



How The Wellness of Executive Assistants Impacts The Bottom Line



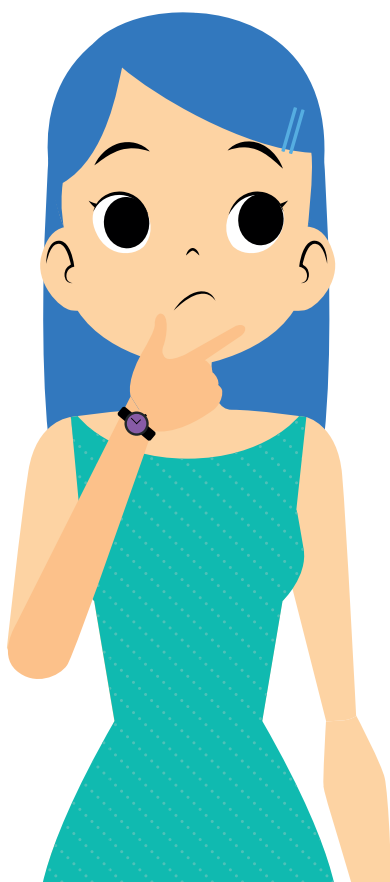
“ We offer free lunch once a week, catered by some of the city’s most loved food trucks ”

“ During the summer, we celebrate the nice weather and long evenings with summer Friday’s ”

“ Flexible working hours so you don’t need to feel stressed if you miss the train ”

“ We’ll cover your travel to and from work ”

“ Once per month we offer massages in the office so you can de-stress and relax ”



Odds are that you’ve read job specs boasting some of these benefits. The world of work is evolving - and employees are demanding more balance between their work and personal lives.



This global shift was led by tech companies - but companies from all sectors are now following suit. Yes, employee wellness is trending, and employers are putting in procedures to create better environments - yet there are also many forces at play that counter these improvements. For this guide, **we interviewed over 200 executive assistants** to get a baseline level of stress and current wellness at work. Our results confirmed their stress levels are extremely high and impact their happiness outside of work. We'll go through the key findings as we move through this guide.

We've focused our research on Executive Assistants and their high stress levels at work since they are at the center of every company - impacting nearly everyone's role and the businesses bottom line. The goal is to arm them with information and actions to improve their stress levels at work.

What you'll learn:

This short guide combines research, real-life experiences, and actions to improve your wellness or your entire company's wellness.

- **Why Technological Innovation is a Double-Edged Sword**
- **If Your Personal Assistant is Stressed, Your Entire Workforce Will Suffer**
- **What Causes Stress Among Personal Assistants + How to Combat The Major Drivers**
- **Wellness Programmes Defined + Examples of Successful Ones**

Who is this guide for?

- **Executive assistants**
- **Human resources/people management professionals**
- **Travel managers**
- **Operations managers**
- **Entrepreneurs**
- **Anyone looking to learn more or implement a wellness program**



CHAPTER 1

Technological Innovation is a Double-Edged Sword

The world of work changes as a reaction to the greater society we live in. As culture and technology constantly evolve, the workplace also does. In the 21st century, the central theme of our changing daily lives is technology. Don't worry - this guide isn't trying to be a history lesson - but we do want to cover how the adoption of technology changed the way we work.

From the personal assistant's perspective, the role has completely changed thanks to technology. Instead of managing everything from a desk phone and a Rolodex, you're on the move. But this creates even more pressure because there are even more options available - for everything, including one of the most stressful parts of your job -general administration.

From managing schedules to booking business travel accommodations, technology has streamlined the way you do your job- but in some ways, it's also placed more stress on you.

85% of PA's handle workforce travel - and it's typically a high stress part of the role. And, since 73% of PA's feel stressed at work on a daily basis- let's see some of the ways technology impacts their job for better or for worse.



Positives



Negatives

Open collaboration thanks to technology	↔	Collaboration through technology with less interaction with your boss
A new approach to growth (fast growth startups)	↔	Fast-paced growth often means lofty goals and short deadlines, impacting the wellness of employees
Millions of options to consider to find the best prices on hotels, flights, and food for the team	↔	Information overload - With so many options, it can be difficult to find the best rates



From an employer perspective- looking at the positives and negatives of the changing landscape of work can be eye-opening. Many employers believe by offering a perk such as free lunch on Wednesdays will solve all their employee satisfaction issues. However, the problem is much bigger- it's almost systemic. With all of the positives of technology, it has also created many visible negatives when you consider wellness.

