



HEALTHY HOSPO





WHO ARE WE?

**WE ARE A NON-PROFIT
INITIATIVE DEDICATED TO
IMPROVING THE WELLBEING
OF THE HOSPITALITY
INDUSTRY THROUGH SUPPORT,
ADVOCACY, EDUCATION AND
COMMUNITY BUILDING.**



Proudly funded by Lion

OUR MISSION:

To support and empower the people who make the industry thrive, including chefs, servers, bartenders, and all other hospitality professionals.



WHAT ARE OUR WORKSHOPS ABOUT?



LEADERSHIP

Inspire and empower your team.



MENTAL FITNESS

Prioritize mental health and well-being.



CONNECTION

Connection to self, others and our community.



EXERCISE

Strengthen your body and mind.



NUTRITION

Nourish your body and mind.

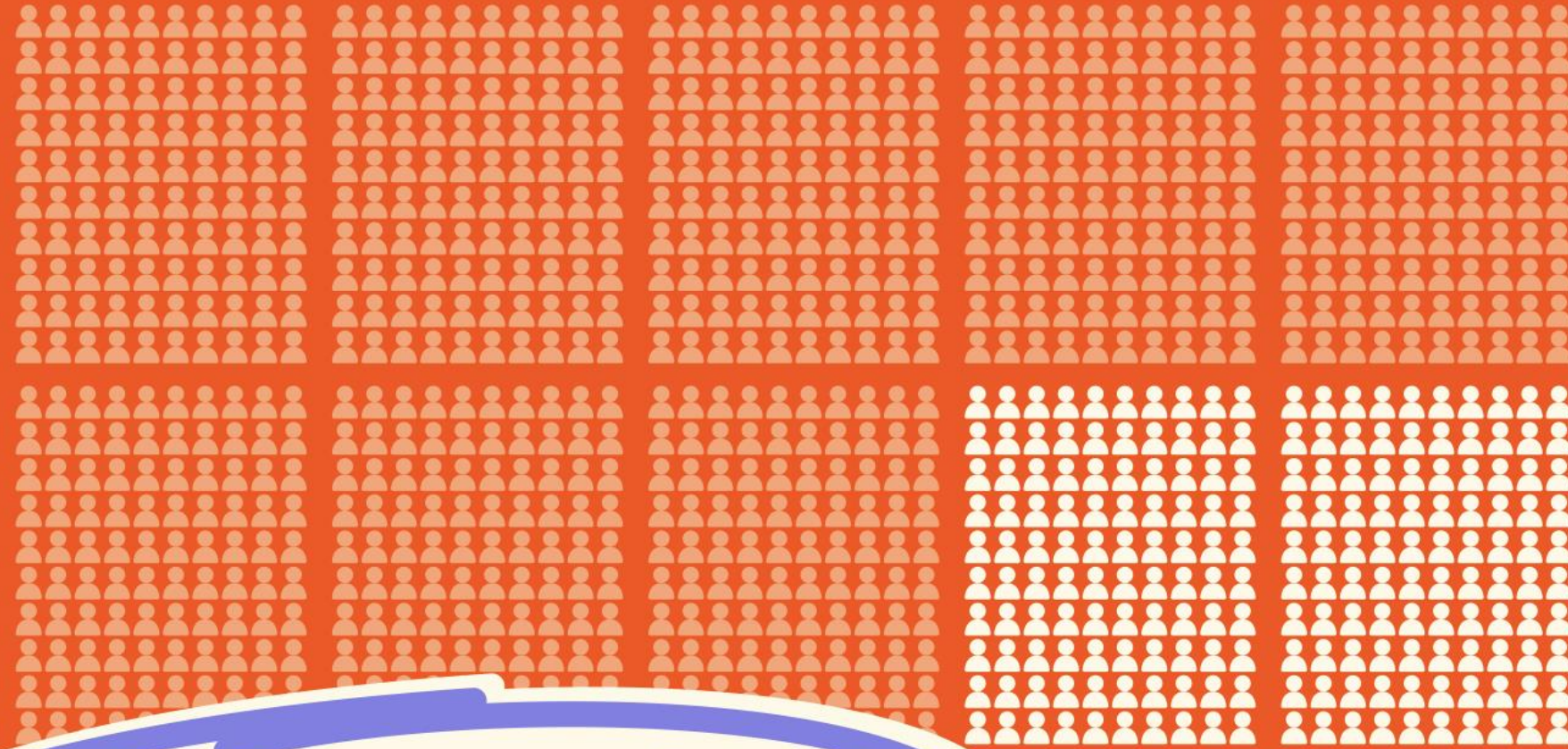


SLEEP

Sleep better, live better.



WE BROKE OUR RECORD! WITH **1125** ATTENDEES THIS YEAR



OVER 4,000 HOSPO
SUPPORTED SINCE
LAUNCH!

We ran

52

workshops and events



PRESENTED IN 10 LOCATIONS & **3 NEW** LOCATIONS

Auckland
Wellington
Christchurch
Hamilton
Queenstown
Coromandel
Dunedin
Martinborough
Palmerston North
Rotorua



RECHARGE YOUR LEADERSHIP



**TACKLING BURNOUT CULTURE
& OWNING WELL-BEING AT WORK**

ABOUT YOU

THE BIG CHALLENGE:
HOW DO WE MAKE HOSPITALITY MORE SUSTAINABLE?



THE FRAME UP

1. **The Problem: What's burning us out?**
2. **Understanding Energy: Where it comes from, what drains it & how to recharge it.**
3. **Strategies and actions for healthier working cultures & happier more productive teams.**
4. **Creating change.**

A woman with long dark hair, wearing a black business suit over a striped shirt, is smiling. She is holding a yellow oxygen mask in her right hand and a clear oxygen mask in her left hand. The background is a plain, light-colored wall.

