



THE BURNT CHEF
PROJECT

THE KEY TO PRODUCTIVITY AND RETENTION





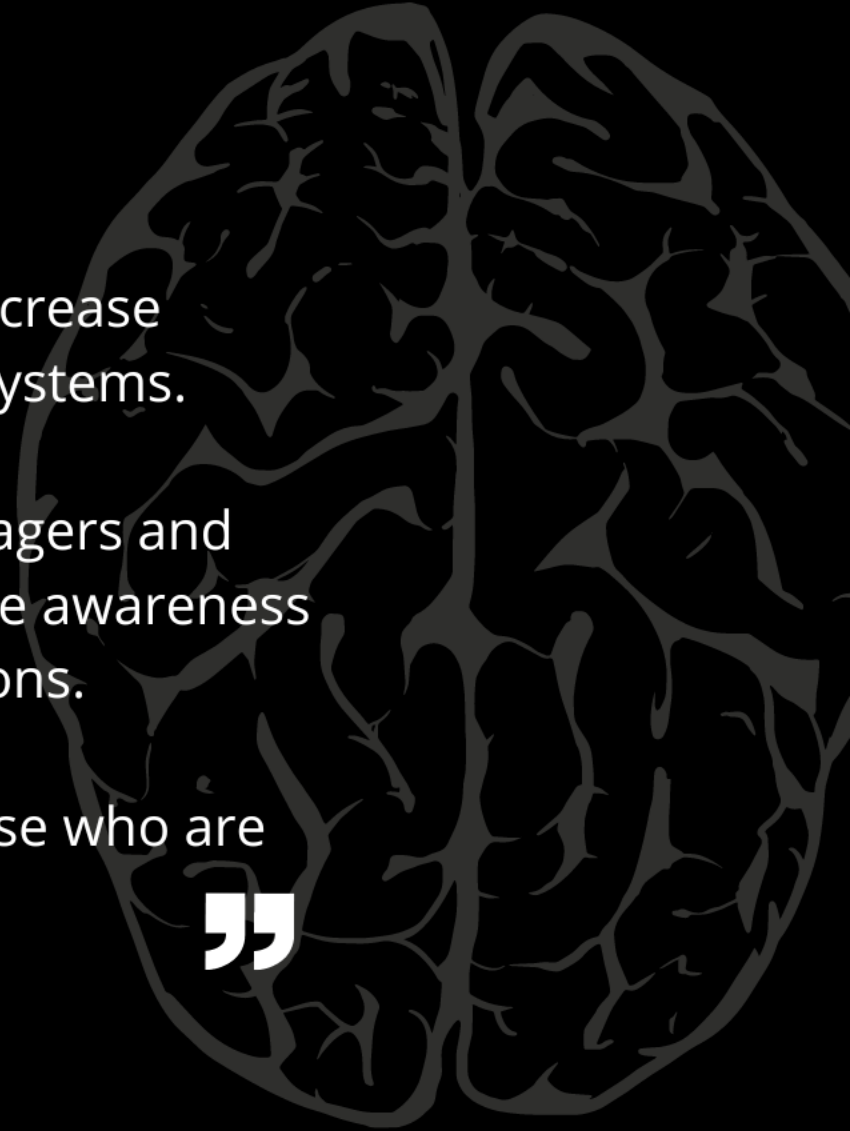
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We work with HR and People teams to increase engagement of wellbeing strategies and systems.

We build the capability of owners, line managers and employees by providing training to enhance the awareness of mental health and open conversations.

We also provide supportive structures to those who are experiencing ill mental health.



