



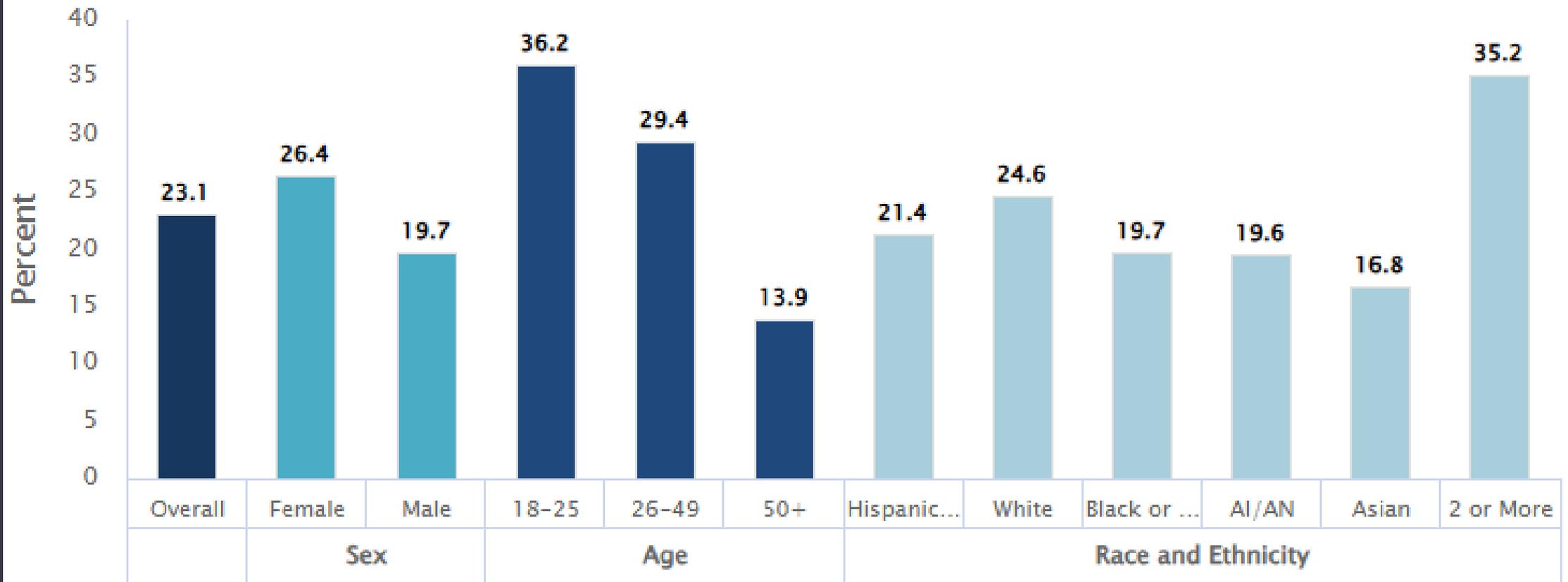
Mental Health in the Workplace

Trisha O'Donnell, MBA & Lauren G. Wright, LPCC-S

Past Year Prevalence of Any Mental Illness Among U.S. Adults (2022)