Why leaders need to put on their oxygen mask and take care of themselves

If leaders don't look after their own wellbeing first and foremost, they won't have the capacity to care for their people and organisation properly.

“If leaders really want to help their teams, they need to make sure they are as well as they can be mentally, emotionally and physically.”

Voluminous research supports the critical importance of recovery. But corporate work cultures around the world continue to celebrate unrelenting effort with diminishing returns. Instead, we should think of non-work time as not only something that makes us better at our jobs—but as *part* of our jobs.



THE PROBLEM: WHAT IS BURNING US OUT?

**DO MORE AND MORE
WITH LESS AND LESS**



DEMANDS



CAPACITY



STRESS

WORK

FINANCES

**WORLD
EVENTS**

MAJOR LIFE EVENTS

RELATIONSHIPS

HEALTH

**MOST COMMON
STRESSORS**



WHAT DOES STRESS IN THE WORKPLACE LOOK LIKE?

**TO DO OUR JOBS WE NEED
COMPETENCY AND CAPACITY**

KNOWLEDGE + EXPERIENCE = COMPETENCY

ENERGY = CAPACITY

CONFIDENCE = COMPETENCY + CAPACITY

TIREDNESS > FATIGUE > EXHAUSTION > BURNOUT
= PROGRESSIVE LOSS OF ENERGY (CAPACITY)



Psychology Today defines burnout as “a state of emotional, mental and often physical exhaustion brought on by prolonged or repeated stress.”

LETS LOOK AT A FEW TOOLS FOR MANAGING STRESS

THE SPHERES OF CONTROL



Emotion-Focused Coping Skills



Exercise



Take a bath



Give yourself
a pep talk



Meditate

Problem-Focused Coping Skills



Work on
managing time



Ask for support



Establish
healthy boundaries



Create a
to-do list

HOW STRESS & BURNOUT LOOK IN HOSPO

The burnout rate of people working in the hospitality industry is among the highest of all industries; it is estimated that every one in seven hotel and restaurant workers experience employee burnout.



This high rate of burnout may be due to the fact that hospitality front-line employees are constantly exposed to demanding customers and difficult situations, chronic stress in the workplace and long hours where they need to provide quality service [...] 7 days a week.



The burnout cycle:

Even successful managers who have been working in the hospitality industry for many years, experience job burnout [...] causing them to leave the industry and creating many vacant positions. These positions are then filled by less experienced managers who have not yet learned the intricacies of the business.



Three dimensions define burnout more specifically: exhaustion, cynicism, and inefficacy.

Exhaustion occurs when a person's feelings are overextended and a person's physical and emotional resources are depleted.

Cynicism refers to uncaring and negative attitudes toward the various aspects of the job and other people.

Inefficacy entails a deterioration of self-confidence.



