

## **Holiday Club**

Holiday Club promises its customers relaxing moments. For the leading holiday housing and tourism company the well-being of its staff is highly valued and essential for fulfilling its promise. The lifestyle assessment gave new insights on occupational wellness to the company management.

Holiday Club has employees with numerous job descriptions, from spa and hotel workers to sales and administration personnel, which represents both a strength and challenge for the company. Travelling, physical work, specialist tasks, shift work as well as stressful and busy situations set an additional challenge for the staff requiring stress and time management skills.

HR Director Merja Kolehmainen saw the lifestyle assessment as a chance to promote the employees well-being, regardless of job description.

### **People are interested in information on their own bodies**

A pilot with 29 participants was started. The pilot group consisted of the company management, supervisors, specialists and restaurant managers.

Separate group reports were composed for employees in different roles which provided the Holiday Club information on the work load and stressful factors in different positions.

*“People took part with enthusiasm. They were also very interested in the results and their own well-being. This enables wellness promotion in the company.”*

## **Lifestyle assessment in practice**

With the experiment Holiday Club wanted to see how well the lifestyle assessment works in practice and what it has to offer for developing occupational wellness.

*“It is important to recognise the factors that cause stress or promote recovery at work and during leisure time. This is the exact information that the lifestyle assessment provided us. Recently our human resources development has been education and training focused. The lifestyle assessment added an important insight to that.”*

For future wellness development, the Holiday Club’s focus will be on promoting coping at work, supporting management work and encouraging conversation between the management and personnel. The company management plays an important role in spreading wellness information and actions throughout the whole company.

*“We started the project with a clean sheet. This was a great opportunity for the employees to gain objective information on their well-being. All in all, the results were relieving. We learned that there is nothing to worry about. For some people, the results showed that they are not as stressed as they assumed.”*

Kolehmainen thinks that the participants clearly were nervous about the results. On the other hand, they were very excited, too. When the results were interpreted, many of the participants sighed for relief.

*“It is good to have a reliable wellness specialist who helps in interpreting the results. He discussed the situations with each employee and helped with planning the possible changes they would do in their everyday lives.”*

## **Developing recovery during work days**

*“The group reporting proved that the share of stress and recovery are normal in this group. The topic of night time recovery was brought up and we were given good advice regarding it. As an employer we do not have such a good chance to affect night time recovery, which makes individual information extremely valuable,” Kolehmainen notes.*

On the other hand, recovery during working hours is something that the employer is able to influence.

*“64% had poor recovery during working hours. This fact combined with poor night time recovery means that recovery should happen on leisure time. Now we know that recovery is something we should strive to improve...”*

*“After the measurement we are much wiser. The situation is not bad but we cannot afford doing nothing. Coping at work requires taking care of one’s well-being.”*