Most companies are already shifting to fix some of the false negatives that came out of the technological revolution by listening. Since the majority of the workforce today are millennials (loosely defined as those born between 1982 and 2004), who have been growing up as technology has been advancing dramatically - they have spearheaded a lot of this change. Before we get into this change, let's assess what stress really does to your body, and to your productivity at work.

UP NEXT:

If Your Personal Assistant is Stressed, Your Entire Workforce Will Suffer

Read on where we will break down the impact of stress on the body, how stress impacts productivity.



CHAPTER 2

If Your Personal Assistant is Stressed, Your Entire Workforce Will Suffer

It's pretty hard to argue that work, as we knew it 20 years ago, is different. Technology prompted workers to change their goals and what they value in their lives and their job. With everything, we'll cover the positives and negatives. Let's start with the negatives and work toward the solutions.

[82%](#) of small business owners work over 40 hours per week, and 50% work over 50 hours per week. These long hours create stress and can eventually lead to negative outputs. The more time spent at work means less personal time. Since there are such high pressures at work, especially in an entrepreneurial setting, it's important to take the time to focus on wellness.

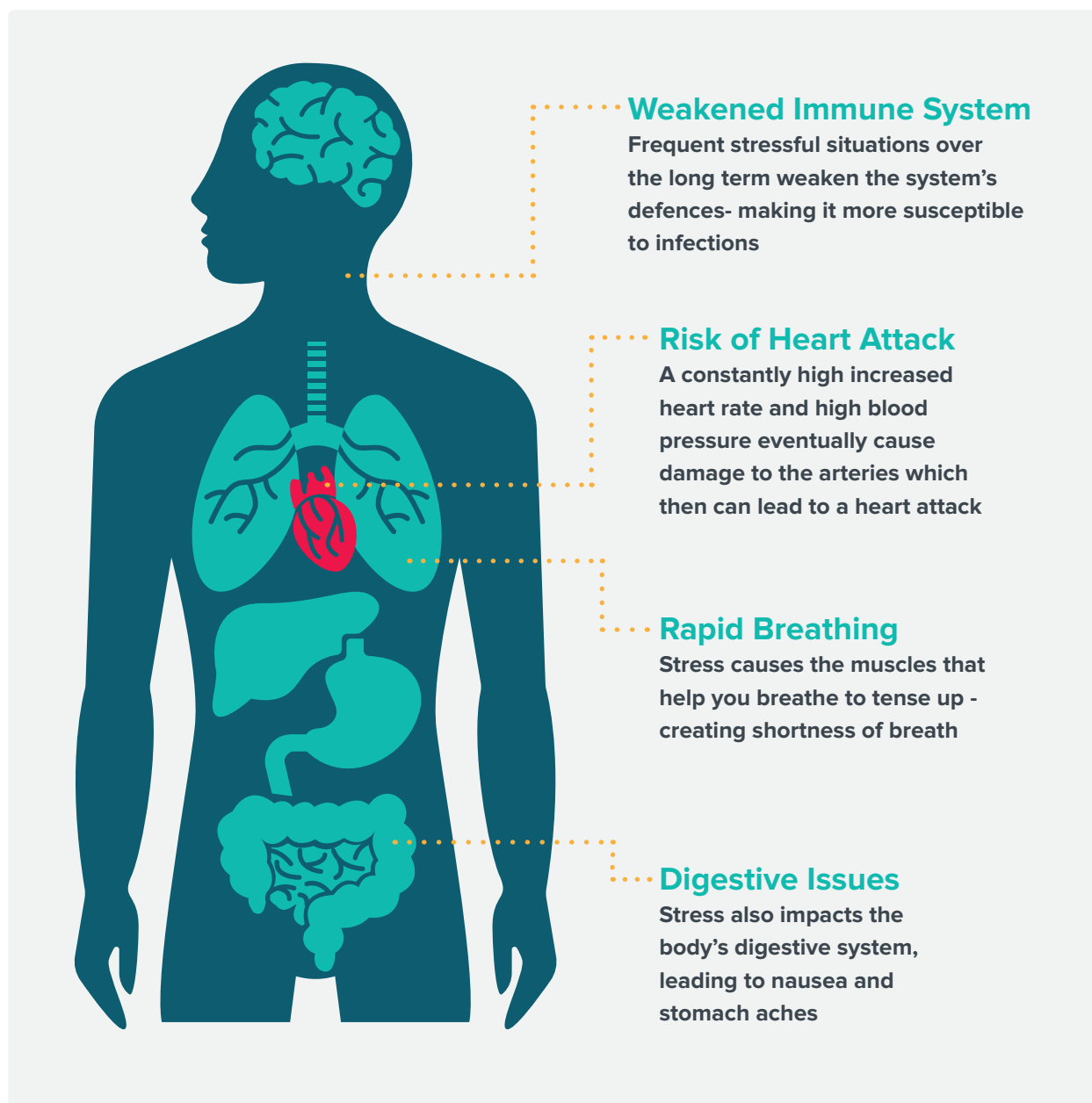
More work leads to more stress. Since many workers don't have time to relax, exercise, develop hobbies - it's difficult to lead a balanced life. The word stress isn't just a buzzword - stress has dramatic and documented impacts on our bodies. Yes- everyone feels stress at some point or the other in their life. But- when stress is a constant in the workplace it can have lasting effects on the body. When you're stressed - the body enters what is called 'fight or flight' meaning it releases hormones that cause your heart to race, breath shorten, and muscles prepare to act. This is an instinct that we all have for our protection. However, when this stress continues day on day, and week on week, your health begins to be put at serious risk.

