

XII ANNUAL CONFERENCE PROGRAMME

are happy employees healthier employees?

The contribution of EAP to the happiness at work debate

With thanks to our sponsor

Platinum Sponsor



worldwide



You are invited to the
XII Annual Employee Assistance European Forum Conference,
taking place in Dublin, 20th and 21st of June 2013.

Are happy employees healthier employees?

The contribution of EAP to the Happiness at Work debate.

This is your special invitation to attend the **only** pan-European meeting of leading Employee Assistance, Human Resources, and related experts in 2013.

Don't miss the chance to discuss these issues with diverse leaders in your field.

With thanks to our sponsor

Platinum Sponsor



WHERE TO JOIN US

The 2013 EAEF Conference takes place in the

Davenport Hotel****

8/10 Merrion Street Lower, Dublin 2, Ireland

T: +353 1 6073500 | F: +353 1 6615663

www.ocallaghanhotels.com

Located on a quiet corner in the heart of Dublin City, only moments away from the buzz of city life, the O'Callaghan Davenport Hotel Dublin is where history and modernity unite.

Special EAEF daily rate at the Davenport Hotel

Single € 140,00

Double € 165,00

Cut off date:

1st of May 2013. After this date, all reserved bedrooms will be released and the agreed rate will no longer be available.

Billing Instructions:

All guests to settle their own accounts on departure.

In order to book accommodation, please call reservations department or send an email to

info@ocallaghanhotels.com

HOW DO I GET TO THE CONFERENCE

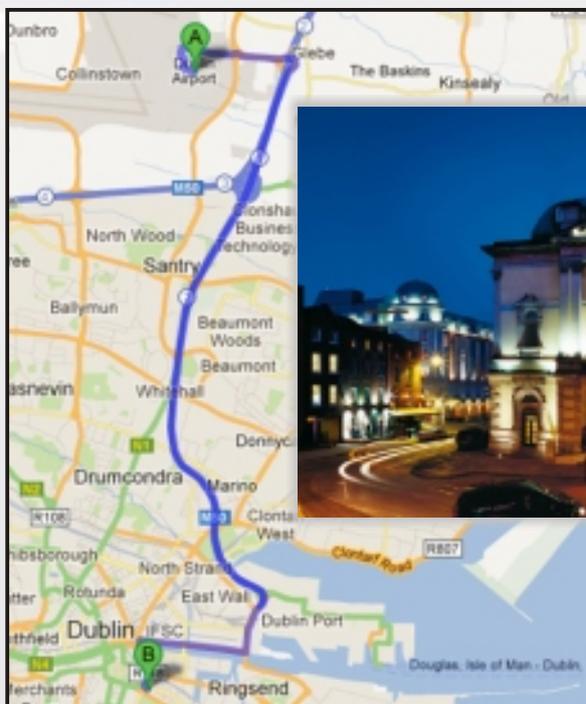
From the Airport

Taxi

There is a taxi rank outside the arrivals area at Dublin airport. A one way fare to the city centre takes from 30-45 minutes depending on traffic and costs approximately € 30,00-€ 35,00.

Aircoach

Departs from outside the arrivals terminal at Dublin airport every 15 minutes from 05:30 to 23:30 daily. Adult fare is approximately € 7,00 one way and € 12,00 return. Disembark at Merrion Square North for the O'Callaghan Davenport, Alexander and Mont Clare Hotels (1 minute walk)



A Dublin Airport
B Davenport Hotel
Distance: 15 km /20 min.

Please note that EAEF is not organising transfers from the airport.

WHERE CAN I STAY

We have been able to arrange special accommodation rates at the Davenport hotel.

There are also special rates for EAEF delegates at the following hotels:

The Mont Clare hotel***

www.ocallaghanhotels.com

Single € 125,00 BB

Double € 140,00 BB

Alexander hotel****

www.ocallaghanhotels.com

Single € 145,00 BB

Double € 160,00 BB

Register Now!

To confirm your attendance at the Conference, please complete the **Registration Form** and **Payment Form** (**Registration Form.doc**).

If you are **not** already a paying member of the EAEF, **join now**. EAEF members can participate at a **reduced** Conference registration fee!

Non-members can join by completing the attached **EAEF Membership Application Form**. Just fill it in and send it together with the **Conference Registration Form** to the Conference Administrator (see email address below).

Please send fully completed registration forms to Lucília Ribeiro at

lucilia.ribeiro@eaef.org

Fax: +351 214 159 854

For more information about the EAEF, please visit www.eaef.org.

As in previous years some Conference sessions will qualify for EACC professional development hours (PDH).

are happy employees healthier employees?