OUR SERVICES

AWARENESS



The Burnt Chef Shop



THE BURNT CHEF JOURNAL

The Burnt Chef Podcast



THE BURNT CHEF PROJECT AMBASSADOR SCHEME

International Ambassadors



Free College Talks

EDUCATION



THE BURNT CHEF LEADERSHIP APPRENTICESHIP



Apprenticeships



THE BURNT CHEF ACADEMY

The Burnt Chef Academy



THE BURNT CHEF PROJECT

Hospitality Mental Health Training



MHFA England

Mental Health First Aid



Suicide First Aid Training



Menopause for Managers

SUPPORT



The Burnt Chef Support Service



THE BURNT CHEF PROJECT AMBASSADOR SCHEME

International Peer Support



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Wellbeing & Therapy App



Global EAP and Trauma Support



Global Incident Support

DATA



THE BURNT CHEF PROJECT



Psychology Led Data Tool



Surveys



University and Whitepaper Reports

FUNDRAISING



THE BURNT CHEF SKYDIVE



THE BURNT CHEF LONDON TO BRIGHTON

PRESENTING **LOVE HOSPITALITY**

25/03/24 PLATINUM SUITE EXCEL LONDON

THE BURNT CHEF PROJECT **SEA TO SUMMIT**



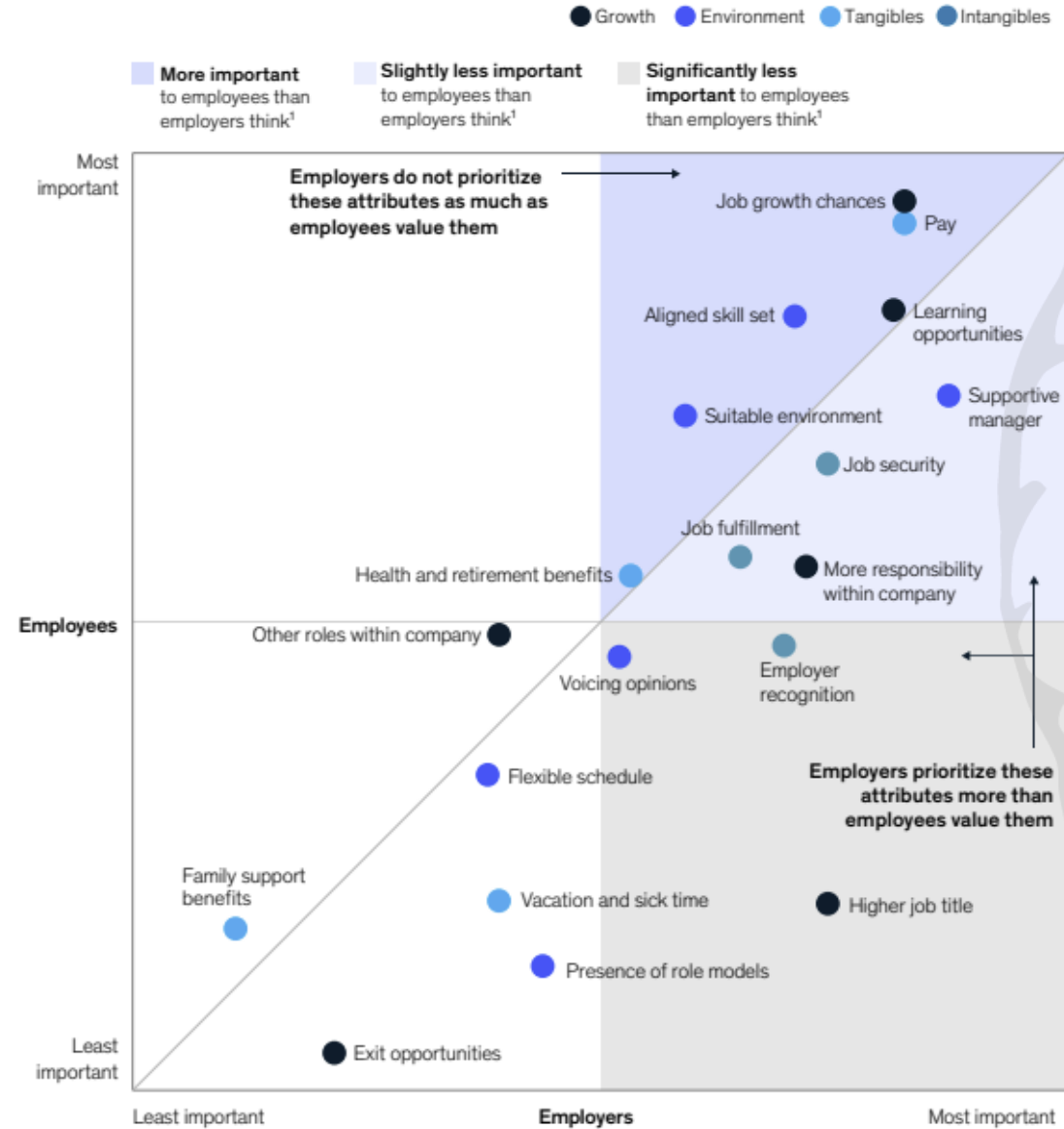
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WHY DO EMPLOYEES LEAVE?