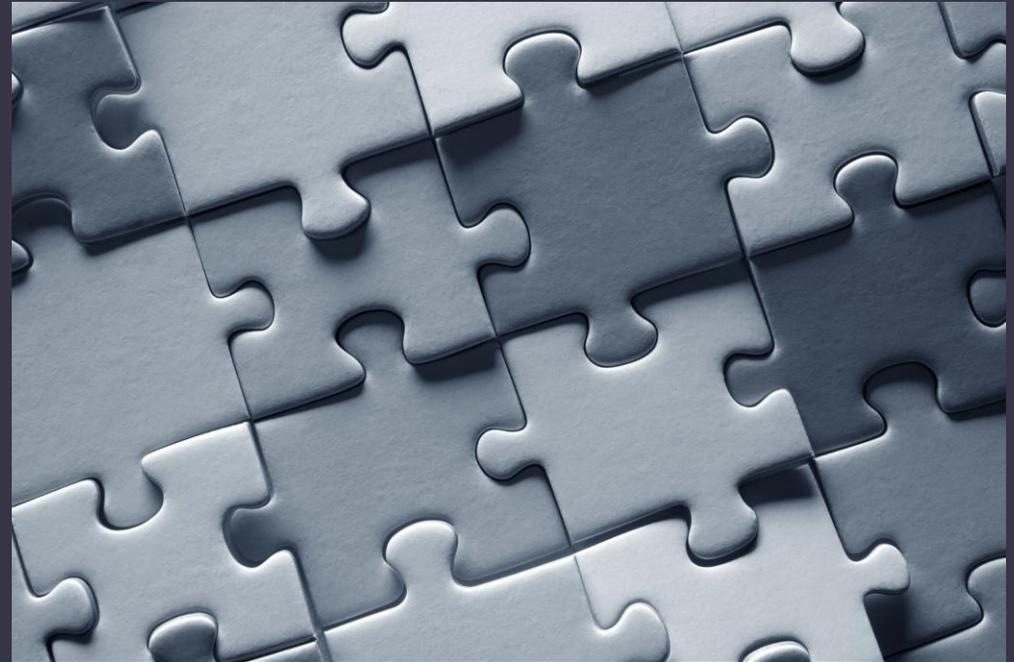


Data Courtesy of SAMHSA



Building Blocks

1. Enter with Curiosity
2. Assume Positive Intention
3. Create a Safe Space for All



How are they presenting?

Negative Coping:

- Avoiding/Procrastinating
- Numbing
- Complaining
- Put up a wall
- Fuel/look to confirm negative mind set

Positive Coping:

- Emotion Based
 - Discharge the energy
 - Generating positive energy
- Problem Based
 - Make lists/plans
 - Set limits
 - Address what is beneath the surface

Emotional competence for leaders

- Self-awareness – Knowing your personal triggers
- Demonstrating self-regulation skills
- Understanding cultural and ethnic differences and other worldviews and power differentials



Daring Feedback

THE ENGAGED FEEDBACK CHECKLIST

I know that I'm ready to give feedback when ...

- I'm ready to sit next to you rather than across from you.
- I'm willing to put the problem in front of us rather than between us (or sliding it toward you).
- I'm ready to listen, ask questions, and accept that I may not fully understand the issue.
- I'm ready to acknowledge what you do well instead of picking apart your mistakes.
- I recognize your strengths and how you can use them to address your challenges.
- I can hold you accountable without shaming or blaming.
- I am open to owning my part.
- I can genuinely thank someone for their efforts rather than criticize them for their failings.
- I can talk about how resolving these challenges will lead to growth and opportunity.
- I can model the vulnerability and openness that I expect to see from you.

Self-Awareness

From: Brene Brown

- Supportive for HR/ supervisor/ manager and the supervisee leading up to the conversation.
- If you are having a difficult time getting to a place with these items to have an open discussion, seek your own support around it.



Be

Present

Listen

Empathize

Tone

Volume

Body Stance



Empathy in the workplace

- Be Encouraging
- Be a good listener
- Allow others to be heard
- Show genuine interest
- Treat others as you would want to be treated
- Be fair