The contribution of EAP to the happiness at work debate

RECEPTION

Meet and Greet!

Wednesday, 19th June 2013.

19:00 | 20:30 **Eve-of-Conference Reception at
The Cliff Townhouse**
22 St. Stephen's Green, Dublin 2.



Exclusively sponsored by



DAY ONE

Thursday, 20th June 2013.

- 08:30 | 09:00 **Conference Registration.**
- 09:00 | 09:10 **Welcome and Opening Remarks**
Kate Nowlan, Conference Chair & EAEF President
- 09:10 | 09:50 **Keynote Speech**



Graham Randles

Graham Randles is the Managing Director of NEF Consulting. Drawing on NEF's twenty-year history of innovative solutions in socio-economic measurement, NEF Consulting specialises in understanding, measuring and communicating happiness at work, well-being and social value.

NEF Consulting helps organisations to integrate social, economic and environmental measurement into their organisational culture. Since joining in June 2012, Graham has spearheaded a strategic drive to apply NEF Consulting's market leading methodologies for well-being and social impact assessment, based on principles of the Five Ways to Well-Being and Social Return on Investment (SROI), to the wider corporate arena.

Graham has a BSc in Business Administration and an MSc in Responsibility and Business Practice, both from the University of Bath, and a broad range of previous experience spanning environmental consultancy; sustainable purchasing and supply; and a successful career in international business development, setting up the UK & US operations of a Belgian electronic publishing company.

Measuring Happiness at Work & in Business

For at least the last ten years, NEF (the New Economics Foundation) has been at the forefront of innovation in the closely related fields of well-being and what we call "valuing what matters." Drawing on nef's experience of developing concepts and tools such as the Five ways to Well-Being, the Happy Planet Index and, most recently, the Happiness at Work survey, Graham will present the latest thoughts and ideas of how "happiness" is increasingly being seen as critical to business success. In a world where people increasingly realise that the endless pursuit of economic growth is not the solution to our social and environmental problems, perhaps a new approach focusing on well-being and happiness can provide some answers. This presentation will explore these possibilities.

DAY ONE

Thursday, 20th June 2013.

09:50 | 10:30 **Keynote Speech**



Hansjörg Becker

Hansjörg Becker studied medicine, German language and literature and history in Tübingen, Berlin and Frankfurt. He is a psychiatrist and psychotherapist and held several leadership positions in the health industry before founding the EAP counselling service INSITE Interventions in the year 2000. Since then he acts as managing director and partner at INSITE and is responsible for business development and strategy. In addition to the classical EAP, INSITE is also active in management development. Apart from his direct professional duties, he directs his interest to the psychological consequences of change processes and the questions surrounding successful leadership in complex systems.

Healthy Leading:

How company managers and executives can acquaint themselves with an EAP

The success of an EAP in any organization depends on the attitude of the managers. Can executives and managers affect the health and well-being of their employees? What responsibilities do managers and executives have when it comes to the health and performance of their employees? In this talk Hansjörg Becker provides information about his experiences with the training of managers and executives. In the course of three years, approximately 2500 managers and executives from various organizations have been trained in the concept of 'Healthy Leading'. Results are presented and recommendations made on how best to deal with employees. Finally, recommendations are made on the use of EAP, with special advice procedures for managers.

10:30 | 11:00 **Tea and Coffee Break**

DAY ONE

Thursday, 20th June 2013.

11:00 | 12:30 Workshops morning



Workshop 1 (Main Conference Room) - Nina Grunfeld

Nina Grunfeld is internationally recognised as the successful creator of Life Clubs. She is also known for her compelling and entertaining public speaking, her intuitive and forward-moving one-to-one sessions, her Get A Life column in The Daily Telegraph and her practical and life-changing best-selling books:

The Big Book of Me

The Big Book of Us

The Life Book

Through Life Clubs, her series of 50 self-improvement workshops, Nina has changed the lives of individuals from every walk of life and helped teams at a wide range of corporate clients, including FTSE 100 companies and the NHS.

Being you

"Happiness is that state of consciousness which proceeds from the achievement of one's values."

Ayn Rand

Ever find yourself sabotaging your own life?

Dissatisfied with your dream job?

Ever wonder why that once you've finally got something you've been longing for it's not as good as you envisaged?

In this highly interactive workshop we introduce a few of the key tools we use at Life Clubs to make employees happier. In particular we will focus on values, and discovering the values that make you happy so you can use them in your everyday life (both in and out of work) to make you happier, healthier and more fulfilled. When your values are conscious and clear to you, making decisions becomes easier and you can easily tell whether something is right for you or not. You'll feel more comfortable both in your own skin and in the world you live in.