- Inadequate salary or hourly rate
- Feeling overworked or burnt out and unsupported
- No, or limited, room for growth and career advancement
- Need for a better work-life balance
- Unhappy with management or the company culture
- More compelling job opportunities



Employers have an incomplete understanding of the advancement needs of frontline employees.



¹ Question: "Please indicate how strongly you agree or disagree that each of the following are important aspects of 'career advancement.'"

Source: McKinsey and Cara Plus Frontline Employee Survey (n = 2,154) and Frontline Employer Survey (n = 305)



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CHALLENGES FACED BY SOCIETY

A whopping

5,445

respondents

1 in 4

employees are at high risk of burnout

46%

struggling (28%) or in crisis (18%)



Mental health research



WorkWell Research Unit



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11x

MORE COSTS TO EMPLOYERS IN TERMS
OF ATTRITION, LOST PRODUCTIVITY,
AND ABSENTEEISM





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CHALLENGES FACED BY SOCIETY

MCKINSEY HEALTH INSTITUTE FOUND THAT
ACROSS 15,000 EMPLOYEES AND ALL 15
COUNTRIES INCLUDED IN THE STUDY, TOXIC
WORKPLACE BEHAVIOUR HAD THE BIGGEST
IMPACT IN PREDICTING BURNOUT SYMPTOMS
AND INTENT TO LEAVE.

