

The Joy Factory Podcast – E2/S2

The Art of Balancing Our Wellness

SDF - Welcome to The Joy Factory, where we explore the art of happiness at work. I'm Susan De Fazio, your host and founder of Be Future Ready Today, where we develop toolkits that simplify our world of work and encourage the how for happier and healthier outcomes so that people and business businesses can truly buy our podcast. Guests come from all walks of life and today we're delighted to welcome Jovita Lall to well. Welcome, Jovi. It's lovely to have you.

JL - Thank you, Susi. I'm happy to be here.

SDF I know it's been a long time coming and I'm delighted to have you on. So Jovi, just a little bit about Jovi's background. So Jovi has considerable experience in human resources management across EMEA and Southeast Asia. She has a Master's in Human Resources Management from London School of Economics and Political Science and is currently the employee wellbeing lead for the UK and EMEA regions at JPMorgan. We all, of course, appreciate the significance of wellness. So the theme for this episode we are of balancing our wellness. Jovi and I are going to chat about the different aspects of Wellbeing and how physical, mental and financial assets are intrinsically linked together with the importance of being aware of support options and touching on ways in which companies can amplify and nurture a wellness centered culture. But first, I'd like to start off our conversation by asking you, Jovi, what does joy mean to you personally?

JL - That's a good one. ^{2s} It is a good one. And I have the perfect example to tell you what joy means to me. So I go to pick up my son who's three and a half from nursery, and I got to pick him up about two times a week. And when I go to pick him up and the moment he, you know, he looks at me and he's found, you know, there lots of parents and he's found my face in the crowd and his face absolutely lights up with happiness and he like comes running to me. I think that is pure joy.

SDF- Yeah, I can just imagine these little face beaming with delight to see you. That's a lovely example. Absolutely. Because it can be different things at different times. But I've got that mental picture, Jovi, it's a really brilliant example. Thank you for sharing it.

JL - I have another one as well, which unfortunately doesn't exist anymore, but it did for a very long time and gave me a lot of joy. ^{1s} It was my pet dog, her name was Minnie, and when I moved away, ^{1s} she lived with my parents. And then when I moved away for work, she continued to live with my parents. And every time I would visit home, my parents' home, oh my goodness. Again, her eyes would light up and she would wag her tail and she wouldn't move from my side the entire while I was there. Again, I think that was completely unfiltered joy. Joy for her and joy for me.

SDF - Yeah. Really? I love the shared connection. It's amazing, isn't it? And I understand that Minnie actually lived for many, many years. Is that right?

JL - Yes, absolutely. She lived to be 18.

SDF - Wow.

JL - She's no more. But yes, she brought me a lot of joy.

SDF - I bet she did. And I bet you did her, too, as well. ^{1s} Two fantastic examples. So now we get into sort of the work aspect of it. And I know as a senior manager at JPMorgan, you're responsible for leading the regional wellbeing strategy. And I also know that you have a deep passion for bringing all the elements of well-being together. So I'm interested in your thoughts on how you would define wellness. What does it mean to you.

JL - Ah. To me, personally, wellness really means a relaxed state of mind, a state of being comfortable, because I feel that's pretty hard to achieve these days. I think just being in a relaxed state of mind seems to be quite a hard one. We're always either thinking about something or stressed about something or have somewhere to go, something to do. So I often feel like we struggle it's being in a complete relaxed state of mind. ^{1s} And another thing, there's a definition by Pfizer which really stands out for me. They say that it's not my definition, but it really resonates with me. They say that wellness is the act of practicing healthy habits on a daily basis to attain better physical and mental health outcomes, so that instead of just surviving, you're thriving. I really like that.

SDF - Yeah, I love that too, because I think it touches on the fact that you have to really develop the habits. Life can kind of take over sometimes. As you were talking about ^{2s} taking us out of that relaxed state of mind, so I agree. I like that kind of example.

JL - Yeah, it's a good one. ^{3s} From a work context, ^{1s} I think organizations have typically ^{1s} layered wellness into three pillars, which include physical, mental and financial health. And you probably read some of the newspapers every single day. Now, Susi, you're probably aware that money worries can have a huge impact on our mental health. So financial stress can lead to sleepless nights, anxiety, and our inability to focus on work. And the cost of living crisis is definitely not making things better.