DAY ONE

Thursday, 20th June 2013.

11:00 | 12:30 Workshops morning



Workshop 2 (Syndicate Room 1) - Brendan Madden

A psychologist by profession Brendan has over 20 years' experience in the counselling and therapy sector with a particular interest in relationships therapy, promoting psychological health and well-being in the workplace and clinician performance improvement.

Currently Chief Executive with Relationships Ireland Ireland's largest independent couple counselling agency he has considerable experience in management roles in clinical services and in the EAP industry. A psychotherapist and counsellor Brendan has 20 years of experience working one-to-one with clients, helping them mobilise their strengths and abilities towards improved well-being and happiness. Co-author of a best-selling book on brief therapy Brendan is a well-known workshop leader and conference presenter.

Happiness and Committed Relationships

Romantic relationships ranging from casual dating to marriage have enormous potential to affect people's mental and physical health and in turn their job performance and financial status. In terms of mental health and well-being studies indicate that people in committed relationships are generally happier than other people. While some commitment appears to be good, more commitment appears to be even better with people in marital relationships having the highest sense of well-being and happiness.

Being married is associated with higher self-esteem, greater life satisfaction, greater happiness and less distress. People who are not in stable romantic relationships tend to report lower self-esteem, less life satisfaction, less happiness and more distress. Indeed even those in relatively unhappy marriages appear to benefit as married people benefit from marriage's stability, commitment and social status.

This workshop will explore the importance of stable committed relationships in supporting an individual's happiness and offer practical suggestions on how employee assistance providers can support employees develop and maintain committed relationships. It will demonstrate how offering support and advice to employees on sustaining committed and supportive relationships is an important strategy in improving employee well-being and happiness.

12:30 | 13:45 Conference lunch at the hotel

DAY ONE

Thursday, 20th June 2013.

13:45 | 15:15

Workshops afternoon



Workshop 1 (Main Conference Room) - Rensia Melles

Rensia Melles, Senior Consultant, Global Clinical Solutions at Shepell.fgi, obtained a Masters Degree of Social Psychology at University of Amsterdam in the Netherlands. During her studies she specialized in attitudes and group dynamics, as well as the development of managerial/communicator skills. Rensia has been working in the EAP industry in Canada for over 15 years. She pioneered the implementation of expatriate and local EAP programmes around the world with FGIworld. In her current role as Shepell.fgi she is the in-house Subject Matter Expert with regard to global services and best practice. In this capacity she works closely with the global clinical operations team to design and implement customized solutions and new clinical services, as well as monitoring global mental health and EAP trends. Rensia provides support and consultation to internal departments, customers and external service delivery partners. Over the years she has delivered numerous presentations and published articles in Canada, the USA and India. Her professional experience includes teaching managerial/communication skills at the University of Amsterdam and in Toronto, Canada at a leading management development institute.

Happiness a Cultural Perspective

Is happiness the same for a New Yorker, a Parisian, a Dutch person in Amsterdam, a Moroccan person in Amsterdam, or a person in Tokyo? Different cultures will give you a different answer to the question what constitutes happiness. Furthermore, men and woman of the same culture may give you different answers. Cultural expectations of happiness and whether you have a need or even a right to happiness vary widely.

In recent years positive psychology has become extremely popular. It has become synonymous with an almost compulsory pursuit of happiness. EAP's have contributed to this by using terms like happiness, wellbeing and personal fulfillment interchangeably and linking them to health and productivity. However it remains unclear what constitutes happiness. This presentation seeks to create an understanding around cultural dimension of the pursuit of happiness, the proposed benefits of this pursuit and the unexpected places happiness can be found.

Outcomes:

Participants will:

- have an enhanced understanding of the impact of culture on happiness,
- develop critical ideas about the link between happiness and productivity,
- find ways to link the concepts of happiness and productivity to EAP.

DAY ONE

Thursday, 20th June 2013.

13:45 | 15:15 Workshops afternoon



Workshop 2 (Syndicate Room 1) - Manuel Sommer

Manuel Sommer PhD, graduated from Fribourg University, Switzerland, is the founder and director of Clinica CAPA in Lisbon, Portugal. Coming originally from the addiction treatment field where he has worked in Portugal, Switzerland, UK and Brasil he has over the years been more and more involved in Employee Assistance work and EAPs, having pioneered this field in Portugal. With over 20 years of experience working with clients and organizations in several clinical and organizational issues and settings, he currently works as a consultant, trainer and Associate Professor of Psychology at the Universidade Autónoma (UAL) in Lisbon and a researcher at the CIP-UAL.

