

# Most Inspiring Mental Wellbeing Champion, Ally or First Aider



## Winner// NATALIE DEGG – EXPERIAN

This award allows companies to recognise an outstanding Champion, Ally or wellbeing First Aider who has shown dedication in supporting their colleagues

Natalie has worked for Experian for 13 years. During this time, in addition to her full-time role, she completed a Chartered Manager Degree Apprenticeship, achieving a BSc (Hons) in Professional Management and being awarded Chartered Manager status by the Chartered Managers Institute, which prides itself on its approach on people management. She's part of Experian's Mental Health First Aider (MHFA) network, advocating for employee wellbeing and championing the mental health and wellbeing agenda within Experian., as well as being a trained domestic abuse advocate. She's also a member of the People Forum, which focuses on employee-related challenges, ensuring the right level of support for employees throughout their career at Experian.

Natalie is a passionate people person who loves to engage with individuals. She believes that no one should feel alone or unheard and that support should always be available. As an advocate for employees, she champions the mental health and wellbeing agenda within Experian to

ensure this is considered as part of business decision-making.

During Natalie's time as a people leader, she saw first-hand how crucial it was to have the right support and resources in place to ensure that everyone feels safe and empowered to talk about how they feel and to ask for the help they need.

### Achievements

Natalie created and maintains a Global Wellness Portal which is used by over 75 employees across the UK, North America and Latin America. The portal promotes positive wellbeing strategies, highlights mental illness, provides coping mechanisms and solutions, and addresses the stigmas

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Natalie set up a global wellness portal

associated with mental health. An employee recently fed back that after reading one of Natalie's posts she recognised she was experiencing Seasonal Affective Disorder and was able to use guidance Natalie had provided to make lifestyle changes that improved how she was feeling. Natalie has shared the portal with the MHFA community, which has led to other teams across the UK business creating portals and helping to improve the wellbeing of employees throughout Experian.

After the unexpected death of a colleague, Natalie led a project to create guides on communicating loss for the company's Human Resources

function and managers. Natalie also created a guide for all employees which includes advice on self-care while going through the stages of grief. This links into Experian's overall wellbeing offering and signposts where employees can get help.

### A real lifeline

At times, the help Natalie has provided has quite literally been lifesaving. Being open, visible, and vocal about her thoughts on mental health and listening nonjudgmentally led someone to reach out to Natalie about an individual

in crisis who wanted to end their life. Natalie jumped into action, finding a safe space for them to talk, reassuring them that she was here to listen and to help, and asking them to tell her how they were feeling. The emergency services had long wait times and advised that the individual make an appointment with their doctor. Natalie knew the individual had a plan in place to end their life that day, so there was no time to wait. She encouraged the person to accompany her to hospital to receive the immediate help they needed, has helped them to find services to support their ongoing mental health and checks in from time to time to see how they are doing. ■

## Judges' comments

- + Natalie's direct intervention in a crisis situation highlights her courage and commitment to the wellbeing of her colleagues.
- + Natalie sounds like the Mental Health Champion we all need in our businesses.

### SHORTLISTED

- Selina Krahl, Haleon Schweiz AG
- James Lindsay, Hertfordshire Mind Network
- Sarah Payne, Experian