

Bank in Motion — involving managers and employees in improving wellbeing at work



Lån & Spar Bank, Denmark

www.lsb.dk/lsb

The issue

In the high-pressure environment of the financial sector, work pace and demands are high. This leads to an increased risk of stress, which in turn can lead to increased sickness absence. To tackle this situation, the bank wants to address psychosocial risks and support employees in achieving a better work-life balance, which is often difficult in demanding job roles. To achieve their ambitious business goals, the company believes that having employees who are fit and well equipped is essential.

Action taken

‘Bank in Motion’ is a lifestyle concept Lån & Spar employs to equip employees for the high-pressure environment. Under this concept, a wide variety of activities have been initiated in all branches of the company.

To reduce stress from high workloads and demands, the bank set up the ‘DO IT NOW’ project. The aim was to improve efficiency within the company by giving workers the tools to complete work in a more structured way and reduce wasted time. The flat organisation and informal tone of the bank, as well as employee influence over their working day, also help to reduce stress. Systematic planned overtime is specifically avoided so individuals are not overloaded, and mandatory breaks involving physical activity have been introduced.

Within ‘Bank in Motion’ there is a strong focus on employee wellbeing. ‘The Good Life’ is a course run for employees focusing on wellbeing, values, attitudes and habits in work and at home. In addition, the Wellbeing Compass is a dialogue tool that lets employees discuss challenges, such



as bullying and high workload. Moreover, all managers are certified coaches for both private and work lives and all employees have access to the company’s psychologist scheme.

Lån & Spar also believes that mental and physical health go hand in hand. Workplace assessments are conducted annually in connection with health checks, and these assessments are used to prioritise actions in the workplace. If sickness absence is considered out of the ordinary for an employee, a care interview is conducted to assess if the absence was the result of conditions in the bank and what the bank can do to help.

Finally, employee development interviews are conducted at least once a year, which involve an appraisal of employees’ abilities and creation of development plans, improving employees’ job satisfaction.

Results achieved

- After one year of The Good Life course, 55% of employees reported that their work-life balance had improved.
- There was a fall in self-assessed daily/weekly stress.
- Care interviews have resulted in the halving of sickness absence/stress-related leave in the bank.
- In the 'Great Place to Work' survey, the bank has risen from position 69 to 20 over four years. In 2013, 93% of employees were satisfied or very satisfied with working at Lån & Spar.
- In 2014, the psychological environment improved significantly compared with 2013.
- The company has also experienced increased productivity, earnings and customer satisfaction.



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