

**Navigating the
New Normal:**

**Promoting
Positive Mental
Health &
Resilience
During
Challenging
Times**



Joyce Marter

Handouts



SCAN ME



The Stress Epidemic



AMERICAN
PSYCHOLOGICAL
ASSOCIATION

People who report workplace stress	61%
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Percent of people who regularly experience physical symptoms caused by stress	77%
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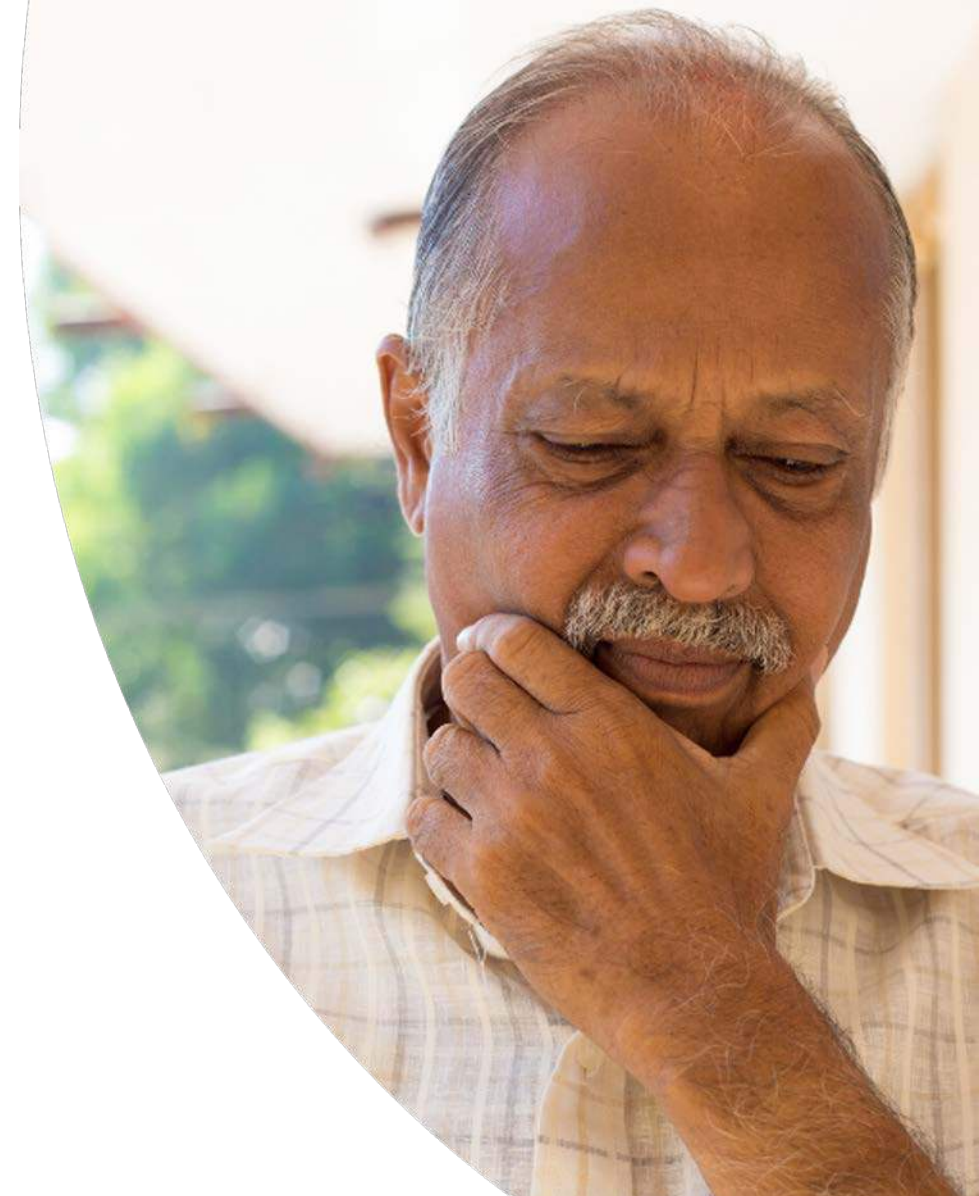
Regularly experience psychological symptoms caused by stress	73%
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Feel they are living with extreme stress	33%
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Feel their stress has increased over the past five years	48%
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Stressors of the Pandemic

- Concerns for health & safety of self & loved ones
- Adjustments to working remotely and differently for essential workers
- Sheltering in place with loved ones
- Loneliness and isolation
- Dependent care—new demands such as homeschooling



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Stressors of COVID-19

- Less social support
- Financial fears & stress—unemployment
- Racial injustice issues coming to the forefront
- Political divide and unrest
- Challenges managing uncertainty and change

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Reintegration Challenges

- Continued transition & uncertainty
- Health anxiety
- Social anxiety
- Dependent care coverage
- Financial stress (helping loved ones)
- Workload



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Reintegration Issues

- A [recent global study](#) “Employee Care: Defining the New Normal” discovered that 100 percent of the 4,553 workers surveyed were [anxious](#) about returning to their offices.
- [A study](#) by Stanford University of 16,000 workers over nine months found that working from home increased productivity by 13 percent.

Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational



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Stress vs. Burnout

- Stress is the body's physical and psychological response to anything perceived as overwhelming
- Burnout is a state of emotional and physical exhaustion caused by excessive and prolonged stress



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Symptoms of Burnout

Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure

- Despair
- Cynicism
- Apathy
- Emotional exhaustion
- Overwhelm
- Depression
- Anxiety

Decrease in:

- Self-esteem
- Concentration
- Memory

Increase in:

- Errors
- Absenteeism
- Physical complaints
- Sleep disruption

Implications of Burnout

- WHO study, 785,000 deaths per year from overwork & burnout
- The Great Resignation
- Self-Employment



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Mental Health Implications

- Feelings of grief and loss
- Increase in stress, anxiety and depression
- Increase in substance abuse
- Relationship conflict, abuse, violence
- PTSD/Trauma
- Increase in suicide



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Mental Health Continuum

In Crisis

Very anxious
Very low mod
Absenteeism
Exhausted
Very poor sleep
Weight loss

Struggling

Anxious
Depressed
Tired
Poor
performance
Poor sleep
Poor appetite

Surviving

Worried
Nervous
Irritable
Sad
Trouble Sleeping
Distracted
Withdrawn

Thriving

Positive
Clam
Performing
Sleeping Well
Eating normally
Normal social
activity

Excelling

Cheerful
Joyful
Energetic
High
performance
Flow
Fully realizing
potential



Mental Health By The Numbers



1 in 4 Americans experience a mental health condition (per year)

1 in 25 live with a serious mental health condition

42 million deal with an anxiety disorder

16 million deal with major depression

Over 6 million are managing bipolar disorder



Minority Mental Health Awareness

- Racism's Toll on Mental Health—PTSD, fear, more labeling diagnosis, etc.
 - The Mental Health Care Gap—Poverty gap, lack of representation in the field, stigma, criminal justice, etc.
 - LGBTQ+ individuals are twice as likely to experience a mental health disorder during their lifetime due to stigma and trauma.
- Human Rights Campaign

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Cost of Behavioral Health Issues on the Workplace

Addiction costs workplaces \$500 billion a year in absenteeism, turnover, healthcare costs, low productivity, etc.



What do Behavioral Health Problems Cost Your Organization?

**The National Safety Council's [Substance Use Cost Calculator](#)
provides information about the cost of substance use to
employers based on number of employees, industry, and
state.**

**One Mind at Work's [Depression Cost Calculator](#) determines
the financial impact of serious depression on the employers.**

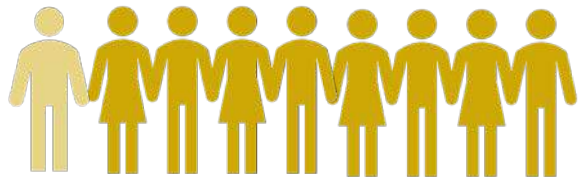
Early Detection of Mental Illness

- Excessive worrying or fear
- Feeling excessively sad or low
- Confused thinking or problems concentrating/learning
- Extreme mood changes, including uncontrollable “highs” or feelings of euphoria
- Prolonged or strong feelings of irritability or anger
- Avoiding friends and social activities
- Difficulties understanding/relating to other people
- Changes in sleeping habits or feeling tired

Early Detection of Mental Illness

- Changes in eating habits
- Difficulty perceiving reality
- Inability to perceive changes in one's own feelings, behavior or personality (lack of insight)
- Multiple physical ailments without obvious causes (such as headaches, stomach aches, vague and ongoing “aches and pains”)
- Inability to carry out daily activities or handle daily problems and stress
- An intense fear of weight gain or concern with appearance

Substance Abuse Awareness Statistics*



1 out of 10

Americans have a drug
or alcohol problem



1 out of 7

of us have a family
member with a problem

* According to the [National Institute on Drug Abuse](#)

Addiction Issues: Signs & Symptoms

- Inconsistency
- Relational problems
- Denying responsibility
- Physical complaints
- Lying/secretcy
- Sleep disturbance
- People around who enable
- Financial/legal consequences
- Problems handling conflict
- Performance problems
- Denial/rationalization/. minimizing
- Not morning people/high absenteeism