Let's take the example from the perspective of an executive assistant, one of the most stressful and ever-changing jobs out there.

In our study, we discovered that 72% of personal assistants have become upset at work because of the stress of their job.

To make matters worse, **73% of respondents reported that they felt unappreciated at work.** Unfortunately, these two findings are linked. If someone is feeling stressed, it often correlates with their happiness and feeling of appreciation.

Stress at this level means long-lasting health effects. Check out how this stress impacts your and your personal assistant's body.



Maybe you're reading and thinking, ah, interesting, you feel bad for your staff, but also, business is business.

The thing is, your business is only as strong as those who work for it. If your personal assistants are working these long hours, blurring the lines between their work and personal lives, and admitting to feeling unappreciated, you should care. Why?



Well, the [Global Benefits Attitudes Survey](#) that was conducted across 12 countries including the U.K. and the U.S., found that of those that experienced high levels of stress reported being disengaged.

This research proves the destructive link between high levels of stress and reduced productivity. The more pressure and stress placed on employees means- the LESS productive they will be.

A team of stressed employees = a team of unproductive employees

Since we know that stress has a clearly negative impact on your employees' overall health, happiness, and the businesses bottom line - what are the major causes of stress at work?

UP NEXT:

What Causes Stress Among Personal Assistants + How to Combat The Major Drivers

In the next chapter, we'll cover the nine key triggers of stress in the workplace, and what to do to combat some of the biggest culprits.

CHAPTER 3

What Causes Stress Among Personal Assistants + How to Combat The Major Drivers

The topic of stress in the workplace has only just come to the surface over the last decade. As mentioned, stress is difficult to define. Stress in the workplace causes was historically broken down into three categories, according to the [majority of research](#).



Environmental



Psychological



Biomedical

However, most studies are psychological in nature, hence a strong pull towards exploring the psychological causes of stress. This model highlights that the stressor itself (say a demanding boss) and the individual's interpretation of that stressor create the complete stress in a work environment.



The cause of stress in the workplace comes from both the stressor and the individual's interpretation of it.



[Two Australian Researchers](#) went a step further. They considered these two key variables and broke down the true causes of workplace stress into nine categories.

