best they can be. This helps them stay motivated, productive, confident and happy.

The main steps for a successful growth programme are:

Maintaining an individual approach

Encouraging a learning culture (70:20:10 model)

Balancing hard and soft skills

As a summary of the above-mentioned activities, it is worth saying that organizations that are successful in implementing structured, balanced and sustainable approaches to employee wellbeing in these five different areas have a workforce that is more engaged, happy and productive. Stay safe. Stay well.

Imprint

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GRC Leadership Consulting (GRC)

GRC Leadership Consulting (GRC), as a member of the Chamber, initiated the AHK Azerbaijan HR&VET Working Group back in 2018 and, since then, actively collaborated on awareness-raising efforts among the local business community. As a continuation of its strong commitment to this cause, GRC is sponsoring the publishing of the “Performance Management” issue, which is the first one among the “AHK Human Resources Insights” series.

GRC is a leadership consulting firm, hence the name, completes the “missing part of the puzzle” by finding the right talent and providing the right human resources services to the private and non-profit organisations in Azerbaijan as well as regional countries.

- GRC is the Solution Partner of Harrison Assessments in Azerbaijan, which provides one of the most trusted and accurate employee assessment tools in the industry.

- In 2019, GRC was registered as a consultant within the European Bank for Reconstruction and Development’s (EBRD) Small Business Support Programme. Up to 60% of the total service fee for a project that GRC Leadership Consulting will implement for its clients can be covered by the programme.