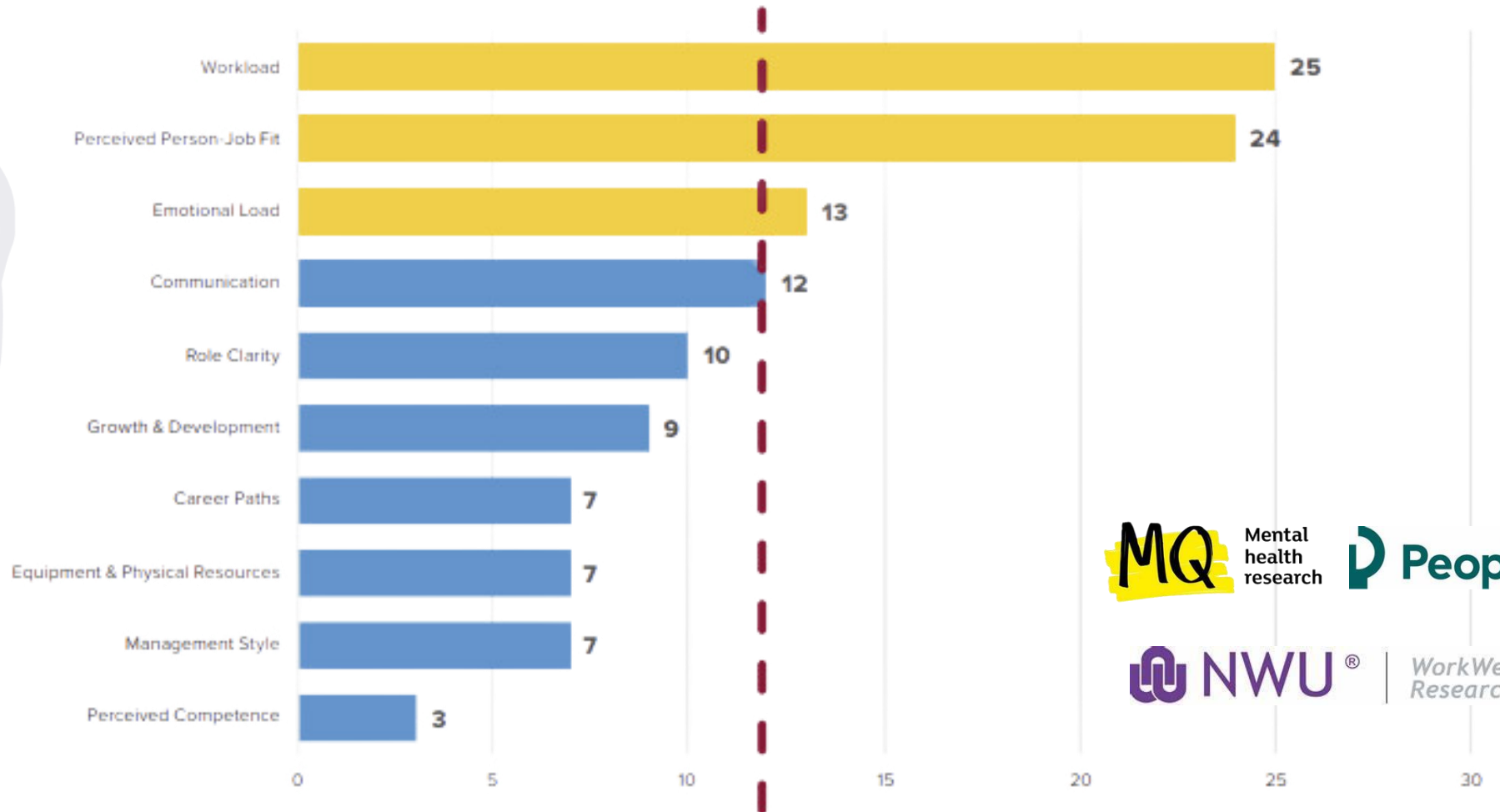


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CHANGING LANDSCAPE OF RECRUITMENT AND RETENTION IN HOSPITALITY

Figure 5: Drivers of
Burnout & Stress-related
Ill-health

--- Average



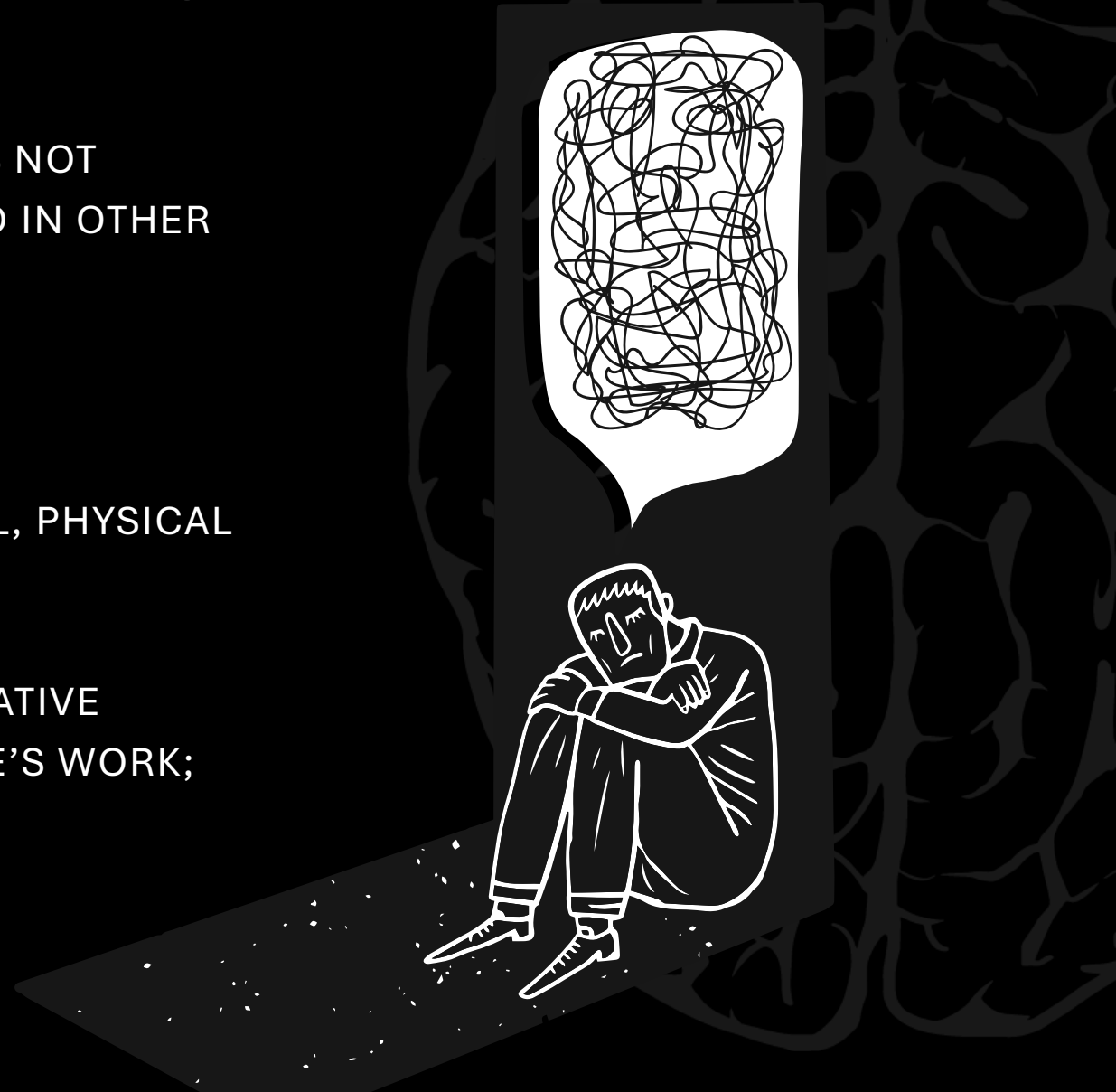
WorkWell
Research Unit

TIME TO EXTINGUISH BURNOUT

BURNOUT IS SPECIFIC TO THE WORKPLACE AND IS NOT REFLECTIVE OF STRESS AND STRAIN EXPERIENCED IN OTHER AREAS OF LIFE.

