



Supporting Employee Mental Health

Building a Culture of Compassion
and Communication

WORKBOOK

.....

ERIN CALLINAN, MSW | BENEATH THE BRAVE



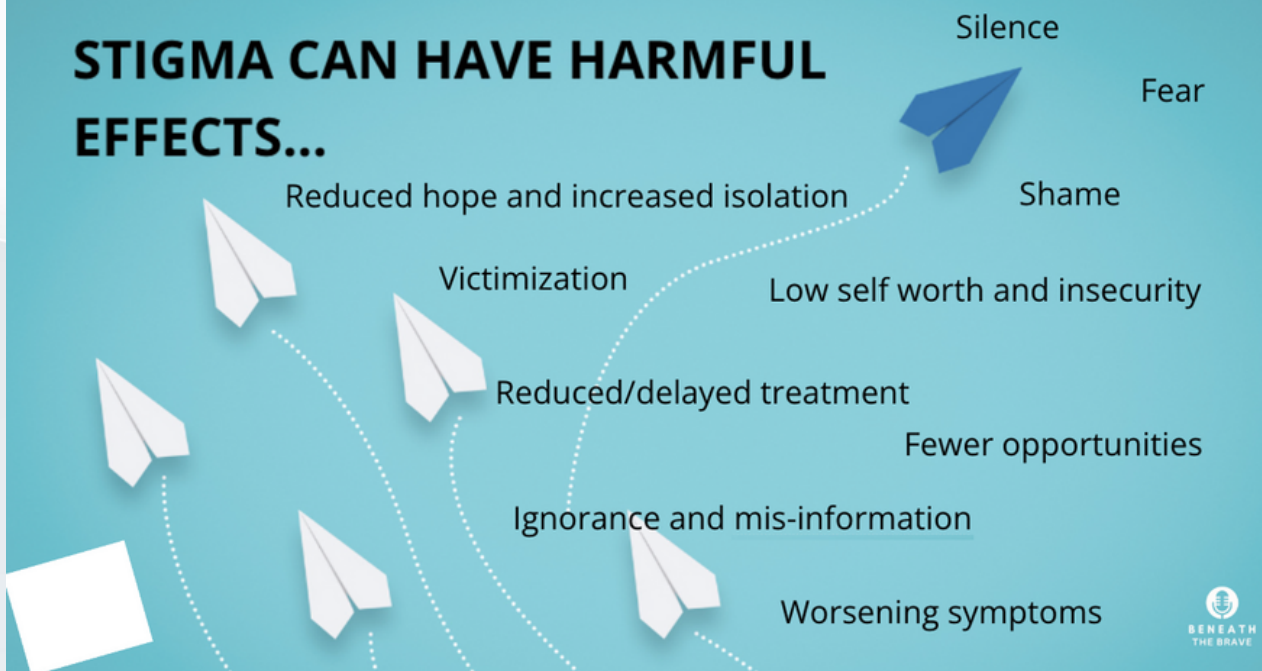
SUPPORTING EMPLOYEE MENTAL HEALTH

Learning Objectives and Outcomes:

- **Recognize Signs and Symptoms:** Learn to identify signs and symptoms that may indicate an employee needs support. By enhancing your awareness, you can proactively intervene and provide timely assistance, ultimately fostering a healthier work environment.
- **Discover Tools for Early Identification:** Uncover self-assessment tools and resources that can aid in the early identification of mental health challenges. Equipped with these valuable resources, you can play an active role in supporting your team members' mental well-being.
- **Master the Art of Conversations:** Develop essential skills for initiating conversations about mental health with your team members. You will learn effective communication techniques, gain confidence in discussing sensitive topics, and foster an environment of trust and empathy.
- **Navigate Scenarios and Create Action Plans:** Engage in practical exercises that simulate common mental health scenarios in the workplace. Collaborate with industry peers to develop action plans with concrete steps to address specific challenges, to facilitate your ability to implement meaningful changes within your organization.
- **Access Additional Support:** Find a wealth of resources, including helplines, support groups, mental health education programs, and wellness apps. Explore the tools available to support your employees on their mental health journey and create a well-rounded support system within your organization.