UNDERSTANDING ENERGY TO BREAK THE CYCLE

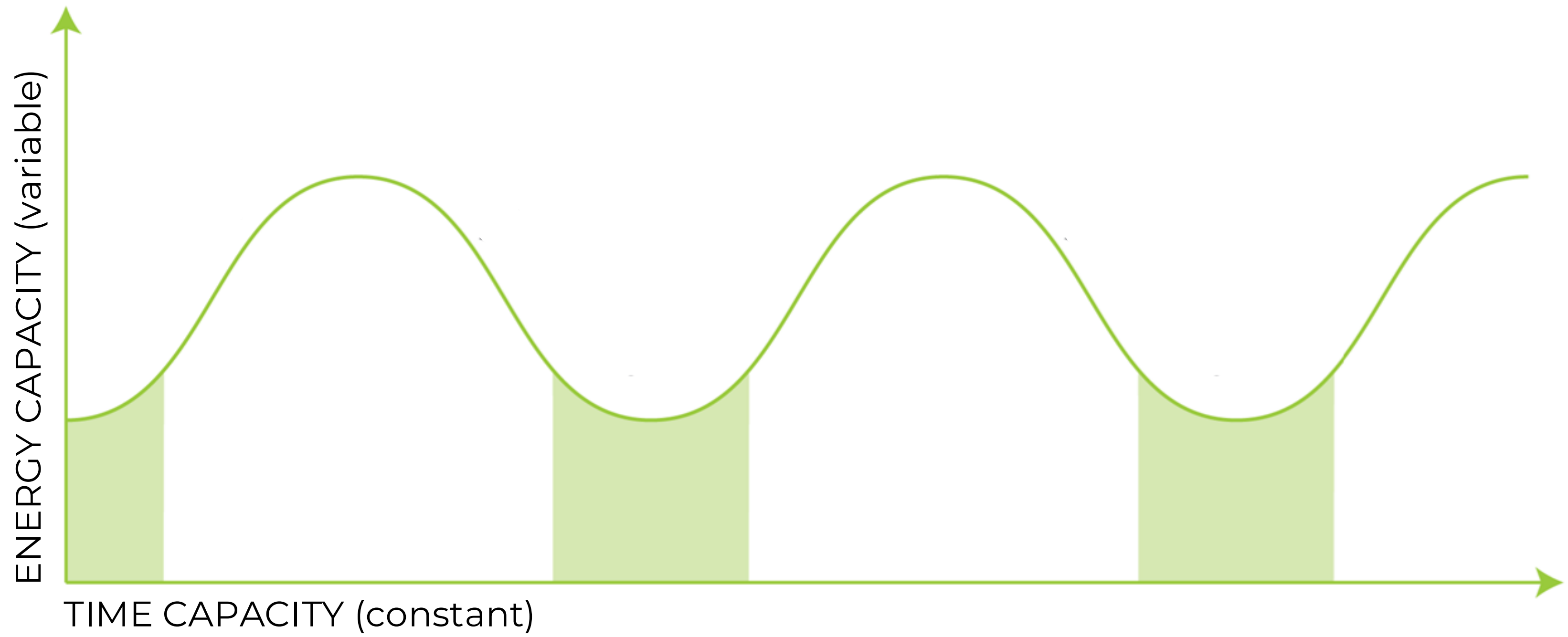
POWER SAVING MODE

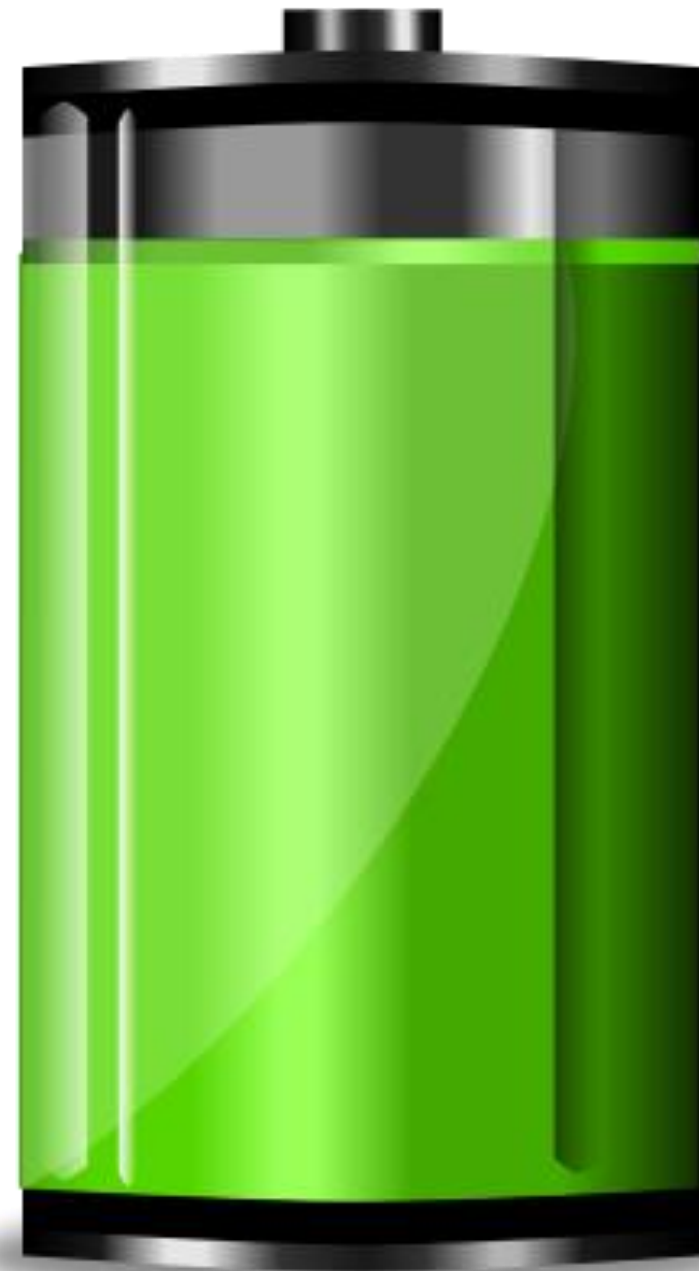


WHEN OUR WORKLOAD IS CONSISTENTLY GREATER THAN WHAT WE CAN HANDLE, OUR ENERGY DRAINS.

When we have low energy many things are impacted:

- Our physical health and self-care needs
- Relationships and emotional connections
- Creativity or things which fuel our deep passions
- Our ability to do the most basic functions of our job