Administrative issues <ul style="list-style-type: none">• Resources• Lengthy administrative tasks	Business maintenance <ul style="list-style-type: none">• Understanding and rivaling competition• Dealing with demand or lack thereof• Overall reputation	Financial insecurity <ul style="list-style-type: none">• Cash flow issues• Profits• Sales turnover
Interpersonal <ul style="list-style-type: none">• Cultural issues• Customer issues	Public Image <ul style="list-style-type: none">• Communicating brands• Marketing confusion	Responsibility <ul style="list-style-type: none">• The personal risk to starting a job or business
Internal fear <ul style="list-style-type: none">• Lack of knowledge• Pressure to perform	Uncontrollable factors <ul style="list-style-type: none">• The economy• Cultural tension	Workload issues <ul style="list-style-type: none">• Juggling multiple tasks• Managing a work-life balance

Let's compare their results with the results of a study we conducted, surveying hundreds of personal assistants in the U.K. Most of their stressors directly linked to the research from Australia.



Administrative issues

50% of PA's say it's difficult to juggle all of their daily responsibilities



Workload Issues

68% of PA's wish they had more time in the day and 1/3 of PA's have to skip lunch 3 times each week to keep up with lofty demands



Internal Fear

73% of PA's feel unappreciated at work



The Tool That Frees Up Both Workload and Administrative Issues

Stress in the workplace is high for the majority of roles, but in particular - for personal assistants. Since their day to day workload is heavy and ever changing, it can be difficult to build up processes.

Business admin tasks come with the job - yet a lot of it is still done manually. Many companies still rely on excel to manage large and complex processes. This ends up creating more work and more stress for employees.

We know not all workplace stress can be solved with a tool- nonetheless...technology. However, the second wave of the technological revolution brought in a handful of tools to help create balance.

We can't solve all the problems associated with admin, however, we can free up one of the biggest workplace stressors - workforce travel. In fact, the majority of PA's found that workforce travel was one of the most time consuming and stressful parts of their job.



Roomex is the free, self-service platform where you can search and compare **ALL** the best global rates on business hotels - **saving up to 21%**. You get just one bill each month and detailed reporting on your travel habits.

As a personal assistant, you manage everything. Let Roomex manage your business travel and free up two of the major stressors you feel on the job.

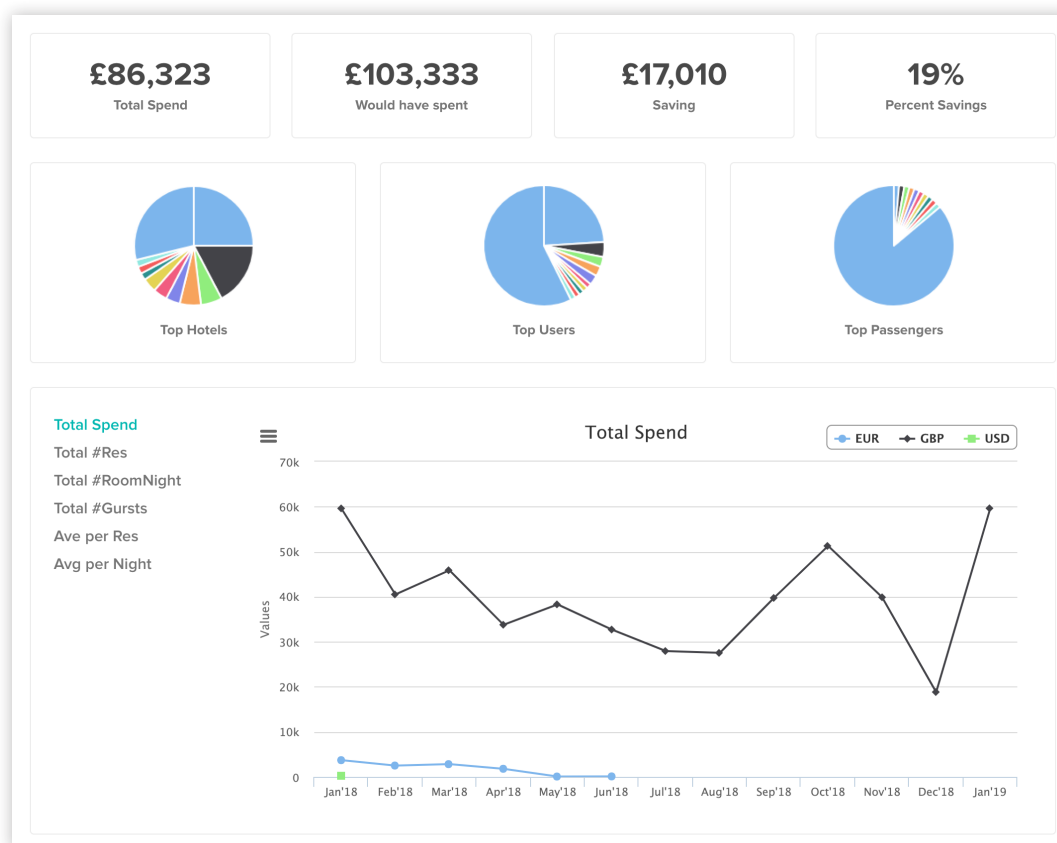
“ Searching and eventually booking hotels for business travel takes time. Adding individual payments, getting reimbursements, and negotiating rates also does. And what about when plans change? Well, that just means another stressful lunch "break" for you. With Roomex, save time (and stress) on all your workforce travel bookings.