WHAT ARE EXAMPLES OF MENTAL HEALTH STIGMA?

STIGMA CAN HAVE HARMFUL EFFECTS...



Strong consensus exists on the [top 4 reasons](#) why workers needing help with mental health or substance misuse conditions [may not seek care when needed](#):



Shame and stigma



Fear of judgment
by peers

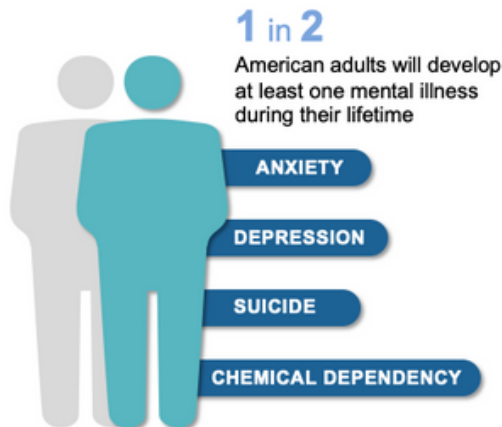


Fear of negative
job consequences

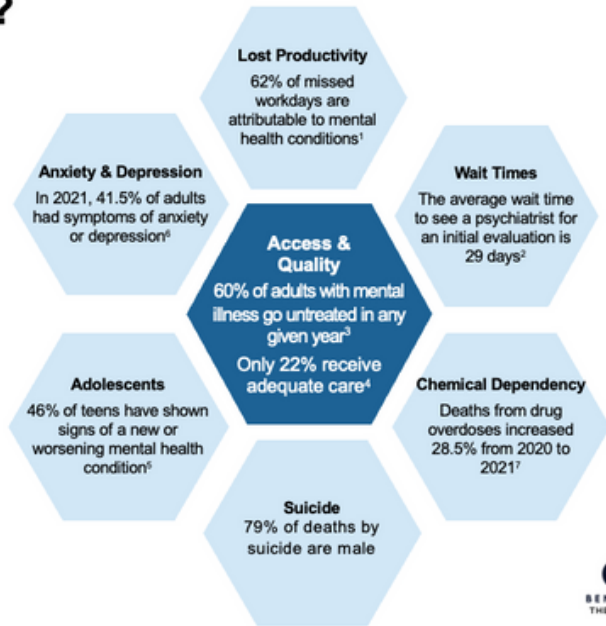


Don't know how
to access care

WHY IS THIS IMPORTANT?



¹ UNUM Insurance
² *Availability of Outpatient Care from Psychiatrists*, *Melmonny, Kelly, Flaxler, Boyd 2016*
³ 2021 National Council for Behavioral Health
⁴ National Institute of Mental Health (2017)
⁵ University of Michigan Health National poll, March 15, 2021.
⁶ CDC/MMWR Morbidity and Mortality Weekly, March 1, 2021
⁷ CDC, National Center for Health Statistics



WHAT IS MENTAL HEALTH?