SDF - Yeah, well, it's very difficult to going back to what you said earlier about sort of that mental state of relaxing, if you're worrying about how to pay bills and just make ends meet or even job security, ^{2s} it can really play heavy on your mind. Can't it.

JL - Absolutely. I was talking to somebody who's just had twins and I was like, congratulations on such an exciting time. And. ^{2s} She was so anxious, and she was not anxious about raising a kid. She was genuinely anxious about how she was going to pay for the nursery bills, because she said, ^{1s} God has blessed me. I've got twins, but I'm not ready to have twins. ^{2s} It actually hit me that sometimes we're not able to you know, that relaxed state of mind I referred to, even though you've delivered your babies, everything's been fine, but you're still not relaxed. You're not enjoying your parenting because there is a financial stress that's on your mind that's nagging you all the time when you think about having twins. And it being such a joyous time that they're healthy and you carried them to term, and it's such an amazing ^{1s} life experience. For it to be tarnished in that way just seems very sad, doesn't it?

SDF - It does. But unfortunately, it seems that this is the reality of the world that we're in, that wellness is completely intertwined with what's happening in the financial world inside your body physically.

JL - And that impacts your mental health.

SDF - Yeah, absolutely. And I know you've lived in different continents, Jovi, so do you think that the concept of wellness sort of is different by geography? And how is it perhaps changed over the years? What's your experience with that? 1s

SDF - That's a really good question, Susi. And I do think that it most definitely varies by geography, and it's also evolved over the years. When I started my not started my career, but when I started working within the employee wellness space, 2s India, that's where I started my career. I think the world was so different. I don't think we had these clear pillars of physical, mental, and financial wellness. And first of all, I think mental health was absolutely not evolved at all. In fact, we didn't even use the term mental health because we felt that it was a big taboo. And organizations, they didn't want to even address the mental health of their employees. I mean, people called it emotional wellness just because they felt that nobody would sort of interact with this concept of mental health if it was brought within the workspace. But it has changed so much and evolved so much over the years. It's so different. And I clearly remember one of the things that brought about this change 1s was a film star, believe it or not.

SDF - Okay?

JL - So the movies are very big in India, and at one point in time, leading film star, leading movie star came to the forefront and spoke about battling depression, right? And she went on to all the major news channels and spoke about it. And I genuinely believe that that turned a page somewhere, because when they said, there's somebody who's supposedly a celebrity so famous, so beautiful, 3s shiny, and bright, can also come up and talk about her battles with mental health, and this can be something that can be normalized. 1s And now, of course, it's evolved so much more. And people are talking about the concept of mental health, mental well-being. So I do think that certain cultures have always been a little bit more evolved in talking about 1s mental health in particular. 1s And again, financial wellness, again, I'd say was another aspect which I think, as you go eastwards, wasn't something that was discussed so much even seven, eight years ago. I'd say, yes, but there's been a huge change. Now all the three pillars are so well integrated, and organizations are making efforts every year to sort of, you know. 1s Just encourage people to talk more about their wellness, and within the organizational space, they're not shying away from that.

SDF - Yeah, I think I had similar experiences, and definitely 2s you weren't encouraged to talk about things that sort of emotional wellness, as it were. It was almost as if it was sort of locked in box and you didn't bring your whole self to work. And I think it's really important that there's more transparency now, 1s and you can definitely 2s be a little bit more open about perhaps some challenges that you might be facing and perhaps more importantly, get the help from who you're working with for in order to kind of navigate. Because at the end of the day, your example of the movie star, 1s it doesn't matter what things appear 1s on the outside, we're all human at the end of the day, we have highs and lows, and sometimes they're more dramatic than others, don't you think?