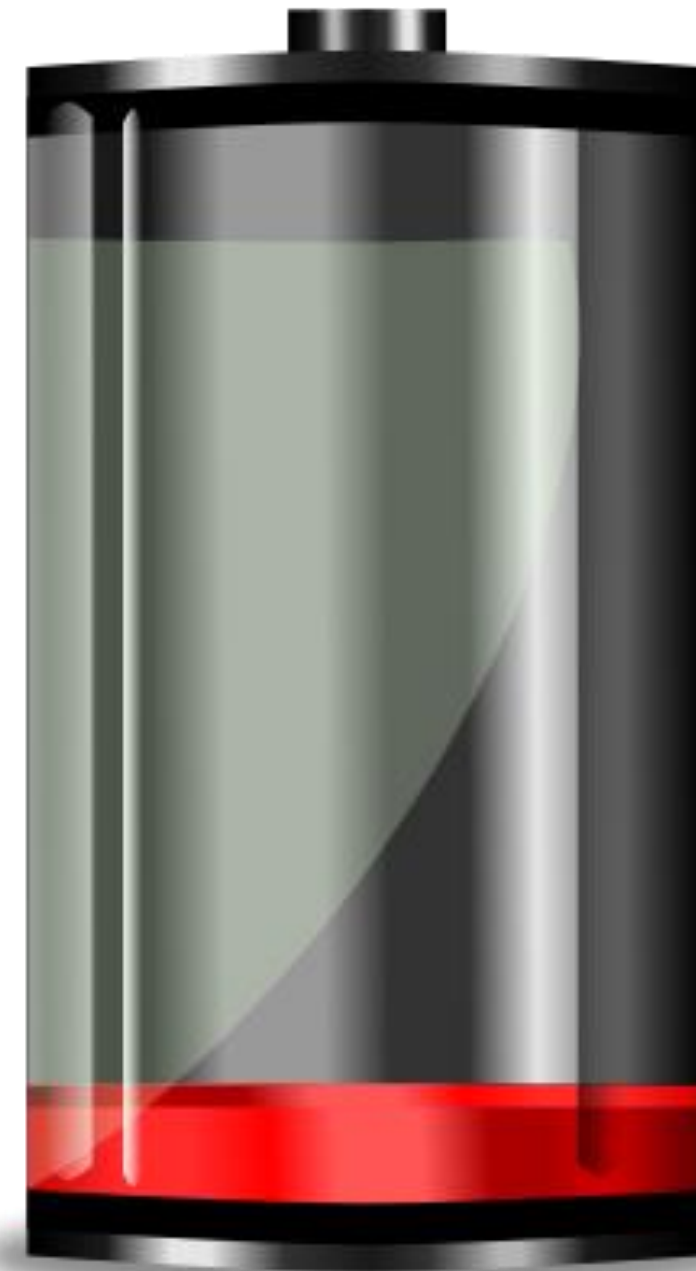




FOCUS/FLOW



STRESS/DRAIN



BURNOUT



RECHARGING

We operate in four different energy states,
but only one state is optimal for regenerating our capacity.

THE BUSYNESS ZONE

High Energy
(Physical/Mental)

ENERGY DEPLETION ZONE

SUSTAINABLE ENERGY ZONE

Negative
Anxious
Hurried
Frustrated
Defensive



Positive
Productive
Focused
Passionate
Confident

Negative Energy
(Emotional/Existential)

Positive Energy
(Emotional/Existential)