The Mental Health Continuum

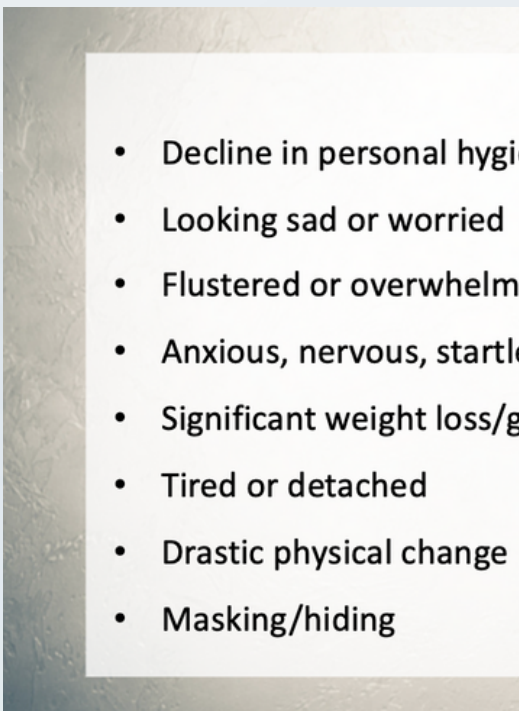


WHAT ARE MENTAL HEALTH SIGNS VS. SYMPTOMS?




BEHAVIORS TO NOTICE

- Absenteeism
- Presenteeism
- Withdrawn
- Loss of interest
- Missing deadlines
- Poor work quality
- Mood changes
- Excessive anger or aggression
- Lack of accountability
- Engaging in risky behavior
- Misuse of alcohol/drugs
- Physical complaints



CHANGES IN APPEARANCE

- Decline in personal hygiene
- Looking sad or worried
- Flustered or overwhelmed
- Anxious, nervous, startled
- Significant weight loss/gain
- Tired or detached
- Drastic physical change
- Masking/hiding



- Hopelessness
- Constantly fearful
- Confused or disoriented
- Overly frustrated
- Worthless
- Defeated
- Depressed
- Ashamed
- Helplessness



