



Citation



Mental Health at work:

Practical tips to build happier,
healthier teams



Today's speakers



Flora Neville

**Associate
speaker &
business owner**



Morgan James

**Partnerships
Manager**



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What do we mean by Mental Health?

The World Health Organisation (WHO):

Defines a healthy mental state as:

“A state of wellbeing in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”

Staying in positive mental health allows people to:

- Realise their full potential
- Cope with the pressures of life
- Work productively
- Have positive relationships
- Make good choices



Contributors to poor mental health at work and home

Working hours

Working in extreme weather

Relationships

Chronic pain due to physical injuries

Ill health

Competitive culture

Money worries



Workplace Stress

These issues are rising...

There has been a consistent increase in self-reported stress, depression or anxiety caused, or made worse, by work in the last 10 years

Common causes?

- Workload
- Lack of support
- Violence, threats or bullying.





What are your Health & Safety obligations as an employer?

- The Management of Health & Safety Regulations 1999
- The Health & Safety At Work Act 1974
- The Health and Safety (Consultation with Employees) Regulations 1996
- The First Aid Approved Code of Practice L74 **(This has just changed).**

Require employers to identify and assess risks to worker health and wellbeing including the potential for stress and any control measures necessary to control this.



Stress risk assessments

Company-wide

- Covers the six main areas to consider in your stress risk assessment.

Individual stress risk assessments

- Use with individual to identify particular stressors for that colleague and from that agree actions.





Why mental health should be a business priority

- ✓ Reduced staff turnover
- ✓ Reduced sickness absence
- ✓ Reduced presenteeism
- ✓ Better staff morale
- ✓ More engaged and committed staff
- ✓ Increased productivity



Did you know?

Deloitte's survey found that where employers invested in measures to improve their employees' mental health, the average return was **£5.30** for every **£1** invested



Start with your culture

Without the right culture, none of your efforts to improve employee mental health are likely to stick.

- Awareness raising campaigns and training are the most cost effective and easy to implement interventions
- Make it clear mental health issues are treated as seriously as physical health conditions -remove the stigma.
- Regular awareness campaigns which not only focus on mental health problems but positively focus on promoting wellbeing.
- Train managers and employees on how to recognise the signs.
- Focus on open and honest communications throughout the business
- Ensure sufficient one-to one time with managers to build trust.





Take practical steps to support wellbeing and engagement

- ✔ Monitor employee engagement to see how people are feeling and have a follow up action plan
- ✔ Ask for feedback on what would make your business a better place to work
- ✔ Encourage employees to take breaks.
- ✔ Invest in employee recognition and training





The role of the manager

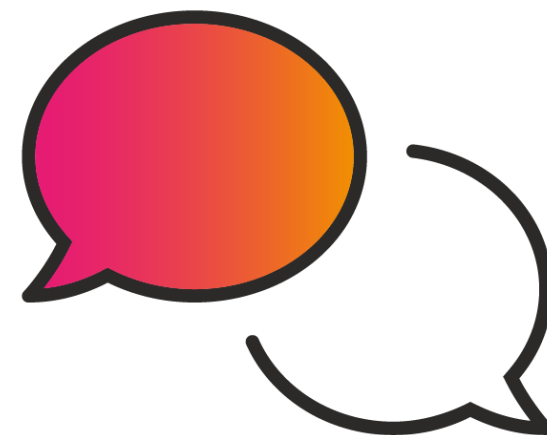
- Managers are not expected to be medical experts or to assist with treatment, for example acting as a counsellor or psychologist.
- What a manager *can* do is:
 - ✓ Set in place the right culture
 - ✓ Look out for when employee may be feeling unwell.
 - ✓ Provide support and adjustments for the employee.





Handling the conversation...

- A common-sense approach based on listening and empathy is key.
- Avoid interruptions – switch off phones, arrange private space.
- Ask simple, open, non-judgemental questions.
- Avoid making assumptions or judgemental or patronising responses.
- Speak calmly and maintain good eye contact.
- Encourage the employee to talk. Be prepared for some silences and be patient.
- Show empathy and understanding.
- Know what support is available and be flexible where possible.
- Follow up in writing, especially agreed actions or support.