”



Roomex works like this:

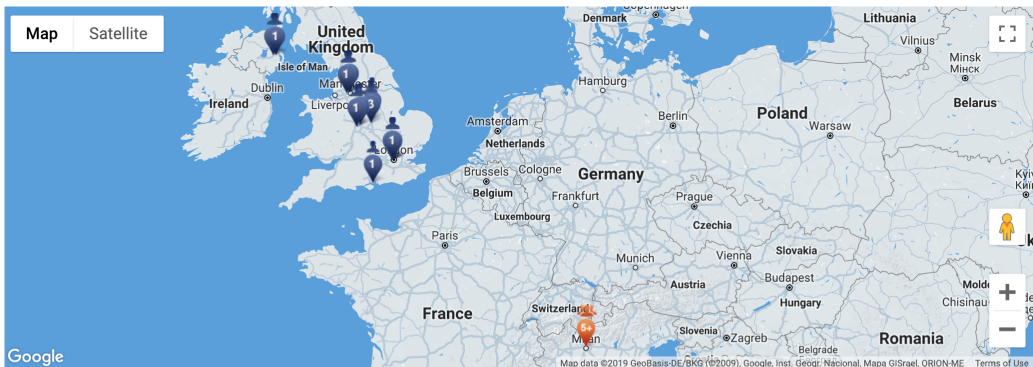
1. **Search** in the biggest hotel database in the world. Compare any business rates you've negotiated, alongside any deals we've negotiated.
2. Once you've **compared** all the hotels in your location, book. Add any meal allowances, directions, parking, or any other in stay allowances to your booking. But rather than reaching for a credit card and hunting down hundreds of receipts at the end of the month, book on account - so you get only receive one bill at the end of each month.
3. From here, you can offer any **reporting** the finance team or your boss requests. This is where you shine. Easily, (I mean easily) **see how much was spent during any given time, how much was saved**, and the total amount saved. This is great because it shows you're going above and beyond to save the business money. And - should you run into any trouble before, during, or after booking, simply get in touch with one of our hotel support experts.





Personal Assistants work with nearly every part of the business and act as choreographers behind the scenes coordinating what seems a seamless show. But- you can't be physically there at all times. What if you're sick, or in a meeting, or god forbid, on holiday! Who will be responsible for travel?

Roomex can create as many accounts for you as you need. Meaning, anyone at the company can now book their own travel- and be billed to the same account. On top of that, you can set price restrictions so it's impossible to book overly expensive hotels. You can also get a birds-eye **view into where everyone is on any given night with Roomex's Duty of Care report.**



Map | Satellite

Google

Map data ©2019 GeoBasis-DE/2KG (©2009), Google, Inst. Geogr. National, Mapa GISrael, ORION-ME. Terms of Use

