

Northumbria University Case Study.

The client.

Northumbria University.

Background.

Northumbria University is one of the largest universities in the country, with 31,500 students and around 3000 members of staff.

Northumbria are well known for being a progressive, dynamic and innovative institution with genuine global ambition.

Northumbria's approach to supporting the wellbeing of their people has been recognised as sector leading.



What we did.

Tailored Thinking were commissioned to deliver a series of interactive online workshops with Northumbria colleagues called **Taking Control Of Your Work and Your Wellbeing.**

These sessions explored actionable, evidence-based ideas around how to take control of your work and to bolster and boost your physical and mental wellbeing.

The sessions.

The sessions covered:

- Our brain's response to uncertainty and change
- What we know about wellbeing from an evidence perspective
- How to design your day for performance and wellbeing
- Using the PERMA+ model to explore wellbeing
- Setting positive wellbeing goals individually and with your teams.



Northumbria
University
NEWCASTLE

Impact - feedback from participants

In total the training was delivered to over 110 employees over a 12 month period and feedback was collected after each session. This is a summary of the scores collected on a scale of 1 - 5 (1 being poor and 5 being excellent).



I found the training beneficial **(average 4.4/5)**



The trainer was knowledgeable and supportive **(average 4.7/5)**



I would recommend this training to colleagues **(average 4.6/5)**



Content was presented in a clear and effective way **(average 4.6/5)**

Participant quotes.

Really enjoyed the session - great mix of participation and presentation and lots of useful and thought provoking content.

I thought the technology was excellent, with the break out rooms, it was the nearest thing to a face to face event, very professional.

The presenter was very engaging and easy to understand.



Overall participants rated the sessions as **4.4/5.**

Impact - feedback from the HR team.



Lorraine Masters
Deputy HR Director -
Org. Development

Wellbeing has always been a focus for the University, but the pandemic has made the health and welfare of our colleagues a greater priority and significance than ever before.

We engaged Tailored Thinking as a trusted provider of both practical and evidence-based ideas who could share tools, resources and ideas in accessible ways to bolster and boost wellbeing during a tremendously challenging time for our people from both a professional and personal perspective.

I'd have no hesitation in recommending Tailored Thinking, the feedback from participants has been fantastic and they have worked with us carefully and closely to adapt and shape their approach based on the needs of our people and the wider organisation.

Tailored Thinking have been a delight to work with and participants have valued their blend of positive, authentic facilitation and delivery, first class content, interactive activity and overall session design.

I have particularly valued how Tailored Thinking have worked with us closely and continued to adapt, shape and improve the content of their sessions over time. They clearly care and are committed to the work they do.

It has been great to see such positive feedback from the sessions and Tailored Thinking have been some of the most popular, in terms of demand and feedback, we have ever run at the University.



Katie Barnes
Org. Development
Manager