

## A MINDFUL EMPLOYER

### ‘GINGER & WHITE’

Managing Director and Business owner of London-based coffee company Ginger & White, Emma Scott approached Ruth Farenga, Founder of Mindful Pathway, for help with **training** employees. Interested participants had the opportunity to work on their ‘**frazzled**’ and slightly **reactive** natures at times so that they could be more responsive and considered, and ultimately offer a **better service** to their valued customer base.



### Why Mindfulness in the workplace?



Embracing Mindfulness at work can help employees flourish both professionally & personally. With ongoing practise, Mindfulness can help staff train their attention (the most valuable resource we have!) and be healthier, more engaged and more productive. The benefits are evidenced in this report by the All Party Parliamentary Group on Mindfulness, [‘Building the Case for Mindfulness in the Workplace’](#).

Multiple studies have shown the link between Mindfulness and improved cognitive functioning which allows employees to be less reactive and more resilient and collaborative.

Think worklife but with much less drama and more collaboration and resilience.

### Why did Ginger & White approach Mindful Pathway?

Ginger & White employees find themselves working in a fast-paced hospitality environment. They are largely very loyal and engaged – so much so that Emma is concerned that they could **burn themselves out** working for the company. Employees are almost over-engaged, to the extent that she believes many are not looking after their own energy and resources. Emma is seeing a few cracks starting to show, manifesting in some sick leave and **shorter tempers** at work. She is concerned that this could escalate and that **stress** might start to permeate between colleagues in the workplace.

She wants employees who are interested in **self-development** to address this, so that they can be **kinder** to each other and less reactive. By being more focussed on the work at hand, as opposed to their own stressors, they in turn can be resourced to provide the best possible service for their customers. She’s keen to lead by example and get involved in the training, developing herself as well as her employees. She has limited experience of Mindfulness training but enough to know the **benefits and behaviour changes** that can occur through training and personal practice.

### The Ginger & White Mindfulness course

After consultations between Emma and Ruth, it was decided on an intro **6-week course** for 12 staff. This course consisted of six 90 mins sessions and was led by Ruth and her co-trainer Simon. It enabled participants to learn **new skills**, as well as giving them home practice.

## What did participants have to say?

Below are some of the comments made by employees in the end-of-course survey to assess the impact of the training. All feedback was taken from a group of staff aged 21-46, and has been anonymised.

### Reducing reactivity

'I have found the Mindfulness training extremely helpful with dealing with stressful situations at home and at work and was able to explore creatively alternative solutions to issues and problems'

'I've started to control my hot temper by practising meditation. The course taught me to face my emotions and accept things the way they are and most importantly to be kind to myself'

### Building deeper group connection

'This course has given me the opportunity to see the business in a different light. It has been enlightening and I feel we have a deeper connection as a group. Really enjoyable and beneficial'

### Equipping participants to continue with their own practice to manage ongoing stressors

'This [course] allowed me to learn tools to manage stress and difficult situations. It also helped me focus on what's important and not get caught up in the small stuff'

'I've looked forward to the sessions each week and it is possibly the best training I've ever had! Ruth and Simon have been great leaders. I felt supported and in great hands and will definitely keep up my practice to maintain what I've learnt'

### Positive experience of the training in general

'As trainers you've been knowledgeable, honest and funny at times and this has really helped me to learn'

'I really enjoyed listening to your recordings, it was so much better than just sitting in a quiet room trying to meditate without support'

'Clear, concise, practical explanations & plenty of time for sharing & reflection which really deepened the learning. Thank you both'

### One year on...

One year on Ruth checked in with Emma to ask about any lasting benefits to the course:

"More than one year on I have a regular practise that informs every part of my life. It gives me space, has enabled me to learn from my mistakes, given me pause when before I would have rushed in, and I believe has helped me become a more patient and understanding manager and employer. After speaking with a couple of our key employees who attended the training, one reports the training has helped in her decision making - she is more considerate and patient. Another reports that she seems to have more time in her day and that she is no longer a slave to her to do list. I believe all who attended the training benefited enormously from taking the time to just 'be', something we sadly don't do enough of in our busy world".