Staff list

Name	Hotel name	Location	Check in	Check out	Hotel Phone
Avery, Simon	Macdonald Manchester Hote	Manchester, GB	Wednesday, January 23, 2019	Friday, January 25, 2019	0044 (0)8448799088
Ball, Hannah	Clayton Hotel Birmingham	Birmingham, GB	Wednesday, January 23, 2019	Thursday, January 24, 2019	+44 121 718 8000
Bond, Luke	Durrants Hotel	London, GB	Thursday, January 24, 2019	Friday, January 25, 2019	0044 (0)2079358131
Chapman, Andrea	Premier Inn Ipswich South East Hotel	Ipswich, GB	Tuesday, January 22, 2019	Wednesday, January 23, 2019	+443330031742
Davidson, Matt	Starhotels Echo	Milan, IT	Thursday, January 24, 2019	Friday, January 25, 2019	0039 026789
Davies, Elizabeth	Days Inn Wetherby Hotel	Harrogate, GB	Tuesday, January 22, 2019	Wednesday, January 23, 2019	0031 (0)206231231
Hamilton, Boris	Starhotels Echo	Milan, IT	Wednesday, January 23, 2019	Friday, January 25, 2019	0871 527 8596
Duncan, Fiona	Premier Inn Leicester City Centre Hotel	Leicester, GB	Wednesday, January 23, 2019	Thursday, January 24, 2019	+443330031742
Ellison, Phil	Premier Inn Ipswich South East Hotel	Ipswich, GB	Monday, January 21, 2019	Wednesday, January 23, 2019	+44 (0)20 7693 5400
Gill, Zoe	Ambassadors Bloomsbury Hotel	London, GB	Monday, January 21, 2019	Wednesday, January 23, 2019	0044 (0)1937547557

Items per page: 10 | Total 50

Navigation: < 1 2 3 4 5 >



At the end of the day, Roomex can be that one small change that could free up a lot of stress experienced by you or your employees. If you're interested or want to learn more, [get in touch with one of our hotel experts today.](#)

Now that we've covered the major workplace stressors as backed by multiple angles of research let's move to learn how to create an overarching programme to begin to fix them. Although it's clear that stress decreases health, happiness, and productivity, why do some employers choose to look the other way at these statistics? Well, the good news is, 70% of U.S. employers agree- and have begun to or implemented wellness programmes - up from 58% just ten years ago.

UP NEXT:

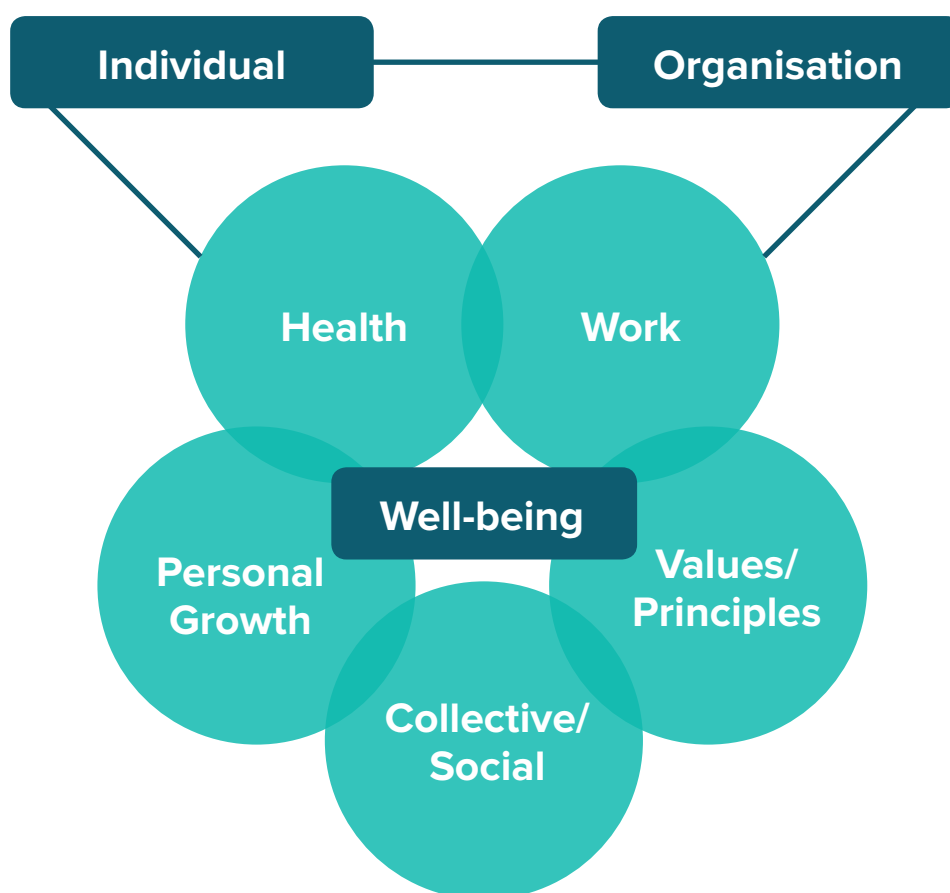
Wellness Programmes Defined + Examples of Successful Ones