‘WHO’ CHARACTERISE THIS AS:

- ENERGY DEPLETION OR EXHAUSTION – MENTAL, PHYSICAL OR EMOTIONAL;
- INCREASED MENTAL DISTANCE FROM, OR NEGATIVE FEELINGS AND CYNICISM IN RELATION TO, ONE’S WORK;
- REDUCED PERFORMANCE



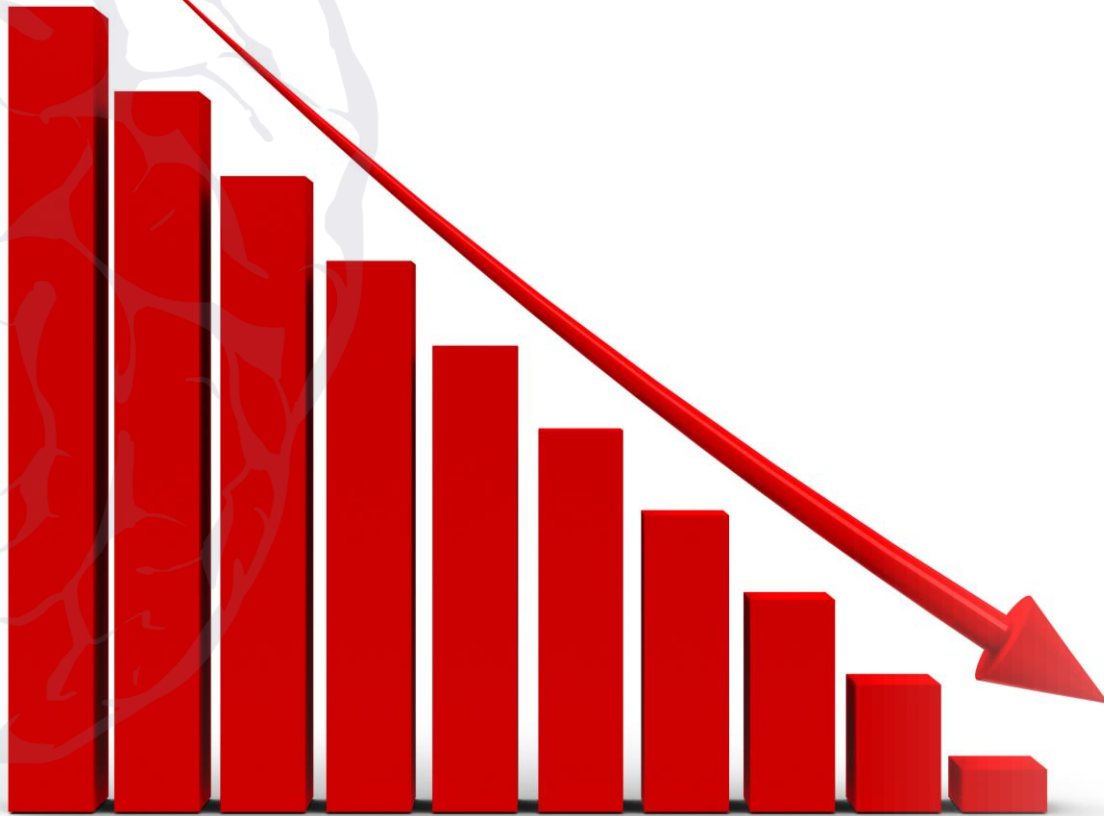
ENHANCING PRODUCTIVITY



HOURS – SOMETIMES **LESS** IS MORE

Reducing the hours in your workday or work week can actually **increase** employee productivity and encourage better retention.