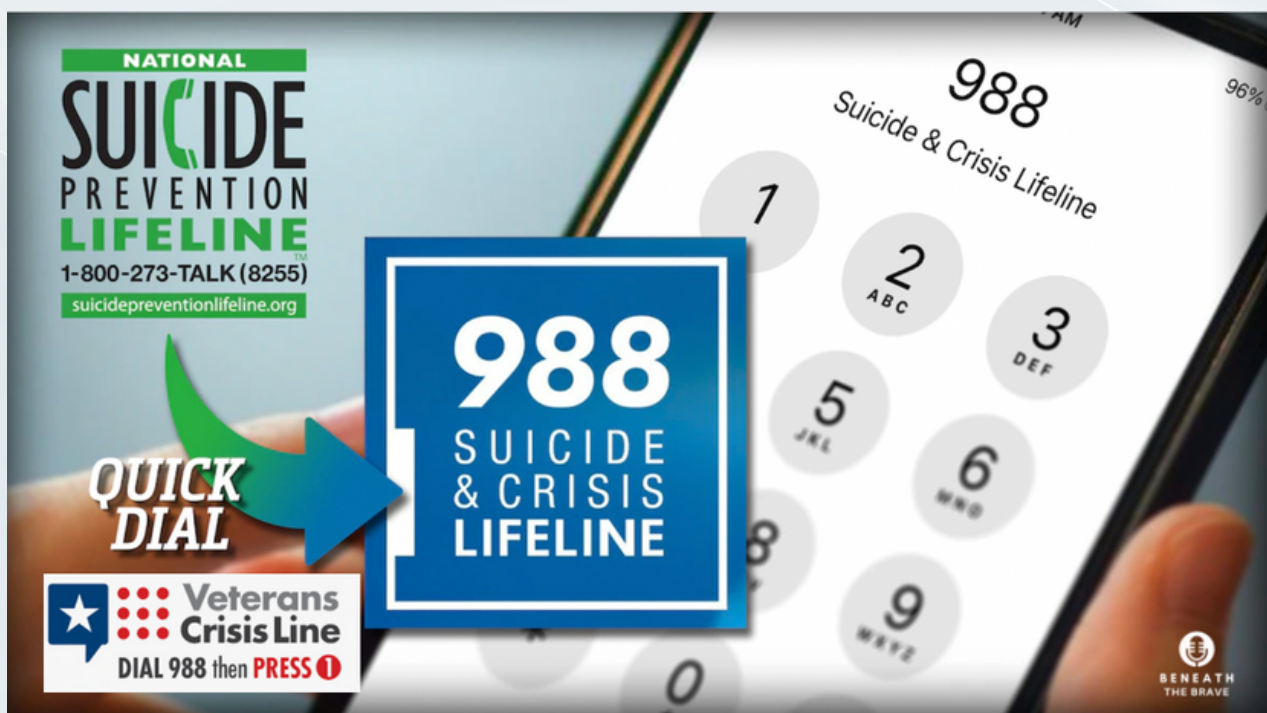
THOUGHT PROCESS

- Constant intrusive thoughts
- Difficulty concentrating
- Confusion or overwhelm
- Things will never improve
- Personalize being weak or a failure
- Self criticism
- Worthlessness
- Racing thoughts
- Decreased confidence



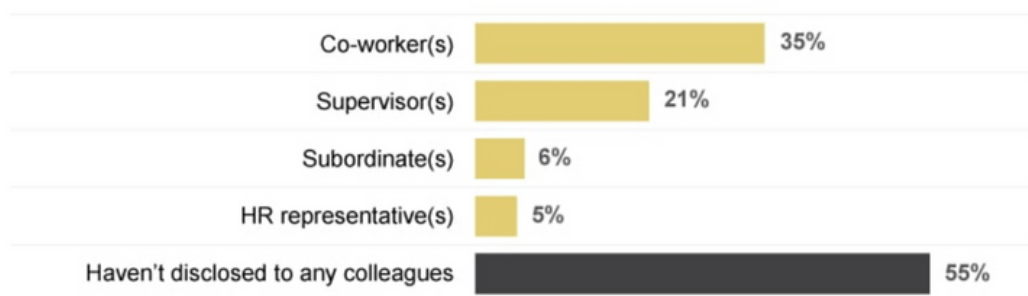
ADDITIONAL EXAMPLES?

WHAT ARE SIGNS OR SYMPTOMS THAT MIGHT INDICATE A PERSON IS THINKING ABOUT SUICIDE?



WHAT ARE PROS AND CONS OF DISCLOSING MENTAL HEALTH CHALLENGES TO COLLEAGUES OR SUPERVISORS?

Who Colleagues Confided in Regarding Mental Health



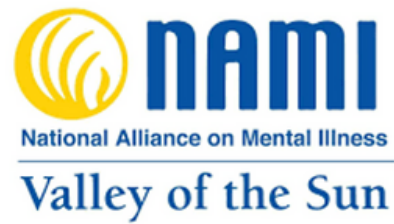
Overall, 54% of employees were uncomfortable talking to managers or supervisors about their mental health regarding COVID-19. 67% reported being honest about their well-being.

57% of entry-level employees reported feeling uncomfortable talking about mental health, compared to 37% of managers.

Source: Survey of 1,017 employees



WHAT STRATEGIES CAN YOU USE PRIOR TO CHECKING IN WITH AN EMPLOYEE?



WHAT MIGHT BE HELPFUL TO DO OR SAY TO SOMEONE STRUGGLING WITH THEIR MENTAL HEALTH?

LIST EXAMPLES OF STRATEGIES THAT CAN BE USING WHILE TALKING WITH AN EMPLOYEE.



JAN provides free, confidential technical assistance about job accommodations and the Americans with Disabilities Act (ADA).

📞 (800) 526-7234 (Voice) | 📠 (877) 781-9403 (TTY) | 💬 Live Chat



VIDEO SCENARIO #1: WHAT SIGNS AND SYMPTOMS DID YOU NOTICE? WHAT WORKED FOR THE EMPLOYEE/SUPERVISOR?

Wellness Recovery Action Plan



- Discover your own simple, safe wellness tool to help you prepare and advocate
- Develop a list of things to do every day to stay as well as possible
- Identify upsetting events and warning signs that symptoms or situations may have gotten worse or escalated
- Develop an action plan for responding before and during difficult times
- Create a crisis/post-crisis plan for when your support system makes decisions



What am I like when I am feeling well? How do I feel and act?