JL - Absolutely. I completely agree with that, that what appears on the outside and inside could be a very different picture. Another thing I think I'd like to talk about is how organizations or sort of the HR function that somehow primarily is always dealing with employee wellness, how they have evolved from a strategic standpoint. I find that very interesting as well, because I clearly see the difference now. So when I was in India, I was responsible. I was working for a company where I used to work, sort of helping organizations establish their employee wellness strategies and. 1s Almost every organization I went to had a very similar pattern. They had some extremely well

meaning person in HR who had planned a calendar of events, good things ranging from yoga or 1s a talk by somebody or something on work life balance, and they just got like a calendar of events and they were running them. And 2s that's basically what constituted an organization's well-being strategy. And I see that has evolved so much. Susi and it's amazing how I know you spoke about bringing your whole self. It's how now organizations are focusing on what does wellbeing mean to an individual 1s well-being? Doesn't only mean a productive day from nine to five. What are the different elements that impact anyone? It could be your physical well-being, how well you are health wise. It could be your children. It could be your career. It could be your relationship with your manager. It could be a relationship with your spouse. It could be financial worries. It could be your aging parents. Or it could be your aging pet or a pet who's sort of not keeping well. All these different elements can potentially impact a person's wellness. And it's so amazing to see how organizations are now recognizing this and then using the three pillars of wellness to sort of define strategies that will support an individual's whole self and not just the self that they bring into work.

SDF - Yeah. Are you able to share some examples that you've seen that have sort of been perhaps maybe new or quite simple or just something to give us a flavor of how organizations can really encourage that approach to balancing our wellness and focusing on the different elements?

JL - Well, some examples that I can give you is one I think post COVID. A very big change that we have seen is that a lot of people seem to be focusing a lot on their physical well-being. It's quite interesting. We see that in a very big way. And 1s for instance, most companies typically have a comprehensive, an annual comprehensive health screen where 2s you go to a surgery or that sort of place and you get a comprehensive health screen once in a year. Now organizations are realizing that people want to really take care of their health on a more regular basis. This is not a checkbox exercise for people. So they are trying to incorporate sort of well- being screenings on site within the office so that people can actually maybe take 20 minutes or 30 minutes out of their work. They go down to a certain floor where the medical center is and get a health checkup done. 1s So that's one example I can think of. Another example I can think of is how a number of companies are making a lot of pioneering efforts in terms of promoting mental well-being. We have seen an increase in the number of onsite counselors at organizations. Again just allowing people to go and see a professional during their work arts and actually encouraging people to do that. And I find that very encouraging because rather than just having a service for the sake of having a service, if you provide it sort of on site within the office sort of building, I think that makes a difference.

SDF - Absolutely does. I know one example that I came across a while ago was 1s a telco organization and you know, any kind of most jobs carry a certain amount of stress with them, particularly if you're dealing with the public. And they had call centers. And one of the biggest challenges for them in terms of supporting their agents was to be able to proactively identify when an agent was perhaps a little bit overwhelmed. And whatever the situation was, it was very stressful. And so within the technology, 1s the agents were able to put a virtual hand up as if to say I'm kind of tipping over into an unhealthy stressful kind of experience. I need some support. And that could be whether or not they talked to their team leader or they were taken offline for 1015 minutes, whatever it is. But I think. 1s That being able to, in the moment, offer that kind of support. I felt that was amazing because stress manifests itself in so many different ways and it is the one thing that is absolutely guaranteed to disrupt that sort of relaxed state of mind, doesn't it?

JL - No, absolutely. And I am really aware that no call center environments, 1s people work very long hours sometimes they work all night and they are definitely sort of under a lot of stress often. So that's a really good strategy to sort of support people working there.

SDF Absolutely. 3s Have you come across anything in terms of where that proactively being able to identify the mood of the workforce? If you've got any sort of examples of that, you might not, so it doesn't matter if you don't. But I'm just curious.

JL - Oh, you mean proactively sort of identify the moods of their employees?

SDF - Yeah, 1s because I see engagement surveys and I think they're great. 1s They're obviously very good and the insights that are generated. But it's a bit like exit interviews, isn't it? It's always after the fact. 1s This is a challenge, really, I think, for organizations to create ways in which they can sort of be more in the moment in terms of understanding 2s the health or the state of mind of the workforce. And I'm wondering if there's sort of any advances in initiatives or technologies that help organizations do that.