Do you need to be addicted to be happy?

Contributions and reflections from the science of pleasure and addiction

Modern life is almost unimaginable without mood altering substances and pleasurable activities. Notions of happiness and addiction go very often hand in hand. It is not just around classical psychoactive substance use and abuse, but also newer compulsive activities and behaviors. In this small workshop we will look at the sometimes complicated and ambivalent relationship we humans have to pleasure, contributions of recent biological and neurological research and the implications and impact to relationships, family and the workplace.

15:15 | 15:45 **Tea and Coffe Break**

15:45 | 16:45 **Think Tank: EAEF 2014-2017 Strategic Plan**

At the 2011 EAEF Annual Conference in London, the Think Tank Task Force was assigned a specific project to support the EAEF Board with the development of a strategic plan for EAEF going forward. Based on the analysis and discussion of a survey by 41% of EAEF members before translating into concrete tactics, a new vision/mission/values statement was developed, together with a high level strategic plan. With this presentation, the Think Tank seeks feedback from the EAEF members on this plan to translate it into concrete tactics and actions.

Presented by Philippe Lalieu (Belgium), Petra Bernatzeder (Germany), Dirk Antonissen (Belgium), Richard Hopkins(UK) and Yves Bassens(France).

DAY ONE

Thursday, 20th June 2013.

17:15 | 18:30

Irish Writers Tour:

Ireland boasts no less than 5 Nobel prize winning writers whose works are known all over the world. Many lived in Dublin and based their greatest works there. Join us for an exciting and informative city walk from Davenport Hotel to surrounding areas where famous Irish writers such as James Joyce, Oscar Wilde, Bernard Shaw and Samuel Beckett lived.

19:30 | 23:30

Main-Conference Dinner

Doheny & Nesbitt

Join us for a truly and special main conference dinner in Doheny and Nesbitt's, an unique example of Victorian pub architecture where the ambience and atmosphere of eighteenth century Dublin is very much retained. If Ireland invented the pub, then Dublin's finest showpiece is that of Doheny & Nesbitt. The main bar retains the original counter, and almost all of the original fittings date from the 19th century.

Join us for a great evening with traditional food, spectacular Irish live music and lots of EAEF fun!



DAY TWO

Friday, 21st June 2013.

09:00 | 09:15 **Welcome**

09:15 | 10:00 **Keynote Speech**



Frederic Gilmard

Fred Gilmard is telecommunication and commercial engineer. After having spent 16 years of his career in operational functions within Belgacom (former state-owned Belgian telecom company), he joined the postal company bpost in 2006, where he successively occupied the positions of industrial sorting centers director and mail distribution network director. Since mid-2011, Fred is leading a project called "bpeople", aiming at stimulating the engagement and well-being of all employees of bpost."

Investing in employee well-being and engagement: genuine ambition or window-dressing?

Mid-2011, bpost - former postal monopoly in Belgium counting about 30.000 employees – decided to bring employee engagement and employee well-being higher on her agenda. Now more than ever, faced with times of continuous changes, bpost believes that business excellence is gained by excellence in care for its human capital Bpost was guided and supported in this adventure by ISW Limits.

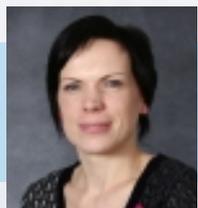
Through this presentation, bpost wants to share with the audience its experience so far: why did the company decide on this journey, what was the approach, what were the roadblocks, how did the different stakeholders of the company react, etc?

10:00 | 10:45 **Case Study**



Dave Sharar

Dr. Dave Sharar is Managing Director of Chestnut Global Partners and a Research Scientist with Chestnut's Division of Commercial Science. Dave received a BA from Knox College, an MS from Northern Illinois University, and a PhD from the University of Illinois at Urbana/Champaign. He co-developed the Workplace Outcome Suite (WOS), a tool to measure the workplace effectiveness of EAP intervention, within his current research focus. Dave has published over 70 articles in peer reviewed journals and trade magazines on various EA-related topics.



Audrey Eertmans

Dr. Audrey Eertmans is Chestnut Global Partners' European Branch Office Manager since February 2013. She obtained her MA in Labour and Organizational Psychology and her PhD from the University of Leuven, Belgium. She has 15 years of experience in scientific research, project and account management, and consultancy within the fields of health psychology and well-being at work, and EAP.

