



THE BURNT CHEF
PROJECT

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WORKING TOWARDS
A SUSTAINABLE
FUTURE

PRESENTED BY KRIS HALL





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I've been working closely within the hospitality industry for around 11 years and have seen first hand the struggles of mental health issues within the trade with myself, clients and friends.

Margins are slim and with increased focus on saving money both employers and employees feel the effect of this on their mental health.

Long antisocial hours, tough environmental conditions and pressures to perform are just some of the issues that hospitality professionals are fighting against on a daily basis.

Hospitality staff should be able to discuss the state of their mental health and gain support from their peers and employers. It's important that although mental health can't be seen it is regularly discussed and policies reviewed. This should be the new definition of 'badge of honour'.

Together we can burn away mental health stigma within hospitality once and for all.

KrisHall
Founder





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4 out of **5**

According to our 2020 study of 1,273 hospitality professionals





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Awareness





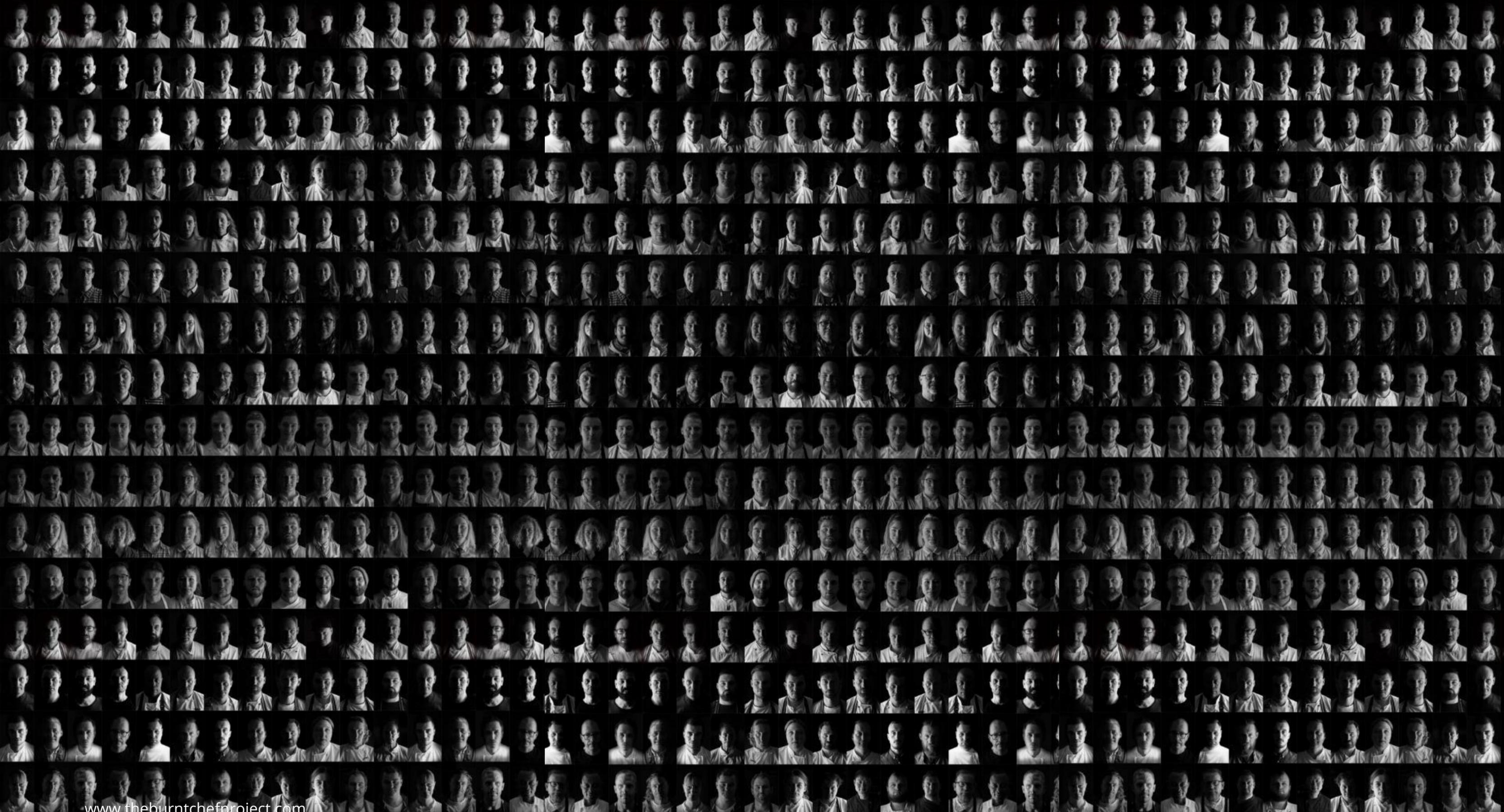
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70,000

downloads

in

112

countries



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Support

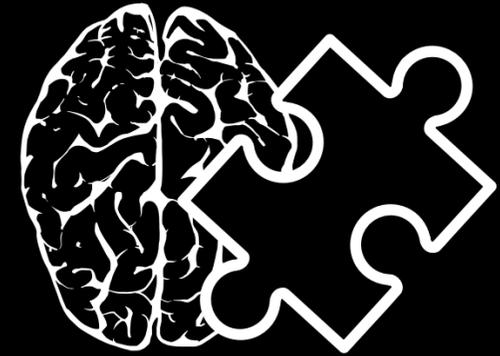


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1,544

conversations
in 2021



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AMBASSADOR
SCHEME

60+

Ambassadors
around the globe



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Education



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MHFA England

MENTAL HEALTH AWARENESS
IN THE WORKPLACE

DECREASE STIGMA
Responding to disclosure

WHY DOES GOOD MENTAL HEALTH MATTER?