Practical tools

Access to
Work / Able
futures

Mental
Health First
Aiders

Wellness
Action Plans

Stress
bucket

Employee
Assistance
Programme



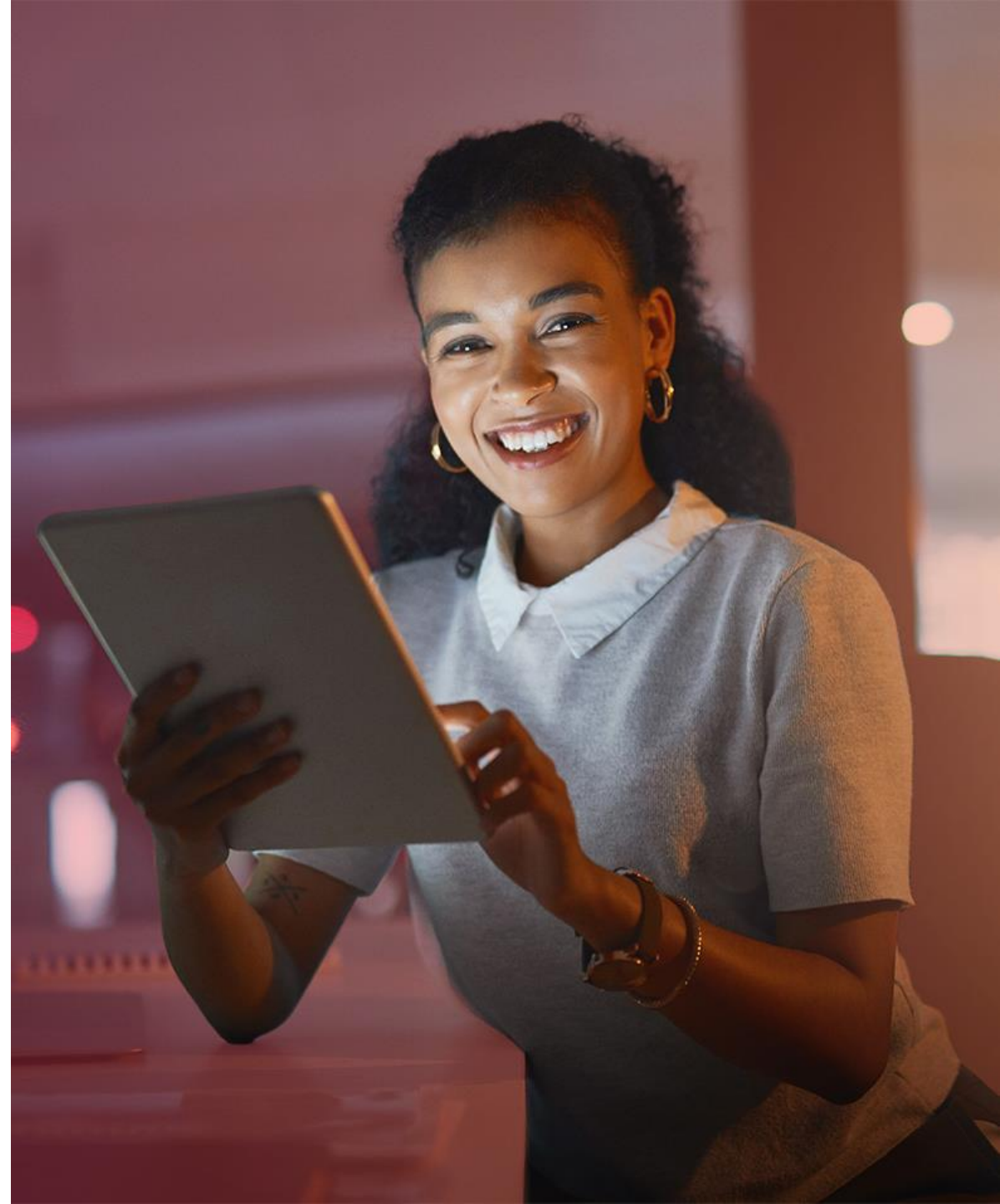
Employment law risks

Definition of Disability:

A physical or **mental impairment** which has a **long-term** and **substantial** adverse effect on the employee's ability to carry out **normal day-to-day activities**.

If the health condition falls within this definition, consider:

- Duty to make reasonable adjustments – when considering whether reasonable, would include considering the size and resources of the organisation and the relative benefit to the employee.
- Discrimination arising from a disability.





Five ways to wellbeing we should all keep in mind

Connect

Be active

**Take
notice**

**Keep
learning**

Give



Impact of absence productivity

- Short-term and long-term absence
- Return to work
- SSP



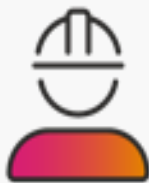


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Kirsty Miceli, Bloom & Care





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