Signs that I need my supporters to check in and/or take action:



Should this plan need to be activated, my supporters should be contacted:

NAME	RELATIONSHIP	CONTACT INFO
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*** Physician, Therapist, Psychiatrist Contact Info:**

*** Pharmacy / Pharmacist / Allergies:**

*** Medication Names & Dosages - Over the Counter and Prescriptions:**

*** If I need hospitalization or help in a treatment facility, I prefer these facilities:**

*** Please DO the following things to help comfort me and keep me safe.**

*** Please DO NOT do the following. It won't help and may make things worse:**


*** The following signs indicate that my supporters no longer need to use this plan:**

I developed this plan on (date) _____ with the help of _____.
Any plan with a more recent date supersedes this one.

Signed _____ Date _____

Witness _____ Date _____

Source: Wellness Recovery Action Plan, Mary Ellen Copeland



5 - See

4 - Hear

3 - Touch

2 - Smell

1 - Taste

5 Senses Exercise



NAME AT LEAST 5 MENTAL HEALTH RESOURCES OR WELLNESS APPS AND TOOLS.

SELF-CARE PLAN

PHYSICAL		M	T	W	T	F	S	S
1								
2								
3								
4								
5								
PSYCHOLOGICAL		M	T	W	T	F	S	S
1								
2								
3								
4								
5								
EMOTIONAL		M	T	W	T	F	S	S
1								
2								
3								
4								
5								
PROFESSIONAL		M	T	W	T	F	S	S
1								
2								
3								
4								
5								
EMOTIONAL		M	T	W	T	F	S	S
1								
2								
3								
4								
5								

Daily Checklist

5 WAYS TO SET YOUR WORKDAY UP FOR SUCCESS

- 01** **ORGANIZE AND CLEAN UP YOUR WORKSPACE.**
Removing clutter will allow you a fresh slate for the day by reducing distraction so you can focus.
- 02** **SET YOUR INTENTION.**
Take time to create goals for the day and plan for how (and when) you will tackle them.
- 03** **PRIORITIZE.**
Determine what needs to be done now and what can wait for later. Do the harder tasks first at a time when you have the most energy.
- 04** **SCHEDULE IN BREAKS.**
Giving yourself time to relax and refocus is a significant part of mental wellness. Schedule in time for walks, eating, reading, or meditation, just as you would a meeting.
- 05** **FOCUS ON ONE TASK AT A TIME.**
Multi-tasking requires more mental energy than staying committed to one task or project. Give it all your attention.

**Get the Latest Mental Health
Tools, Tips and Training Right
To Your Inbox!**



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Amplifying workplaces, careers, and
lives by strengthening mental health.

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WORKPLACE SCENARIO

Mark has been with your company for three years and has always been known for his excellent communication skills and ability to handle challenging customer interactions.

However, in recent months, you and his colleagues have noticed changes in his behavior and performance. It's become obvious to you that Mark has become increasingly anxious and overwhelmed at work.

He frequently expresses worry and concern about making mistakes, meeting customer expectations, and being judged by others.

When he feels uncomfortable, it appears that Mark starts avoiding tasks or situations such as taking on requests that involve high levels of responsibility.

For the last 4 weeks, he has struggled to meet his targets and falls behind on his assigned tasks. So far, he has not mentioned that he needs help or is falling behind.

Some of your team has become frustrated that Mark has been taking more sick days than usual, which impacts his attendance and adds to his colleagues' workload. You are aware that Mark is living with generalized anxiety disorder but is not receiving any accommodations.

**HOW DO YOU CHECK IN WITH MARK? WHAT WILL YOU DO?
HOW CAN YOU HELP? WHO DO YOU NEED TO INCLUDE? WHAT
ARE YOUR NEXT STEPS FOR FOLLOW UP?**

NOTES

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NOTES

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NOTES

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