JL - There have been, Susi. I want to say I'll talk about two things. One, I think a whole lot of organizations are now. 2s Doing mental health awareness training not only for the managers, but also for the entire workforce. Because 2s what is really mental health mental health is just a state of mental well-being that enables us to cope with the stresses of life and learn well, work well, realize our potential, realize our abilities. And as I said, there can be anything can contribute to sort of one not being happy with their current state of mind. It could be a pet, your parents, and sometimes you might be sharing this not with your manager, but with your colleague who's sitting next to you. So organizations are making efforts to try and upskill each and everybody to help somebody in need or to point or enable them to sort of point a colleague in the right direction if any further help is required. Sometimes you can probably just talk to a colleague and take something off your chest and feel better. Sometimes you might share with your manager that you're in a more troubled situation and you perhaps might benefit from speaking to a professional. So it's in the best interests of an organization to equip everybody with those skills. One of the things I'm seeing is and from a proactive standpoint, organizations are investing in mental health training. There's also the concept of mental health first aiders, just like we have physical first aiders in almost all organizations where if somebody's got a headache, who's got cut themselves and somebody can put a band aid or give you an aspirin. Similarly, there are also mental health first aiders. Whereas if somebody is sort of, I don't know, had just had an argument with their manager or has had, let's say, fight with their partner at home and been crying in office because of that, then there is somebody who's got some qualified training as a mental health first aid and is able to support 2s the person there and then.

SDF - I think that's brilliant, Jovi, I really do. Because that is 1s giving help and support 2s at the point of the highest need almost, isn't it? 1s It's very proactive, I guess, rather than reactive.

JL - Yes. And there is a charity called My. The Mental Health Mind. M-I-N-D. Mind. They're a mental health charity in England and Wales. And a lot of organizations use their mental health first aid training to accredited the people in their workforce. They're trying to provide these skills to.

SDF - Okay. And do you think you've talked about sort of mental wellness. Do you think there's anything we can do personally to sort of boost our mental fitness, as it were? Sort of take care of ourselves 1s in the workplace? What are your thoughts on that?

JL- Think there are some things that we can do, and I feel like if we are to ask ourselves what physical fitness is, let's say, I think we're usually able to sort of answer with some knowledge. If I ask you, Suzy, can you tell me what can I do to become physically healthier or fitter? Then I'm sure you can give me some tips on a keto diet or some nutrition tips, or exercise or strength training, or you might recommend Pilates to me or swimming to me. But I think when we think of mental fitness or what we can do to improve our mental well-being, sometimes some of these questions ^{2s} can be harder to answer. But that doesn't mean that we can't do anything about them.

SDF - No, exactly. Well, meditation. I mean, I know from my own point of view I wasn't somebody who felt I could, to put it bluntly, be good at meditation, sitting still, but actually it's been a bit of a revelation, and it really helps settle your mind, quiet in your mind and give you some perspective. So, yeah, I think there's things that we can all do that don't necessarily cost money. They might take a little bit of time, but even journaling or something like that. Jody, these are the kind of things that have helped me, and I focused on more, perhaps in school, actually.

JL - Absolutely. I think a lot of people have found journaling very useful and even cathartic. ^{2s} I think there can be lots of examples, but I can think of sort of four things one can do, and these are extremely simple things. The first one is, I think, just being kind to oneself. I do think that self-kindness is very important for mental well-being, and it can act as a very powerful antidote to many mental health difficulties. ^{1s} And I think research has also shown that being encouraging and kind to yourself is more likely to help one achieve their goals than being harsh and critical. So again, I think that's one thing that we can do. Another thing is to think about. ^{2s} Think about one's thinking, and this might seem complicated, but if you think about life, it isn't always events or situations that upset us or lead us to feel difficult emotions. It's often just the way we think about these things, our thinking in any situation, it can be either helpful or unhelpful. And this can have a massive influence on how we're actually feeling. And I feel we often treat our thoughts as facts, but just because you think something doesn't make it true. So I feel like when you notice a change in your mood, ask yourself, what was I thinking about just before that? Was the thought helpful or unhelpful? Is there a different perspective I could take which could be more helpful? So just focusing on your strengths and achievement rather than your flaws. That's why I say thinking about one's own thinking is another thing that you can do. The third thing extremely, extremely important is staying connected. I think it's very important for our relationships are very important for our mental health. Just being connected with our friends, family, pets, just reaching out to make sure that we feel sort of positive and energized, just taking the time out to get a drink with your friends or a coffee. And it's just shared interests. And ^{1s} again, knowing that you have each other's backs can be a huge comfort.

