

# Bailey & French.

## Humanising the world of work Why positive psychology is critical



**Hosted by** Association of Business Psychology

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**Bailey & French are humanising the world of work** through positively reframing organisational challenges, helping people teams and organisations **evolve and grow.**

Our solutions support the whole employee lifecycle: from attraction and recruitment, induction and onboarding; through to performance motivation and career growth.

We offer innovative and engaging approaches to leadership and team development supporting performance, wellbeing and inclusion all with an underpinning foundation of a focus on **Human Strengths.**

Our work encourages people to be their best, and we use simple and positive platforms for people to come up with their own ideas, solutions and ways forward. We excel in creating peer/co-learning experiences with the core purpose of deepening self and other awareness.

**This results in people better understanding how to manage themselves and others positively.**

## **What's included in this summary?**

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2. Key topics of conversation
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## Content overview

As part of the ABP Conference this year, we spoke about our mission to **humanise the world of work** and how positive psychology theory is critical in helping us to achieve this.

Although there are multiple definitions to positive psychology, it is generally viewed as **the study of human flourishing**, with a focus on human strengths which enable individuals, teams and organisations to thrive. At Bailey & French, we use a number of different theories within positive psychology as a foundation to our learning solutions, in order to ensure our tools are based on the latest empirical research.

### Some of the theories we introduced include

- **PERMA+R Model of Wellbeing** The five pillars within the PERMA model (Positive Emotions, Engagement, Relationships, Meaning, Accomplishment, + Resilience) enable human flourishing and optimal wellbeing
- **Flow** Originated by Mihaly Csikszentmihalyi, 'flow' refers to a psychological state of complete absorption and engagement in a particular task or activity
- **Growth Mindset** Devised by Carol Dweck, growth mindset refers to the belief that one's abilities and qualities are things that can be cultivated and developed through effort
- **Psychological Safety** A condition in which one feels safe and unjudged to learn, stretch, fail, contribute and challenge the status quo.
- **Psychological Capital:** The positive developmental state of an individual characterised by hope, self-efficacy, resilience and optimism (HERO)

At Bailey & French, we embed positive psychology across the entire employee life cycle in order to humanise workplace experiences. We spoke about each aspect of this life cycle and the employee experience, and encouraged delegates to discuss how positive psychology theory could be applied to specific stages in the cycle in order to make it more human-centred: These stages are:

- **Attraction** Organisational brand exposure
- **Recruitment** Candidate experience
- **Onboarding** Embedding into company culture
- **Development** Individual learning and growth
- **Retention and performance motivation** Rewards and recognition
- **Separation** Employee experience and offboarding

## Key topics of group discussion

In small groups, delegates chose to focus on the Development and Separation stages of the employee life cycle and discussed ways in which positive psychology theory could be applied to these aspects in order to make them more 'human'.

### Key themes of conversation included:

- Creating psychological safety in exit interviews could enable people to have more open and honest conversation about their experience with the organisation
- Critical feedback is essential for organisational development, and could be achieved by considering how 121s and exit interviews are delivered (considering location, time of day, mode of delivery, relationships with others etc)
- Supporting the wellbeing of those who are leaving the organisation is important for not only the individual, but also for the organisation, opening up the opportunity for leavers to return to the organisation in the future
- Embedding theories of positive psychology such as PERMA+R, Psychological Capital and Growth Mindset into all aspects of the employee life cycle will feed into creating a psychologically safe culture; a crucial element to humanising the world of work
- PERMA+R is crucial to personal development. A focus on wellbeing and conversations around resilience are key to sustainable performance.

Overall, delegates were highly engaged throughout the session and discussed how positive psychology is critical to humanise the employee life cycle in depth with each other.

## Conclusion

We were able to bring a group of varied experience, from students and recent graduates, to academic professionals and senior leaders together to reflect on how positive psychology can be applied to create a more human-centred workplace experience for all.

The engaging discussions around the table were thought provoking and many great perspectives were shared. Despite coming from a wide variety of sectors and backgrounds, it's clear that we all share the fundamental need for psychological safety and wellbeing support in order to excel in all stages of the employee life cycle. Everyone left inspired to talk more about the shift to applied positive psychology in the workplace and how we, as humans, can implement this theory into our everyday working lives.

## Further links and support

### Bailey & French resources

- ✓ [Humanising the World of Work ebook](#)
- ✓ [TeamFlow online course](#) Learn how to help your team adapt and thrive using the latest research in organisational psychology
- ✓ [Human Leadership online course](#) Strengthen your foundations in emotionally intelligent leadership and learn how to become an authentic and inclusive role model
- ✓ Register for our FREE weekly [Strengths Discovery workshop](#)
- ✓ More FREE content [on our website](#) – webinars, case studies, strategy templates and more
- ✓ Humanising the world of work tools and products available [from our shop](#), focusing on **strengths, wellbeing** and **performance motivation**

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## Thank you

Strengths  
Discovery

Human  
Leadership

TeamFlow

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