Exhausted
Empty
Pessimistic
Depressed
Defeated
Unfulfilled



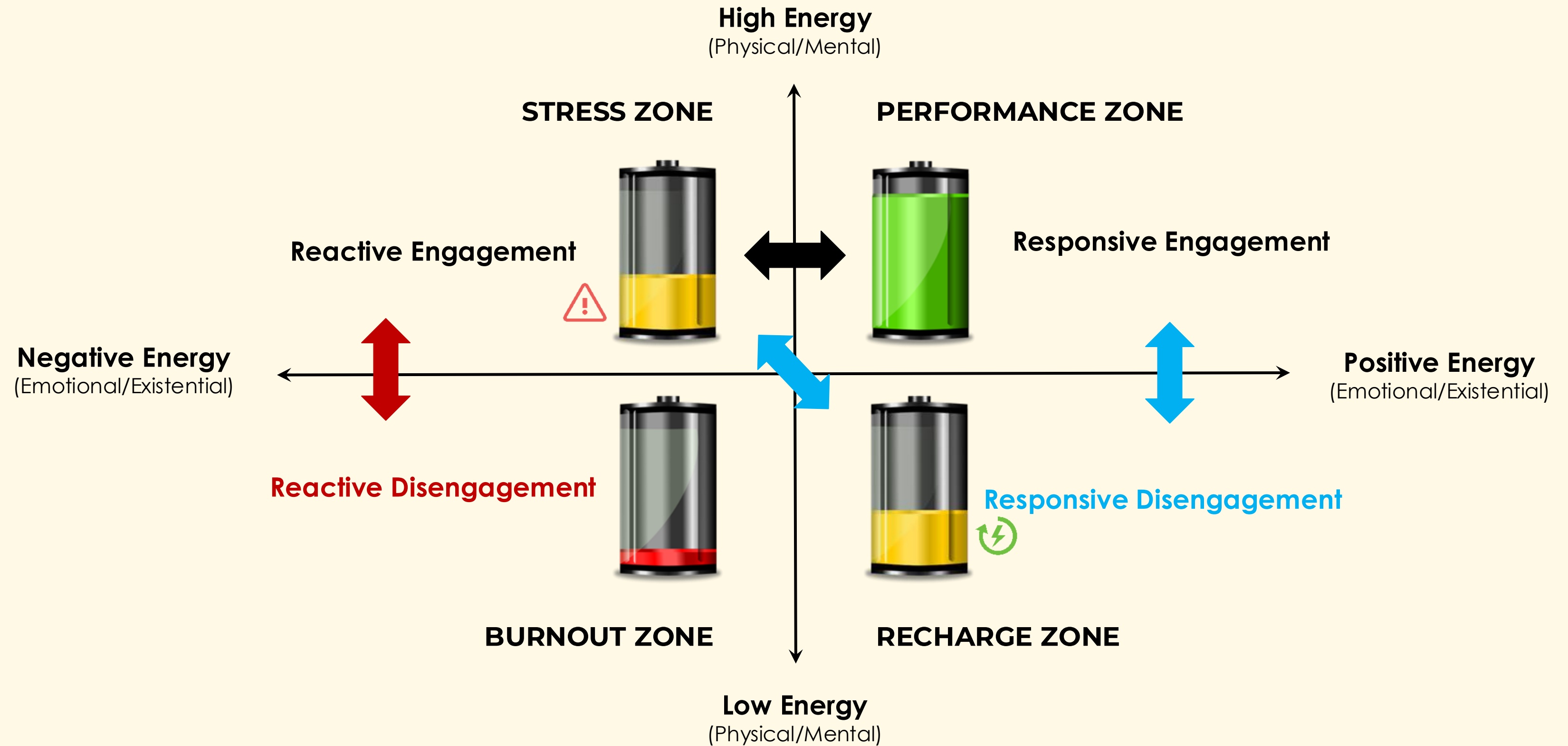
Unplugged

BURNOUT ZONE

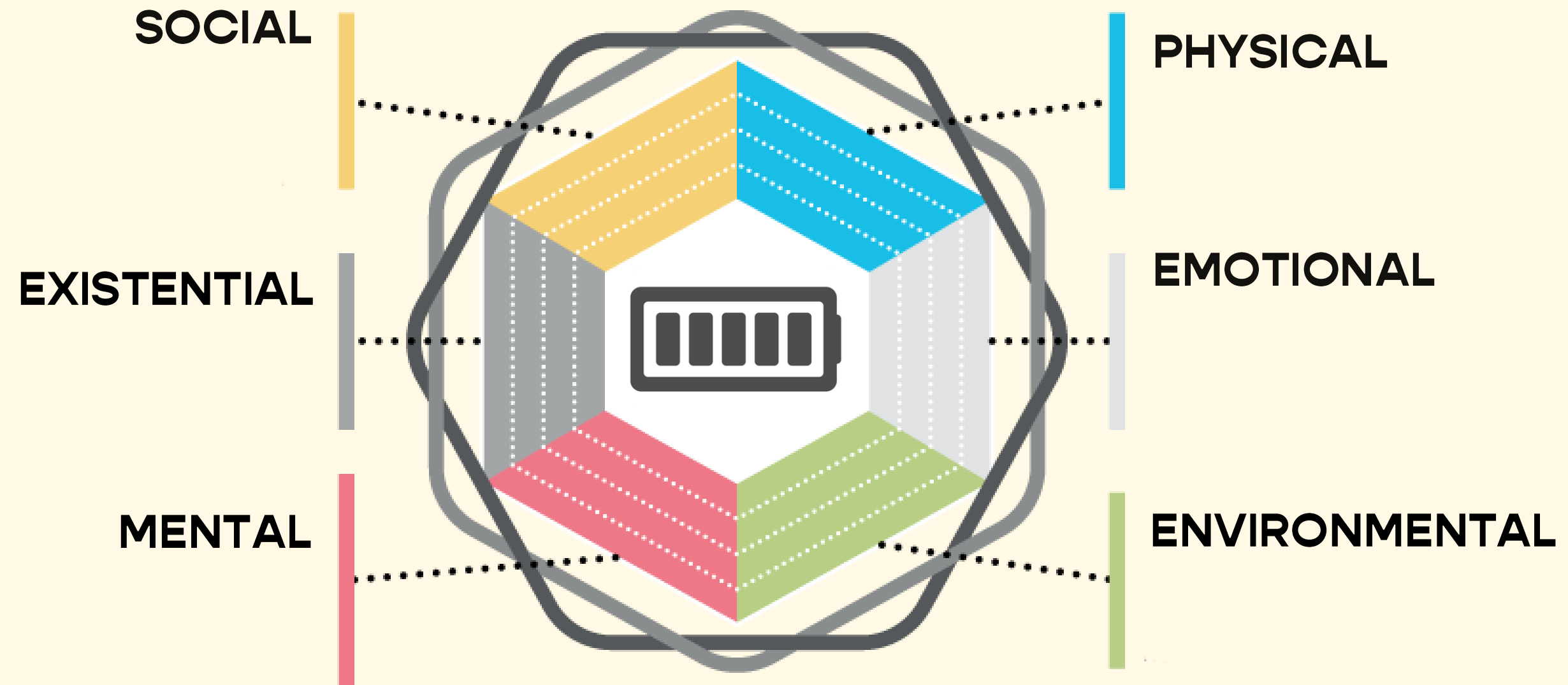
ENERGY RECHARGE ZONE

Low Energy
(Physical/Mental)