SDF - Absolutely.

JL - And last but not the least, actually, what you said, take out time for self-care. And that self-care can be anything. It could be journaling, it could be meditating, it could be exercise. Again, whatever works for you.

SDF - Yeah, ^{1s} these are really. ^{2s} Really good wise words. Jovi particularly like they're all valuable, but I particularly like the be kind to ourselves because I think we all suffer from that sort of internal talk and perhaps maybe women do more than ^{1s} most. Sort of negative voice that's constantly feeding. You wouldn't talk to your best friend or even your colleagues in sometimes the way you might talk to yourself. So I think it's really that being kind to yourself is really important ^{2s}

when it comes to mental fitness. And I know there's sort of lots of support around, *1s* but do you think it's easy for us as individuals to seek? Perhaps if you've tried all the channels that you think are obvious so you've maybe talked to your manager, you've talked to a colleague or you've talked to your family and it still feels as if you're carrying a bit of a mental burden. It's speaking that sort of more professional counselor support. *2s* Do you think that's more easy to do these days in the workplace? *2s*

JL - My answer is going to be a bit of yes and no, Susie, because I really think that this depends on the culture of every organization. There are some organizations that are making *2s* a lot of difference to change their internal culture and the conversation that's going around mental health. *2s* They're doing lots of sort of events in every function. Every team is doing a small event to talk about, to talk about different aspects of mental health. And though these might seem disjointed, this is in a way just uplifting the culture around mental health is just making it easy to have these conversations. If every function is talking about mental health, then people must think that it's okay. *1s* If 50 people in organization are saying, I had this issue, I went to a counselor and they're talking about complex issues, there are all sorts of complicated issues then it must change the way people feel about the topic. *1s* But some organizations perhaps are not making that much effort. So that's what I'm saying, that assessing help within the office is a matter of *1s* what culture you want to have in your organization.

SDF - Yes.

JL - I don't know if you're familiar with employee assistance programs, but most companies these days *1s* have something called an EAP on an Employee Assistance program, which is an employee benefit program that *2s* assists employees with either personal issues or work related issues to access a counselor. So again, just the way this program is communicated by organizations, I think almost, I'd say almost most mid to large organizations have an EAP in place. But again, is this just a tick box exercise that you have a service in place or are you really truly encouraging your people, making them feel confident that it's not going to impact their career and they can freely sort of access the service without any repercussions? I think that's really important. So I think this culture dialogue is really critical in organizations. For people to be able to access some of these services would be my take.

SDF - Yeah. And I think this is where the role of leaders comes in, doesn't it, Jovi because the leaders have to be able to show that they are definitely *1s* supportive. So there's a balance being supportive and perhaps being open as much as they feel comfortable with about perhaps some of their own challenges. I think it shows a high degree of strength if a leader can sort of say, look it. *1s* I've struggled with this, or I've got some help here, not necessarily having to go into any detail, but I think this is where leaders can really help those that they're leading, just feel comfortable in being themselves at work and perhaps being a bit more transparent about any of their own personal obstacles that's happened to them.

JL - No, absolutely. And I also feel like one of the conversations that is, I don't think it's strange, but I think is evolving in terms of what mental health is and when do you actually visit a professional or a counselor. So mental health is really more than the absence of mental disorders. I mean, it's not that you always need to have some deep seated disorder to visit a counselor *1s* or a mental health professional. Mental health exists on a complex continuum which is experienced differently from me to you. *2s* We all react differently to situations. *1s* If somebody says something, I might feel

differently about it, you might feel differently about it. So I really feel that one needs to normalize even visiting a counselor. 2s These are the conversations I think leaders in progressive organizations are having when they share their journeys. It's important to say 3s if you've had. 1s If you have an argument with your manager about, let's say, your promotion, which is something which I think would impact most people a lot yes. And you're feeling like you're feeling really upset about it, you can go and visit a counselor to talk about this, to just share how you're feeling.

SDF - And I think that's really important, isn't it? Sharing how you're feeling?