RECRUITMENT PRACTICES

GOOD RECRUITMENT PRACTICES

DECREASE STIGMA
Develop an action plan
Embed confidentiality
Choose an appropriate place
Reassure
Encourage people to talk
Avoid making assumptions
Seek advice if you need to
Encourage to seek support

WHY DOES GOOD MENTAL HEALTH MATTER?
Improves Employee Engagement
Stress and Mental Health Problems
The biggest causes of absence from work
Presenteeism
Costs the workplace 3x more than absenteeism and staff turnover
Staff Turnover
The average cost of recruiting new staff is substantial costing as much as £6k
Conflict at Work
Increases of conflicts at work can be a result of, and also a cause of, stress
Corporate Governance and Employer Brand
Employers who fail to manage mental health at work effectively risk damaging their employer brand

RECRUITMENT PRACTICES

FOCUS
Focus on what is required to get the job done

DEFINE
Make it clear which mental and emotional elements are needed to meet the requirements of the role

COMMUNICATE
Communicate the organisation's commitment to equal opportunities

ADJUST
State clearly that reasonable adjustments are available

GOOD RECRUITMENT PRACTICES

WELL-BEING INDEX 2018/19
52% more difficult tasks
46% said it sometimes makes them put off more challenging work

PREVENTION
Helping people to stay well and

MANAGING

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1240

students so far
in 2022

600+

in 2022



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Data



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DIAGNOSTIC TOOL

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What's Next?





A work-related stress guide for employers The Burnt Chef Project



2 What is work-related stress

Types of work-related stress

It is normal to feel tired or drowsy after prolonged physical, mental or emotional effort at work. Work-related stress, however, is an acute and/or ongoing state that leads to physical, mental or emotional exhaustion and prevents people from functioning safely. Working long hours, with intense mental or physical effort, or during some or all of the natural time for sleep, can cause work-related stress. All of these have obvious implications for workplace and public safety. Work-related stress can also have long-term effects on health.

There are three broad categories of work-related stress: physical, mental and emotional, which can occur together or separately. Although different, they are equally serious.

- Physical work-related stress is pronounced physical exhaustion and reduced ability to engage in physical activities, such as manual labour.
- Mental work-related stress is pronounced mental exhaustion and reduced ability to engage in cognitive activities, such as making decisions.
- Emotional work-related stress is pronounced emotional exhaustion and reduced ability to engage in emotional activities, such as empathising with or caring for others.

Figure 1 – Types of work-related stress



Work-related stress

What causes work-related stress?

Work-related stress can be caused by working long hours or by working during some or all of the natural time for sleep. Work-related stress can also result from an imbalance between the demands of someone's job, such as the physical, mental or emotional exertion required to perform a task, and the personal and work resources provided to support a person to manage these demands.

For example, not enough mental and physical recovery time between shifts, or insufficient tools or manager support, may cause workers to become work-related stressed.

Adequate sleep, recuperation time and support are essential to prevent work-related stress or, when work-related stress does occur, to restore balance and promote recovery.

Is work-related stress the same as burnout?

Work-related stress usually involves feelings of emotional exhaustion and difficulty caring for others, and can also involve feelings of frustration, depression, hyper vigilance, avoidance, fear, and intrusive thoughts.

Emotional fatigue might also be referred to as compassion fatigue in the context of work that requires empathy or caring for others. Work-related stress is not the same as burnout, although they are related – emotional exhaustion and the inability to care for others are key components of burnout.

Burnout also involves a person feeling ineffective, and other types of work-related stress can contribute to burnout.

4 Risk management approach to work-related stress



As an employer, you have a duty under most H&S Acts to provide and maintain for your employees, so far as is reasonably practicable, a working environment that's safe and without risks to health. This duty includes providing and maintaining systems of work that are, so far as is reasonably practicable, safe and without risks to health.

When fully put into effect, the measures in this section can help you eliminate or reduce the risk of work-related stress at your workplace. Employers must involve employees in the consultation process, as well as their HSRs, if there are any.

A risk management approach ensures work-related stress risks are identified, understood, monitored and controlled. A risk management approach recognises that each situation has its own characteristics, which should be assessed to decide the best way of improving health and safety. An effective risk management system should methodically and comprehensively ensure your employees' health and safety by addressing three key areas:

-  Preventing harm by identifying physical and psychosocial hazards for work-related stress, predicting and implementing measures to prevent work-related stress and associated issues
-  Monitoring and early intervention by monitoring work-related stress risks and signs of employee work-related stress across work hours, and intervening to prevent issues or restore capacity until employees have an opportunity to recover
-  Supporting recovery by providing opportunities to recover and overcome exhaustion.