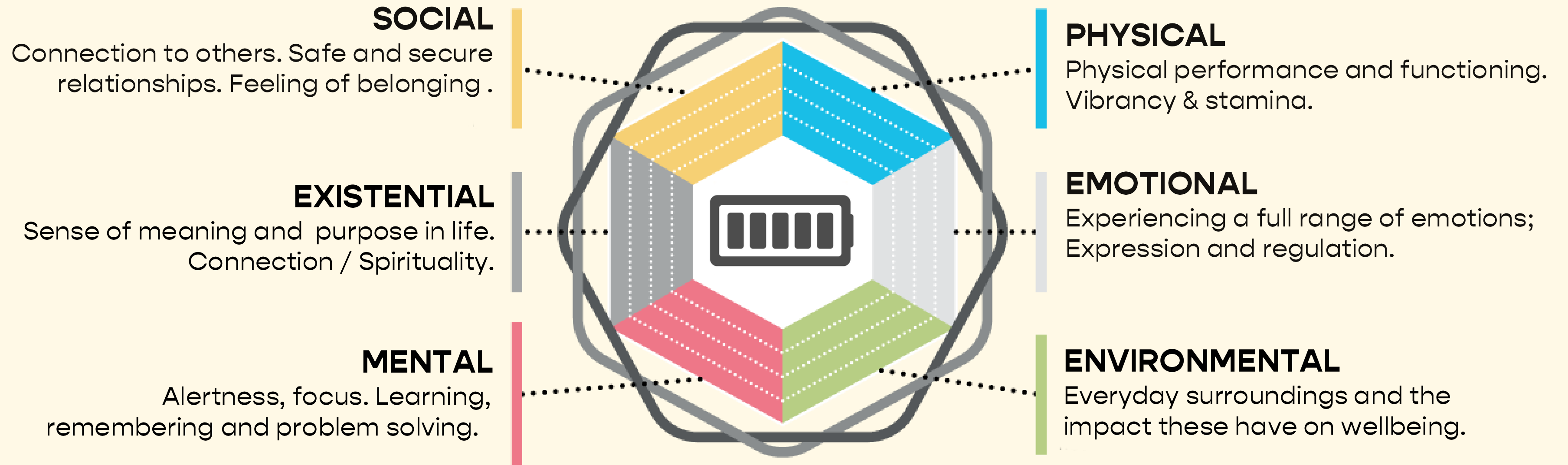
THE SLACKER ZONE



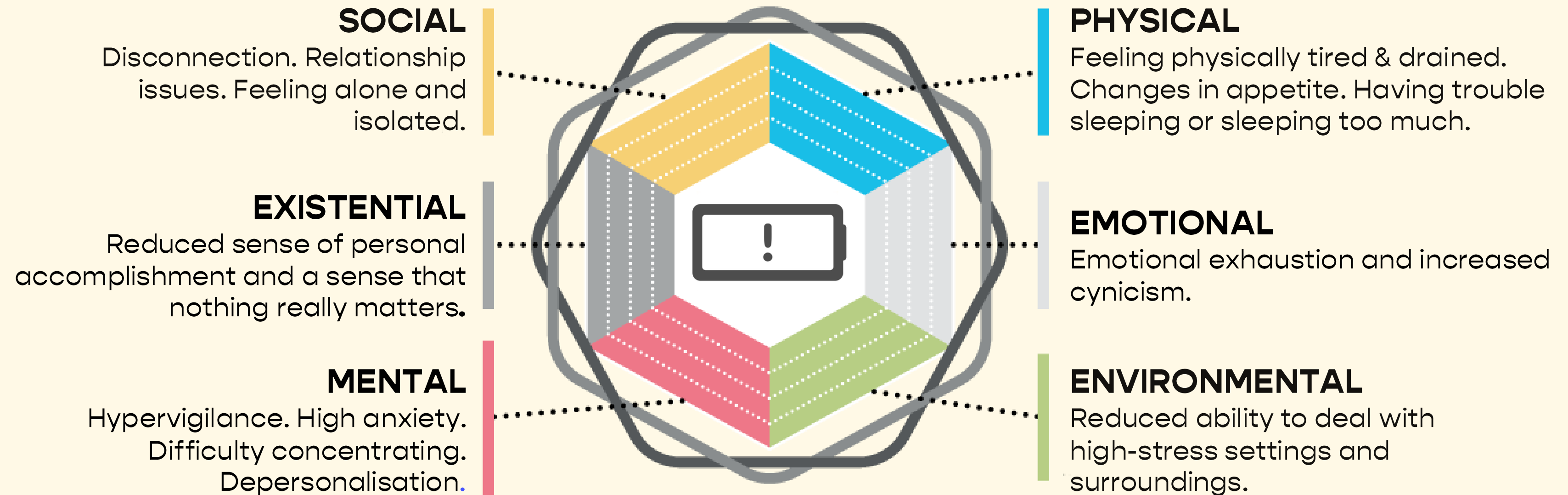
UNDERSTANDING ENERGY



UNDERSTANDING ENERGY



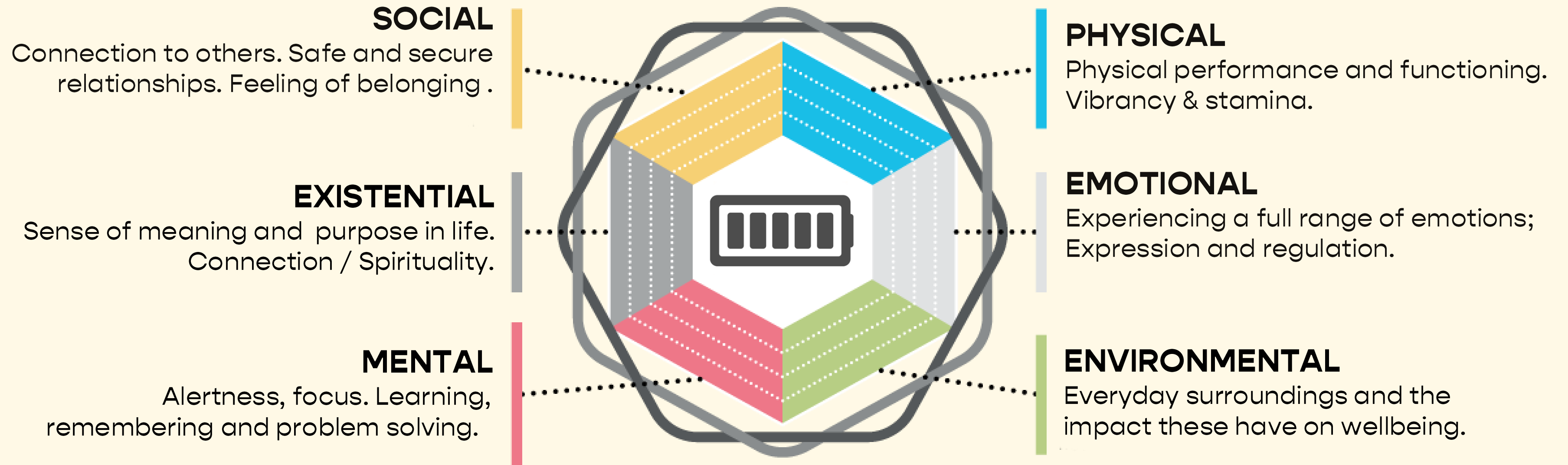
THE WARNING SIGNS





WHAT AREA NEEDS ATTENTION?