RSA



Shorts

Being a supportive listener

Don't dominate
the
conversation

Be accepting
and unbiased

Listen

Ask them what
they might
need-Basics
...water, a chair

Validate

Maintain eye
contact and
open body
language

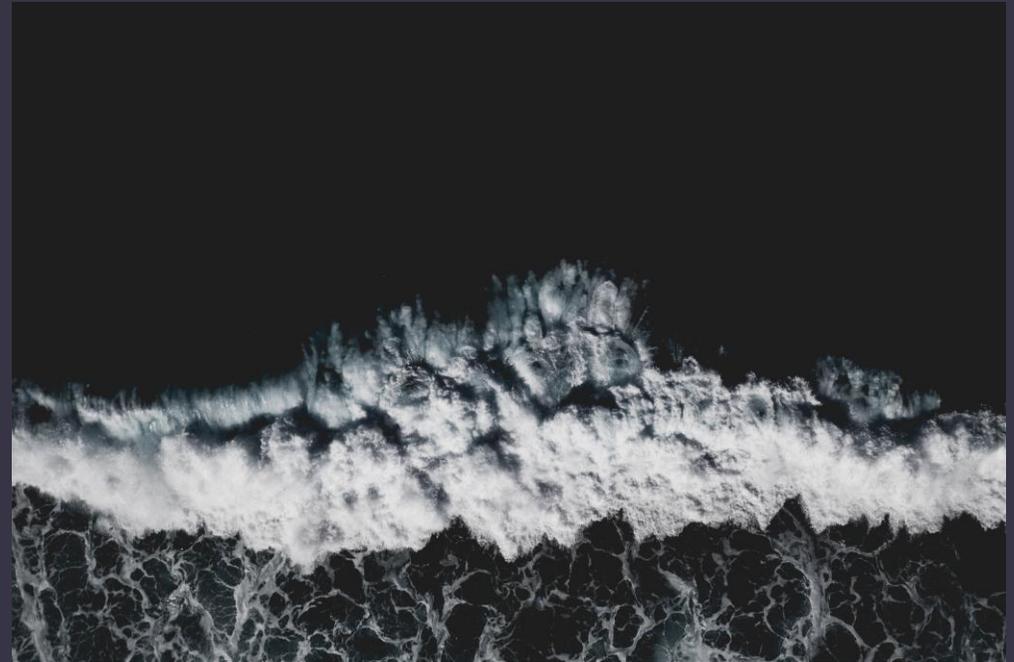


Using Open Ended Questions

- It focuses on their feelings
- Allows them to give the answers verse you
- Future oriented

Questions to ask yourself

1. What does the employee need?
2. What resources does your company have?
3. How do I best respond without crossing a boundary?



What are the resources provided by my company?

- Know your own policies.
- When timing allows, consult first with HR and/or know your company policies for time-off, bereavement leave, short-term disability leave.
- Consult with HR for what the company can and cannot do to support an employee in need. Is leave limited to only time that is accrued?
- If EAP is not provided, are there other resources that can be given to the employee via health insurance plan?
- What wellness benefits are available?

Maintaining honesty

- DO NOT make promises that you or the company cannot maintain.
- Tough conversations might occur if extensive absences or work ethic changes.
- Be prepared for balancing the expectation of the job and the well-being of your employee and the environment.

Reminders:

- Be confident
- Use insight sparingly, do more listening
- Be alert to opportunities to stress the positive
- Recognize you will not always know the outcome
- Utilize resources when able (EAP, HR, 211 for help, 440-953-TALK)
- Remind yourself, you will not have all or any of the answers at times



Self-Care & Community Care

How can we emulate self-care?

How do we display community care?



Self-Care

- Being aware of your own stressors
- Leaving work at work
- Taking the time to mindfully enjoy a moment
- Celebrating success
- Celebrating you are doing your best
- Being able to say NO!
- Accepting compliments
- Taking care of daily needs
- Rewarding yourself and looking forward to the future

Community Care

1. Check in with each other
2. Create team rituals or traditions
3. Keep each other in the loop
4. Identify a shared goal/mission
5. Give shout outs/positive acknowledgements
6. Recognize resilience in colleagues
7. Celebrate good things!



**NO WAIT FOR COUNSELING SERVICES!
WE CAN SEE YOU RIGHT AWAY.**

**Walk-In
Mental Health Diagnostic Assessments for
Adults, Adolescents & Children**



WALK-IN AVAILABILITY FOR AGES 3+

Monday - Friday
8:30 a.m. - 3 p.m.
440-639-3580



LOCATION

Crossroads Health
9220 Mentor Ave.
Mentor, OH 44060



**For routine
care and
support:**

- Leverage your insurance to find a provider that is in-network
- Come to Crossroads Health for a diagnostic assessment/assessment of needs

**For urgent
support:**

- Call the Lake County Crisis Hotline

**LAKE COUNTY
CRISIS HOTLINE**



Signature
HEALTH



CRISIS & SUICIDE INTERVENTION HOTLINE
Offering Help with Urgent Mental Health Issues

**CALL 440-953-TALK (8255)
24/7 ACCESS**

Resources

Video Clip:

Brene Brown Empathy Brené Brown on Empathy vs Sympathy - YouTube

<https://youtu.be/1Ewgu369Jw?si=e42PQYEUKdYVjab4>