Happiness, life satisfaction and work engagement. A case study with the Workplace Outcome Suite demonstrating effects of EAP

The session focuses on Life satisfaction and Work engagement as correlates of Happiness in life and at work, and as measurable outcomes of EAP. A case study was performed within a single group of 197 subjects, employed by 2 different companies. The Workplace Outcome Suite (WOS), a validated questionnaire specifically designed for EAP's, was utilized as Pre/Post measure. Significant effects of EAP counselling were found on the measured outcomes, especially on Life satisfaction. These results suggest that EAP can contribute to Happiness at work.

10:45 | 11:15 **Tea and Coffe Break**

DAY TWO

Friday, 21st June 2013.

11:15 | 12:45 Workshops morning



Workshop 1 (Main Conference Room) - Paula King

Paula King is a Director of Kingstown College. Paula is a psychologist and leadership coach. She is registered with the British Psychological Society on the Register of Competence in Psychological Testing. She is a member of the Society for Coaching Psychology. Paula holds an MSc in Coaching and Organisational Development from Portsmouth University and is President of the European Mentoring and Coaching Council in Ireland (EMCC IE). She is also a European Council Member of the EMCC working with this organisation promoting standards and ethics in the coaching profession.

Paula's current clientele consists of leaders with influence, CEOs, politicians and members of the media. She brings genuine warmth to her coaching interventions whilst consistently assisting her clients to achieve goals which may have seemed unachievable through an empathic and challenging approach.

She is in demand as a motivational speaker always providing an entertaining, stimulating and thought provoking input.

EAP and Coaching – a perfect marriage!

In recent years many EAP professionals are recognising that the strengths based approach of coaching enhances their dialogue with their clients and, indeed, many EAPs are becoming upskilled in the profession of coaching in order to add a fresh dimension to their work with their clients. In this fast moving and dynamic workshop Paula King will discuss how coaching compliments the work of EAP, the importance of utilising Appreciate Enquiry dialogue and will introduce participants to some powerful coaching tools which they can utilise with their clients.



Workshop 2 (Syndicate Room 1) - Ray McKiernan

Ray McKiernan is a director of the Stress Management Institute of Ireland and founder of Resilience International a consultancy specializing in designing and delivering interventions for high performance organisations. Ray has delivered programmes for three Fortune 100 best places to work based in Europe. He has designed practitioner programmes for clinical professionals working palliative care and primary care settings. Ray has also designed and delivered a resiliency based trainer programme for the Irish Defence Forces. He is also a lecturer and specialist skills trainer to postgraduate psychotherapy students in Dublin.

Psychosocial Risk and the Excellence Framework

Making Secondary Interventions Effective This workshop is delivered for delegates who wish to learn how effective secondary interventions for managing psychosocial risk can be designed and delivered within contemporary organizations. Emphasis will be on noticing employees under pressure and understanding the techniques that help line managers and employees face increasing demands with resilience, positivity in challenging environments. The delegates will examine how secondary interventions can be effectively aligned with tertiary interventions to make both more productive and cost effective.

DAY TWO

Friday, 21st June 2013.

12:45 | 13:00 **The EAEF Innovation and Best Practice Award Ceremony**

The Innovation and Best Practice Award, introduced in 2012, represents the EAEF's commitment of promotion and sharing of best practice in the EA field across Europe and especially pioneering developments from different cultures and countries. The Board of the EAEF is enthusiastic about this year's Award applications and looks forward to an increased number of innovative proposals.

The award committee is under the presidency of Brigitte Vaudolon. Last year in Athens two companies received the 2012 Award due to outstanding quality and originality. Both Shepell-fgi and the Employee Assistance Research Foundation (EARF) were awarded with the 2012 trophies.

We are looking forward to receive your application for the 2013 Innovation and Best Practice Award.



Picture of the Award ceremony in a lovely Greek taverna in Athens in 2012

13:00 | 14:15 **Conference lunch at the Hotel**

14:15 | 15:15 **Speakers Corner – Moderated by Brigitte Vaudolon, former President of the EAEF**

A very special moment to raise and share collective energy!!!

Inspired by the famous «Speakers' Corner» of Hyde Park/London, the EAEF Speakers Corner allows public speaking, debate and discussion. Speakers are encouraged to address different issues, think outside the box, challenge the audience, “preach” his/her way of considering things... Active participation of speakers and audience, humor and energy are the main components of this tasteful event... get ready and participate!

15:15 | 16:30 **AGM including elections**

16:30 | 17:00 **Tea and Coffe break**

17:00 **Conference Closing and Evaluations**



**XII ANNUAL
CONFERENCE**

DAVENPORT HOTEL
DUBLIN, IRELAND
20-21 JUNE 2013