JL - Absolutely. That's what I'm saying. So that's what I said, that mental health is more than the absence of these mental disorders, because if you're in depression or if you're in a chronic mental state, then it is absolutely, like, imperative you have to go. But a lot of times, people, I think, don't realize that even if 2s you're having a bad day of work, you've had a bad evening with your partner, those conversations can also be shared with the counselor.

SDF - Yeah, absolutely. In your experience, because anything like that is so deeply personal, isn't it? I mean, I know we live in a world nowadays where people seem to be more comfortable sharing more personal aspects of their life. But do you, in your experience, 1s these services that organizations maybe internally offer, but also external organizations, they are confidential, aren't they? I mean, anybody listening to this, we would want to give them some sort of take on that and even reassurance that they are confidential.

JL - So based on my experiences and I have also worked with an EAP provider and I now work within the wellness program of one of the largest investment banks in the world. I want to say that they are 100% confidential. So even in my organization 2s and I deal directly with the vendors, I have a relationship with the vendor who provides the service. This there is absolutely no way that I am ever 1s given any information on who's contacted the service and for what reason. Unless of course there is only under one circumstance that I am informed and that is if there is a situation that there is a threat to life. Only in that situation 2s would the EAP service provider inform the organization. Of course, because then 1s you're trying to save somebody's life, otherwise there is no way. 1s And I get sort of like you get quarterly reports and data and utilizations, you get all of that but there are no names, no functions. I mean I actually don't even know, they don't even provide me information by 1s each site location. So I'm only sort of given UK wide or country wide results. So there is no way I can know who's called the service for what. So yes, it is 100% confidential and we do talk about that. I want to all say that this is a very valid question because while it is 100% confidential Susi, this is a thought that lingers in the mind of many a lot of times. People actually don't approach the service because they think, oh, the leadership is going to think that I'm weak or I'm having issues and 2s I won't be able to cope. So again, I think 1s as somebody who means well and as an organization that wants to focus on their employees wellness, 1s a lot of organizations are making efforts to talk about the fact that this service is 100% confidential because unless they kind of have that in, people are not going to use the service. 1s

SDF - Yeah. I mean, it's so reassuring to hear that, Jovi, because 1s even in my life experience, I've been working with people who have been challenged, and they're not at all weak. I think you use that word. And I think it's a really good one to think about because nobody likes to think themselves this weak. But this isn't being vulnerable or having a life challenge isn't about being weak. It's about being human. We all feel it. We're all challenged at some time in our life. And I think that beyond what 1s organizations can do in terms of setting up programs and the infrastructure and the money,

the funding and so on to support it. I think as colleagues, you said became to ourselves. I think it is so important to keep to be aware and be kind to others. And if you spot a change in somebody, you don't need to cry. You can just say, is everything okay? 2s I'm here if you want to talk. It's something as simple as that. I think we all have to. It's almost like a duty of care to each other, isn't it?

JL - Absolutely. 100% agree.

SDF - Yeah. I mean, I could talk about this for ages. I'm watching our time because we'll have to draw to a close. So tell me something in terms of wellness. I know I've got a couple of things that I'm really focusing on this year. I don't set resolutions, but I do sort of think about what I want to improve on. Is there anything you're doing yourself to help boost your wellness, Jovi?

JL - Yes.

SDF - Are you willing to share?

JL - I'm trying, yes. 3s One thing. I've decided to set very simple goals for my wellness this year. So 1s when I tell you, you realize 1s that these sound like very simple goals. They do. But I often struggle with even achieving very simple goals, especially when it comes to wellness. 2s No complicated goals. The first goal is definitely towards my physical wellness, which I absolutely did not focus on for the last two years. I did a lot of binge eating during COVID so I definitely need to focus on my physical wellness. So I've decided to do. 2s 15 minutes of cycling every day.

SDF- Oh, good for you. Wow.