Keep reading to learn what a wellness programme is, and how to learn more about developing one.

CHAPTER 4

Wellness Programmes Defined + Examples of Successful Ones

First, let's define wellness. Since there is no unanimous agreement - a common definition from the [CIPD](#) explains it as the state of being in optimal mental and physical health. They created a "Well-Being Model" that identified 5 interconnected variables to employee well being. Before even thinking about creating a wellness programme, it's important to be aware of the 5 variables that lead to employee wellness at work - as well as the major stressors identified in the last chapter. Since no employee or company is the same, become familiar with these before moving to develop your own programme.



Source CIPD 2016



Workplace Wellness Programmes are designed to help minimise health issues of employees caused by work-related stress. These programmes outline the organisation's efforts towards encouraging both mental and physical wellbeing of their employees.

A good workplace wellness programme is at the core of a company, and not just a once off idea, or something that's only practiced one week a year. A big hindrance to starting a workplace wellness programme is employee engagement with them. According to [Deloitte's Health and Wellness Progress Report 2018](#), there has been an increase of 26% of employees participating in these types of Workplace Wellness Programmes.

Questions About Workplace Wellness Programmes

- **What do employees want most?**

The most sustainable and effective initiative to reducing work related stress is offering flexible working arrangements

- **How do Workplace Wellness Programmes impact the bottom line?**

Organizations that offer a Workplace Wellness Programme [created more engaged](#), healthier, and productive employees.

- **Do Workplace Wellness Programmes Increase Company Branding?**

Successfully branded Workplace Wellness Programmes can motivate and attract more highly skilled employees to an organization

Spotlight: Central Bank of Ireland's Workplace Wellness Programme Success



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

In order to fully understand what a comprehensive Workplace Wellness Programme looks like, it's best to look at a company that did it well. Just as companies look to Patagonia to develop corporate social responsibility strategies - many are looking to [Deloitte](#) and the [CBI](#) for examples of Employee Wellness Programmes.

The Central Bank of Ireland integrated wellness directly into their organisational strategy and culture. They have received numerous nominations from well-being accreditor Ibec including nominations for best in class for nutrition and mental health.

What they do: Each month the CBI have a wellness theme integrated in the entire organization. These themes vary from mental health, to nutrition, to fitness. The aim of these programmes is to get employees involved in different local societies and sporting clubs. On top of this, they offer a dedicated employee assistance programme. This means employees (both current and retired) are able to seek assistance on both personal and professional issues. They also offer all employees flexible working hours - and ensure to tailor hours based on any external commitments (such as school times and doctors appointments.)

CBI's Workplace Wellness Programme is both self serving (through the dedicated employee assistance programmes) and just a regular part of business (monthly focuses and flexible hours.) This creates an environment where employees can take what they want from the programme, creating more autonomy. I know it seems like a programme like this means a complete overhaul of business- however they can be started with small changes, such as flexible hours or offering medical insurance.



Wrapping Up

Constant stress at work has detrimental effects on the body, the mind, and the business. Many actions can be taken to prevent and solve stressful situations at work from adding modern tools to developing a Workplace Wellness Programme. These initiatives have the potential to be extremely effective and beneficial for organizations, employees and potential employees.

If you have any questions about developing an employee wellness programme - check out more of the [CIPD's free resources](#).

We'd love to talk to you about streamlining business travel and reducing the stress on travel bookers and personal assistants.

[Get in touch with us today to learn more.](#)



Contact:
+44 20 7183 7737
roomex.com
business@roomex.com