



# EXECUTIVE SUMMARY

## An Audit into the Mental Health Well-Being of the Events Industry

A solutions-based study

*Everything seems to be such a huge mountain and so super important life-or-death kind of thing. When in reality, we're organising events, it should be a joyful thing to do. I see my colleagues who've been in the same hotel for over 20 years doing the same and they're still super stressed. This can't be fair nor right.*

---

AN ANONYMOUS PARTICIPANT IN  
THIS STUDY



## STEVE GASKIN

---

BSc (Hons), PGCE, PG Mgt, FInstLM  
Director | Right Angle Corporate Limited

[www.rightangleevents.co.uk](http://www.rightangleevents.co.uk)

01603 864647



# Executive Summary

- It is obvious from this study that 80% of all respondents find the events industry very stressful – this is not new.
- There is no overall mechanism for dealing with mental health wellbeing in the workplace. Managers are not embracing minimum standards such as mental health first aid at work.
- Most directors, managers and supervisors find the events industry very stressful.
- The study shows that despite huge publicity and efforts to make mental health issues less of a stigma, respondents are still attributing mental health sickness to some other reason, ie a heavy cold.
- Some sections of the industry are very concerned about making mistakes or not completing a task, which leads to keeping them awake at night.
- Fear of failure and poor performance is also another strong indicator keeping people awake at night, coupled with anxiety, stress, deadlines, lack of time to complete tasks and money worries.
- Events industry professionals are crying out for systems and policies for dealing with mental health wellbeing at work. Some of the qualitative responses are very telling and have been around for years, such as allowing people the space to talk and know they will be listened to, realistic workloads, shared advice and guidance, case studies of best practise in respect of employee wellbeing, discounted deals for an anonymous helpline for support, longer lead times, rest time after events, compulsory mental health first aid certificates, better management support and understanding, mindfulness, flexibility of venues.
- The majority of respondents found that they could not complete their work in the time allotted.
- There is evidence that some staff are not being properly compensated for long hours.
- 73% of the respondents stated that they were under pressure to get their work done on time. This exacerbates stress, anxiety and depression.
- Interestingly, 80% of respondents said they were satisfied with the amount of responsibility connected with their jobs.
- 60% of respondents were asked to engage on jobs beyond their level of competency either sometimes or all of the time.
- One HR director of a large public service connected with events said they had no intention whatsoever of implementing mental health wellbeing policies due to cost.
- There was a higher correlation between Event Production staff and the Stress Index (Q15). The average was 8 (very stressful) with this group scoring 8.5.
- Participants reported where the events industry could do better to alleviate stress, anxiety or depression. There are in rank order:-
  - Education to include:-Well-being, mindfulness, coaching, training*
  - Greater support*
  - Longer lead in times*
  - Anonymous Mental Health Line for professionals*
  - Flexible working*
  - Proper time off compensation*
  - Training for managers*
  - Remove crazy deadlines*



# THE RECOMMENDATIONS

---

MUST	SHOULD	COULD
Have a qualified (Mental Health England) mental health first aider at work.	Introduce an anonymous and free methodology to discuss mental health issues.	Implement a simple on-site fitness regime such as HIIT (High Intensity Interval Training). There are hundreds of free applications (apps)
Have an open and transparent policy of how mental health issues are dealt with in the workplace.	Cautiously educate employees to examine the the link between well- being and nutrition	Implement a healthy eating policy providing free fruit and vegetables.
Place mental health wellbeing as a standing item on either team or board meetings.(or indeed both)	Have a brief 30 min <a href="#">#empowerhalffour</a> to talk about what elements of working life are causing stress, anxiety and depression (as suggested by Mental Health England)	Purchase “Perkbox” (or similar) benefits for every employer. This will give access to on line telephone counselling support when needed
Have a documented mechanism for dealing with colleagues who are off sick suffering from mental health issues.	Listen very carefully to colleagues to spot the early signs of stress, anxiety or depression	Help employees to examine Work V Life Balance <a href="#">(Right Angle Provide a free resource to measure this)</a>
Encourage communication amongst staff to remove the stigma of mental health wellbeing issues.	Import literature around “controlling the controllables” such as Bull (2006) This shows how employees can reduce stress by controlling what is in their power to control	Managers to learn how to measure resilience and mental toughness
Use some questionnaire as in this study( and other Right Angle documents and instruments) to measure the baseline mental health state of the company	Utilise an annual overview of all data concerning mental health well-being in the work place and publish the same to all employees	Employ Right Angle Corporate to deliver :- <ul style="list-style-type: none"> <li>🕒 Mental Health First Aid at Work</li> <li>🕒 Strategy and Support Workshop for Mental Health Well being</li> <li>🕒 <a href="#">FREE downloadable resources for measuring stress.</a></li> </ul>
Sign up for regular bulletins from Mental Health England INCLUDING the signing of a petition called <a href="#">Mental Health Manifesto</a> which seeks a change in the law	Send appropriate colleagues on Project Management workshops. This will go someway to alleviating stress outlined by some colleagues fearful of making mistakes  Or at the very least, look at “Check sheets” systems to analyse both good and poor practice. In this way, mistakes can be highlighted and designed out.	Hold “bite size” sessions (30 minutes each) around associated areas of mental health well-being  <ul style="list-style-type: none"> <li>🕒 Physiological signs of stress, anxiety and depression</li> <li>🕒 Type “A” &amp; Type “B” behaviour (Friedman &amp; Rosenmann (1976) This shows the effects of heart disease against the two personalities</li> </ul>
Monitor the financial “fall-out” of employees reporting sick with stress, anxiety or depression	Raise the awareness around mindfulness, relaxation and cognitive behaviour therapy (CBT)	Employ Carl Jung’s Colour behaviour theory to show the variation of colleague’s behaviour in the work place under normal conditions and under stress <a href="#">(can be provided by Right Angle Corporate)</a>

Table 15 - Suggested Strategies for dealing with Mental Health Well Being in the Workplace.