JL - I'm nowhere close to achieving it. 2s I'm trying. Yeah. 1s Before setting the goal, I was doing zero. But post setting the goal, I am definitely achieving. 2s Three to four times a week, I'd say, yeah, 15 minutes. I have an indoor cycle. 1s Yes, I do. Three to four minutes of cycling. Just for 15 minutes. 2s From a mental wellness standpoint, I am definitely trying to be kind to myself. I am trying to imbibe that and not critique myself. Sometimes you have parent guilt and things like that, but I'm trying to say I'm doing the best of what I can in my current circumstances. So I'm trying to be nice to myself there. For sure. I'm glad. And on the financial wellness side as well, I've set a goal. I have decided that I am going to do 1s some level of. 2s Oh, bargain shopping. I'm going to look for good bargains. Okay. Rather than just pick up the first thing I like, I'm going to indulge in, I'm going to wait for a good bargain deal and then buy that. 1s Not be very spontaneous, because I'm a spontaneous. I'm like, I look at something, I like it, let's buy it. Yeah, let's buy it.

SDF - I know, funnily enough, that's similar to one of mine because it's about this conscious consumption. Do you know that trigger, I think, oh, I like that. And I go for it. 2s Really? Is it going to add up value? Is it just going to be similar to what you've already got? Or do you really need it? Most of the time, I have to say, when I ask these questions, 1s they don't really get through the vetting. So I hope to continue with that because I think it just helps with that sort of financial well-being. It makes you feel better about yourself, doesn't it?

JL - Are you buying things while scrolling Instagram? I have to tell myself to stop doing that because every time I scroll Instagram, they're like, shouting out to me to buy something.

SDF - To buy something, exactly. 2s The other one for me is, 2s well, there's two actually staying active. So I have a request for you, or for anybody that's listening to this. I'm based in London, as you know, and as you are Jovi, but I am desperate to find out if there's do you know this Bungee fit? Have you seen that? Yes. I'm desperate to find a studio where it does it in London. I haven't been successful yet, so I'm looking to do that. And the other one is really a very simple one, but it's healthy sleep habits that I'm really trying to develop so that I get my 7-8 hours. I think that for me, when I sleep well, I feel much more able to deal with the highs and the lows and 1s the routine of life. But this has been absolutely terrific. Have you got any final thoughts that you would like to add, Jovi, given that I know you're so passionate about well-being? You're in the perfect job, aren't you?

JL - Yes, I definitely do enjoy my job because I do think in a very small way, it allows me to make a difference to people's lives, which I really enjoy. 2s In terms of last thoughts, I think I'd like to talk about a few organizations that exist and anybody who's sort of listening into the podcast might find it useful if they ever need these organizations. 2s There is a children's mental health charity called Place To Be and they've got over 25 years of experience in working with pupils, families and staff in UK schools, and they provide mental health support in schools through one to one and group counseling. So for any children's mental health related issues, they're a great place to go to. I'd also like to talk about a service called Shout. So if anybody texts the word Shout to 85258 and you can do this for free from all major UK mobile networks, you are then connected to a volunteer for anonymous conversation by text message. And yes, this is a free, confidential, 24 x seven text messaging mental health support service, which is run by a charity called Mental Health Innovations. So, again, if anybody needs in a difficult moment, please feel free to text Shout to 85258. 2s Yeah, I think that's absolutely. 2s

SDF -These are really good recommendations. I'd heard of MIND before. I know you mentioned it earlier, but these are great resources to have, aren't there? It's just really good. Thank you for sharing that.

JL- You're most welcome.

SDF - Yeah. And thank you for joining us, Jovi. It's been an absolute you're such a treasure. And it's been an absolute pleasure chatting to you. We'll have to continue the conversation at another time. I feel that I think we've just scratched the surface, haven't we?

JL - I know, absolutely. And thank you so much for inviting me, Susi. I know both of us can talk for hours about this topic. Yes, we can. I'm going to make you be kind to me and call me over for coffee so that we can continue the conversations.

SDF - I would love to do that. Love to do that. Thank you, Jovi. 1s Let's get a date in the diary. We'll do that as soon as we can. Thank you.

JL - Thank you.

SDF - Some great insights from Jovi on the different aspects of well-being and creating a careful balance for the physical, mental and financial facets of our lives. I particularly love Jovi's take on joyfulness is having that relaxed state of mind and being kind to ourselves and, of course, tapping into resources that can help us along the way. We all need a bit of help at different times in our lives.

For those of you who want to connect with Jovi, you can contact her via LinkedIn. Please join us on the next episode of The Joy Factory, where I'll be chatting with our next guest and discovering their thoughts about how we connect and create happiness for ourselves and others.