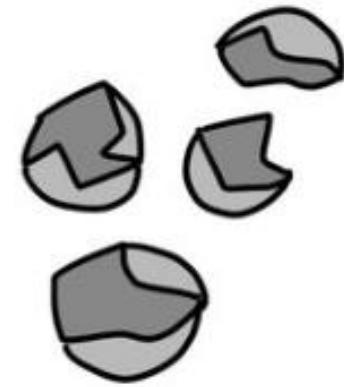
UNDERSTANDING ENERGY



A group of young adults are sitting on a grassy lawn, enjoying a picnic. They are eating from food containers and drinking. In the background, there is a large, dense bush with green leaves and small pink flowers. The scene is bright and sunny, suggesting a warm day. The text "WHAT WOULD HELP YOU RECHARGE HERE?" is overlaid in the center of the image.

WHAT WOULD HELP YOU RECHARGE HERE?

SOMETIMES WE NEED TO TAKE SOMETHING OUT FIRST



To add something to
your daily routine

You have to subtract
something



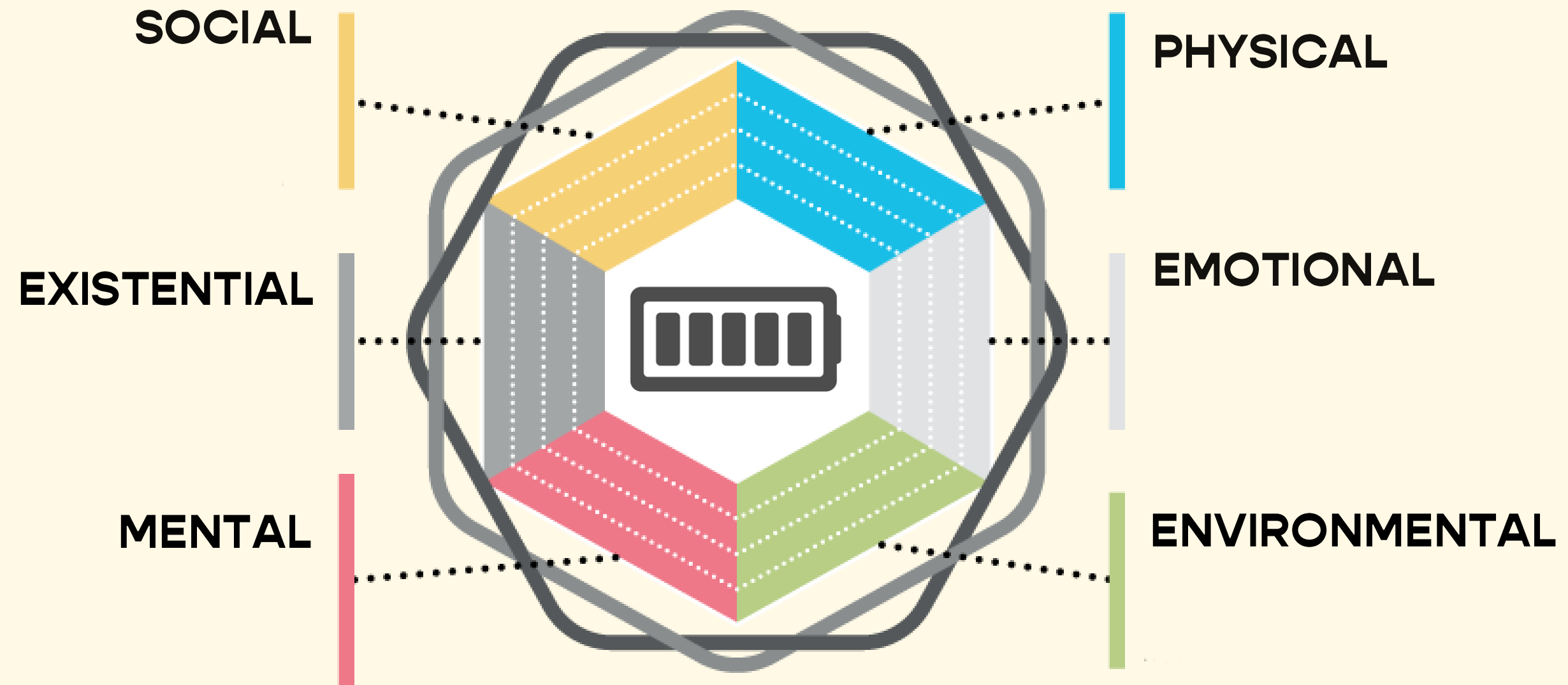
A group of young people are walking along a paved path that runs alongside a dark wooden building. The path is bordered by a low stone wall on the left, with trees and a view of the ocean in the background. The sky is blue with some clouds. The people are dressed in casual summer attire, including t-shirts, shorts, and crop tops. Some are wearing backpacks or carrying bags. The overall atmosphere is bright and sunny.

MAKING THE ENERGY MODEL WORK, AT WORK

WHAT ARE YOU ALREADY DOING WELL?

WHERE ARE THE OPPORTUNITIES?