A 2014 study by Stanford University found productivity enters a steep **decline after a worker exceeds 50 hours of work per week.**






WORK-LIFE BALANCE

ENCOURAGE AND PROMOTE WORK-LIFE BALANCE

“After following The Burnt Chef Project for a few years now and listening to my current team, oh my!!! I got it wrong!

Yes, they want me present, no, they don't want me doing their jobs for them!

Yes, support and run food etc. But what is important to my team (not necessarily everyone's, this is hospitality & not one shoe size fits all) - is that I am organised!”



A report by the Brandon Hall Group found companies that prioritise recognising their employees multiple times per month are **41% more likely to see increased employee retention** and **34% more likely to see increased employee engagement.**



CULTURE

dreamstime®

EMPLOYEE ENGAGEMENT

Engaged employees are employees who...

- Feel listened to
- Aren't afraid to share their professional views
- Have failures celebrated (psychological safety)
- Regularly asked for their feedback
- Have a clear induction/professional development plan
- Understand the mission objective and goal
- Are empowered to make decisions
- Are invested into (time/resource/training)
- Have individual skills recognised and encouraged
- Are given opportunities upon exit to feedback

EMPLOYEE ENGAGEMENT





KEN BLANCHARD



//

Great leaders realize that **their No. 1 customer is their people.**

If they take care of their people, train them, and empower them, those people will become fully engaged and gung-ho about what they do.

In turn, they will reach out and take care of their second most important customer--the people who benefit from their products or services--and turn them into raving fans.

//

A chef is sitting on the ground, looking down with a somber expression. He is wearing a black chef's hat, a blue surgical mask, and blue gloves. He is dressed in a grey t-shirt and blue jeans. The background is a brick wall. The text "TACKLING BURNOUT" is overlaid in the center of the image.

TACKLING BURNOUT



76%

*“sometimes experience
burnout on the job”*

GALLUP®



28%

*“feel burnout often or
always”*

GALLUP®



26%

“a more supportive manager would help reduce their burnout”

GALLUP®



30%

*“reducing their hours worked would
relieve their burnout”*

GALLUP[®]

IN CONCLUSION

- ✓ Presenteeism costs organisations 1.5x more than absenteeism
- ✓ Seek feedback regularly
- ✓ Build your engagement through clear communication
- ✓ Prioritise work-life balance and hours worked
- ✓ Reward and recognise regularly
- ✓ Develop clear inductions and development plans
- ✓ Build a strong culture (ask what is our 'Why')
- ✓ Lead by example

Q & A



What are you searching for? 🔍

NEW IN RESILIENCE WORKSHOP

EXPLORE THE 4 PILLARS OF CULTIVATING RESILIENCE:
• CONFIDENCE • CONNECTION • COPING • CONTROL



WHO ARE WE?

4 out of 5 hospitality professionals report having experienced at least one mental health issue during their career.

We provide education, support, and resources, to tackle mental health stigma and work to ensure the hospitality and leisure industry is healthier and more sustainable by focussing on people's wellbeing first.

We're dedicated to creating change in the hospitality industry. Ready to join us?



READ MORE



OUR IMPACT



6,400+

PEOPLE WE'VE PROVIDED FREE MENTAL HEALTH SUPPORT AND THERAPY TO



51,500

HEALTH AND WELLBEING MODULES COMPLETED FOR FREE WORLDWIDE



122

COUNTRIES REACHED WITH OUR CONTENT, EDUCATION AND SUPPORT



110

COLLEGES TRAINED FOR FREE IN STRESS REDUCTION AND MENTAL HEALTH TECHNIQUES



200+

INTERNATIONAL BURNT CHEF AMBASSADORS TRAINED FOR FREE IN MENTAL HEALTH AWARENESS



120,000

PODCAST DOWNLOADS



Want to learn more?



WWW.THEBURNTCHEFPROJECT.COM
FOLLOW ON SOCIAL MEDIA