



The Client: The Body Shop

The Need:

The Body Shop takes a whole person approach to how they care for their people and their wellbeing. They believe in the idea that “when life works, work works.” Their strong values and purpose were at the heart of the need to provide their Line managers across the UK, EMEA, North America and APAC with virtual workshops that would improve their knowledge and confidence in having wellbeing focused conversations.

Nathan Andres, People Director for APAC & Global Wellbeing Director, and Sophie Peaty, Global Leadership Development Manager wanted us to create interactive, inspiring, and impactful virtual workshops that would equip the managers with relevant and valuable strategies for having meaningful one-to-one conversations with their team members.

What we did:

15 x 2-hour virtual workshops “How to have the Wellbeing Conversation at The Body Shop.”

We partnered with The Body Shop to create a session that was engaging and informative and encouraged active participation. We worked closely with Nathan and Sophie to make sure the solution fit the need and were flexible as the need evolved.

We created a session that covered the importance of having conversations about wellbeing, the role and responsibilities of the line manager, the skills required to have the conversation including empathy and building trust and how to close the conversation and get support.

We then piloted the session, gained feedback, and adjusted further to ensure the sessions would achieve the objectives, extending the duration of the session to allow for maximum participation and learning.

The sessions were conducted over Microsoft Teams with Managers joining from the UK, EMEA, North America and APAC. Each session was introduced by a member of the Executive Leadership Team who shared their passion and belief in the importance of these conversations. The workshops included active participation in the chat function, live discussions, and small group break-out rooms for a chance to apply the content.

The outcome:

We ran a total of 15, 2-hour workshops, reaching approx. 300 Managers and Wellbeing Ambassadors.

Nathan Andres says “Fiona exceeded our expectation in content design and delivery. Every step of the way, she was instrumental in helping co-create the content into our Company framework of purpose driven leadership in order to blend the messages necessary to try a culture of wellbeing. We loved how Fiona was also happy to learn from the pilot program incorporating all the learnings into the final format. Yellow Tree has been a great partner for this work and Fiona’s expertise is broad in scope and lovingly delivered.”

Some feedback from attendees:

- “Wow time really went so fast, but I learned so much”
- “I feel more confident on how to position the conversation about Wellbeing and Mental Health”
- “I am better informed now of how I can help and also the resources inside the Company to help me and my team.”