Wellbeing and staff resilience at DPDHL Group

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20 January 2021
Who we are: Eike and Verena...

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Key Employee Data Deutsche Post DHL Group

With about **550,000 employees worldwide** Deutsche Post DHL Group is one of the largest employers in the transportation & logistics industry.

**Americas 17%**
- 96,413 Employees
  - USA 9%
  - Mexico 3%

**Europe 64%**
- 348,604 Employees
  - UK 9%
  - Germany 40%
  - 220,904 Employees
  - India 4%

**Asia / Pacific 15%**
- 80,687 Employees
  - China 2%

**Other Regions 4%**
- 21,220 Employees

**Employees by Divisions**
- Post & Parcel Germany: 190,263
- Express: 101,420
- Global Forwarding, Freight: 45,412
- Supply Chain: 158,419
- eCommerce Solutions: 34,795
- Corporate Functions: 13,132

Source: Corporate Responsibility Report 2019; 1) Headcount as of 12/31/2019

DPDHL Group | Wellbeing and staff resilience at DPDHL Group | Location | 20 January 2021
Mindfulness is one way to better cope with today’s challenges.
Mental Health at DPDHL Group

- Focus theme for Health Management in 2019 and 2020
- 3 aspects to support staff resilience: individual resources, job shaping, culture and leadership

- Presentations, Workshops and Discussions on stress management, resilience, mindfulness, and positive psychology
- 1000 events with 15,000 participants only in Germany
- More than 90 company doctors at 37 locations throughout Germany are available for everyone
Wellbeing activities in DPDHL Group before COVID

- **Annual Health & Safety Awards** since 2015 with focus on Health & Wellbeing

- **Global Health & Wellbeing Program** to deliver Health & Wellbeing to over 250,000 employees across the globe – "One global strategy with tailored local solutions"

- Energy **programs** (e.g. Being present, Fit to Lead) & **activities** (e.g. “Daily Towel Exercise”, Stretching exercise, physical & mental health checks, stop smoking, weight-loss contests, workshops)
Wellbeing activities in DPDHL Group before COVID

• Various **activities for body & mind**
  e.g. Leadership Forum, World Kindness Day 2019 (Mindfulness & Yoga), presentations, key notes, workshops

• **Mindfulness community** at DPDHL

• Weekly “**Mindful breath**” meditations (25 min)
  at Post Campus

• Various **mindfulness program pilots**
  e.g. Search Inside Yourself - 2 Days,
  10 weeks-Mindfulness and providing Health & Wellbeing App licenses
Wellbeing activities in DPDHL Group since COVID

- **Tips to stay fit & clear your mind** while working from home
  - **physical wellbeing** e.g. exercises for families and
  - **mental wellbeing** e.g. Mindful walking

- **Switch to virtual offers** with shortened (15 min) weekly “Mindful breath” meditations in English & German, **mindfulness pilot programs, key notes, masterclasses** e.g. “Wellbeing & connecting in challenging times” or on World Kindness Day “Health & Wellbeing in Corona times”

- **Health & wellbeing activities within our Divisions** e.g. challenges, communication, dedicated programs about MyWellbeing supported by an App

- Psychological counseling via **Hotline** or **Email** by qualified company doctors
Resilience: Emotions & Critical Positivity Ratio

• There are no „negative“ emotions: sadness, fear and anger are normal & help to save our lives

• It is okay not to feel okay! Asking for help is a sign of maturity and strength.

• However, to stay healthy and flourish we need 3x more positive emotions. Good emotional management supports flourishing and health.

• Create and share positive emotions as often as you can!
**Tips for mental health**

- Focus on the good stuff: take a few minutes every evening to find 3 things that made you smile, that you accomplished or are blessed with.
- Stay in touch with your loved ones, with family and friends.
- When someone annoys you don’t rant and rave! Talk about needs, fears and problems. Each of you feels different and that’s okay. Cherish one another!
- Do something fun: sport, art, music, cooking, board games, movies…
- Reduce media consumption, find the good news.
- Be present.
- Practice Yoga, meditation, Tai-Chi, Mindfulness…
- Breathe.
- Sleep.
An easy **mindfulness practice**: 5 Finger breathing

Video: Dr. Jud Brewer, 7:05 min; [https://youtu.be/5QVqMaWrP-s](https://youtu.be/5QVqMaWrP-s)
Your takeaways – in a nutshell

1. ... It’s perfectly normal not to feel normal in challenging times. **Seeking help** is not a sign of weakness.

2. ... **Social support, mindfulness, and optimism** help to keep leaders, employees, teams, and organizations mentally and physically healthy.

3. ... With a **growth mindset, kindness and humanity**, you all can be a part in creating healthy, creative & successful organizations.

4. ... There are many **good practices** to support employees in their wellbeing – **mindfulness** is one of them.

5. ... **Start small** e.g. with 3:1 ratio or 5 Finger breathing exercise

6. ... if you want to connect address to:  
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You can’t stop the waves but you can learn to surf.

Jon Kabat-Zinn

Stay happy and healthy!