Work-related stress

- Employers must:**
- provide training, information, instruction and supervision for all affected employees
 - provide a system for monitoring the health of employees and conditions at the workplace
 - have a system for employee consultation

In addition, an effective work-related stress risk management system should include:

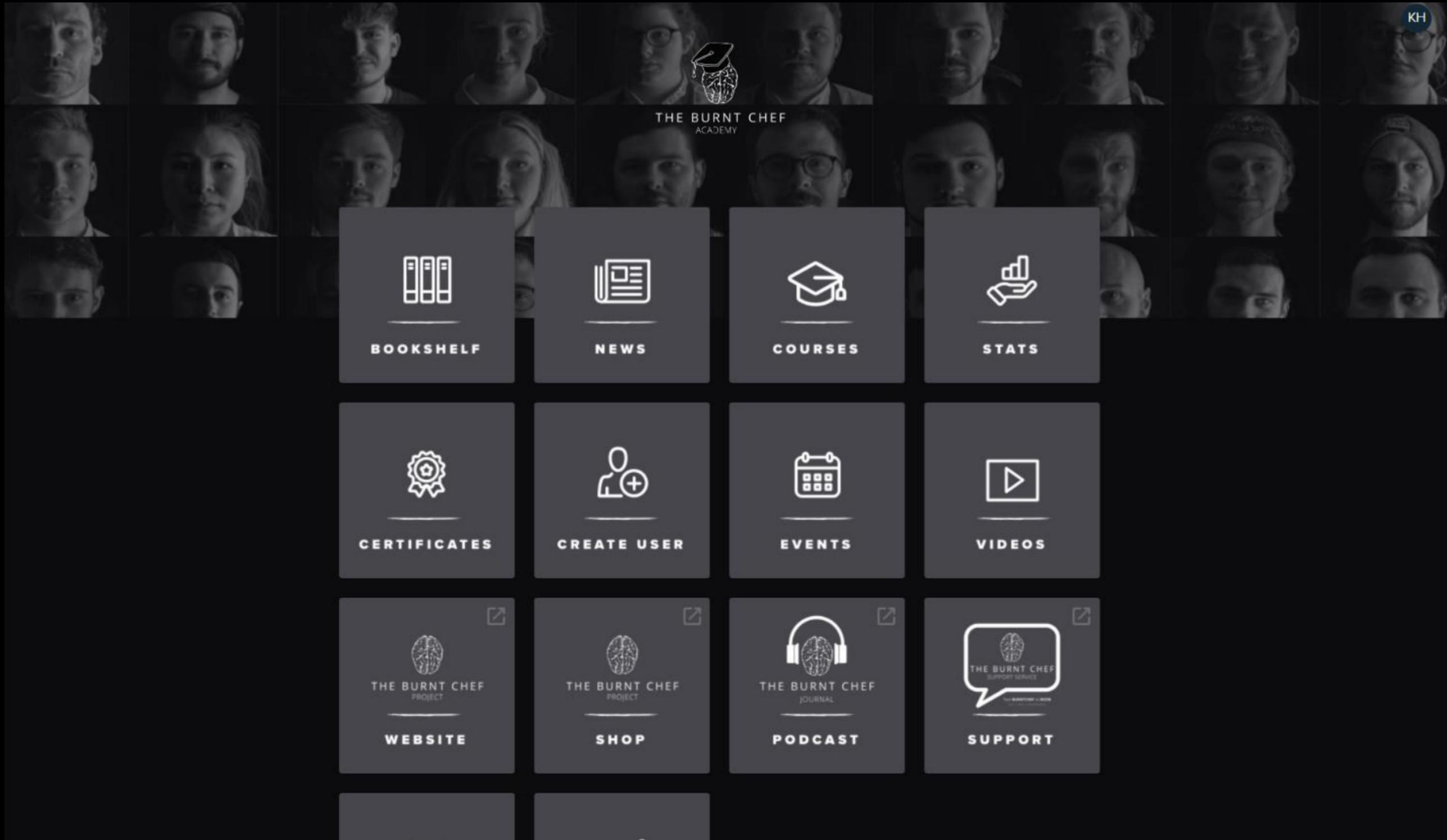
- Policies that prioritise safety and accountability
- Approaches for holding leaders and managers accountable for upholding safety policies and procedures, including the support and resources for implementation and monitoring of work-related stress prevention
- A non-punitive system for reporting and managing employee work-related stress
- An approach to monitoring employee work-related stress and procedures for intervening when employees are identified as being at risk of work-related stress-related incidents or injuries an incident reporting and investigation procedure
- A process for deciding and initiating action and change following an incident and investigation
- A system for reviewing the effectiveness of risk controls and elements of the work-related stress risk management system

WORKING MINDS

MAKE IT ROUTINE

→ REACH OUT → RECOGNISE → RESPOND → REFLECT →





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BOOKSHELF



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COURSES



STATS



CERTIFICATES



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EVENTS



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