UNDERSTANDING ENERGY



MAKING IT WORK, AT WORK

SOCIAL

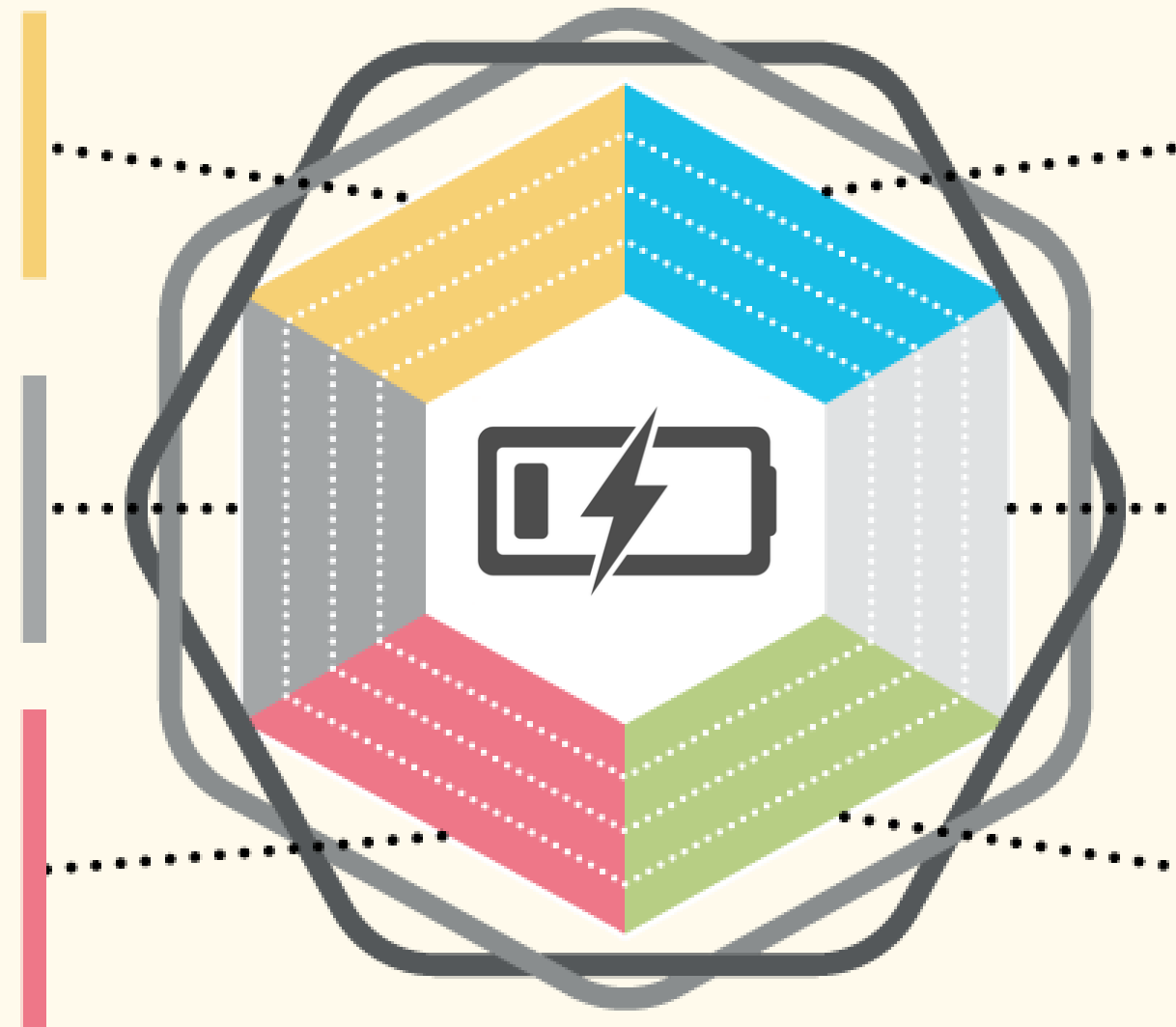
Implement a **buddy system** for new employees to facilitate connection and support within the team.

EXISTENTIAL

Have a clear, defined **purpose**. Help your employees understand how they contribute to that purpose.

MENTAL

Include **EAP/Counselling** services into your staff service offerings. Use it yourself, talk about it.



PHYSICAL

Set up **walking meetings/catch ups** to encourage movement and outside time during shift.

EMOTIONAL

Lead with **vulnerability**. Allow staff to bring their authentic selves to work, through leading by example. Regular 1:1 check ins.

ENVIRONMENTAL

Encourage staff to take their breaks **outside in sunlight**.

WHAT FIRST STEP WILL YOU TAKE?



HELPLINES

LIFELINE:

0800 543 354

FREE TEXT 4357 (HELP)

SUICIDE CRISIS HELPLINE:

0508 828 865

DEPRESSION HELPLINE:

0800 111 757

ANXIETY HELPLINE:

0800 269 4389

HOSPITALITY NZ PROVIDES A RANGE OF SUPPORT SERVICES FOR ITS MEMBERS, INCLUDING ADVOCACY, A HELPLINE, LEGAL ADVICE, SKILLS AND TRAINING.



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“If leaders really want to help their teams, they need to make sure they are as well as they can be mentally, emotionally and physically.”

A group of people are seated at a long wooden table in a restaurant or cafe. In the foreground, a woman with dark hair pulled back is smiling broadly at the camera. Next to her, another woman is smiling and looking down at a green mug. Behind them, a man with a beard and glasses is looking towards the left. Further back, other people are visible, some looking towards the camera and others looking away. The table is set with green glass bottles, white mugs, and plates. The background features a large, textured, light-colored wall and some potted plants.

WHATS LANDED FOR YOU TODAY?

A person with dark hair, wearing a light blue button-down shirt, is holding a white rectangular card in front of their face. Only their hands and the top of their head are visible. The card contains a quote in a serif font.

Never give from the depths
of your well,
but from your overflow

RUMI



WE NEED YOUR VOICE:



THANK YOU TO OUR SPONSORS:

Hospitality
NEW ZEALAND



GET IN TOUCH WITH US:

@HEALTHYHOSPO NZ

HEALTHYHOSPO.CO.NZ

TEAM@HEALTHYHOSPO.CO.NZ