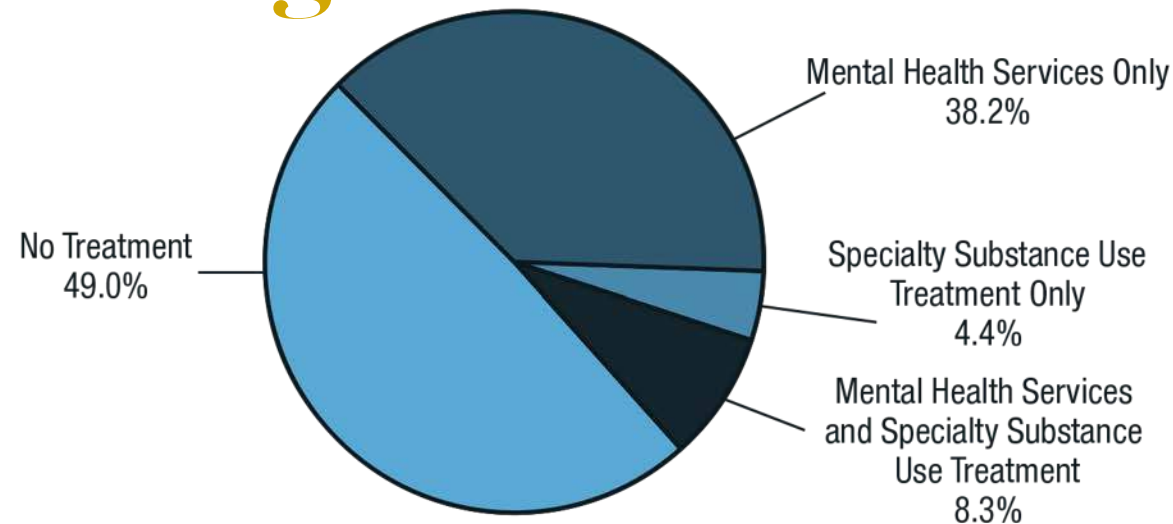
Dual Diagnosis Statistics*



* According to the [National Institute on Drug Abuse](#)



Receipt of Mental Health Services and Substance Use Treatment in the Past Year Aged 18 or Older



8.5 Million Adults with Co-Occurring Mental Illness and Substance Use Disorders

Note: Mental health service is defined as having received inpatient care or outpatient care or having used prescription medication for problems with emotions, nerves, or mental health. Specialty substance use treatment refers to treatment at a hospital (inpatient only), rehabilitation facility (inpatient or outpatient), or mental health center in order to reduce or stop drug or alcohol use, or for medical problems associated with drug or alcohol use.

Note: The percentages do not add to 100 percent due to rounding.

Suicide Awareness

- Suicide completion rates have surged to a 30-year high.
- Globally, over 800,000 suicides are reported each year, with many more going unreported.
- In the US, over 121 people complete suicide a day.
- Risk of suicide for people aged 18-24 highest during pandemic
- [The Next Covid Crisis Could Be A Wave Of Suicides](#): Study predicts 75,000 “deaths of despair.”



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Suicide Warning Signs

- Hopelessness
- Despair
- Isolation
- Lack of engagement
- Avoiding future talk
- Passive statements as clues
- Cries for help
- Increased use of drugs or alcohol
- Sleeping too little or too much
- Acting anxious, agitated or restless
- Talking about having no purpose

Suicide Prevention

- Tell someone—speak up
- Call a hotline
- Call 911
- Go to ER
- Err on the side of caution; don't minimize or delay



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56%

Adults with mental
illness do not
receive treatment.

(Mental Health America, 2018)

THE KENNEDY
FORUM

Barriers to Care

- Shame
- Stigma
- Cost
- Time
- Racism: #BIPOCMentalHealth
- Don't ask, don't tell mentality

Stigma

- Cultural
- Gender-based
- Mental health issues viewed as weakness
- We all have mental health just as we have physical health



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**WE MAY
BE APART,
BUT WE'RE
IN THIS
TOGETHER.**

**We ALL have mental health
issues as part of being human**

**Your mental health is a normal
response to your nature &
nurture**

Genetic predisposition

**Stressors versus support and
self-care**



Stomp Out Stigma

- Having mental health issues:
- Is not our fault
- Does not mean we are crazy
- Is not a weakness
- Is not something you just “get over” or “push through”
- Treatment is available & effective
- Life changing & life saving

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Break the Stigma: Language Matters

- Be mindful of language related to mental health & addiction
- Crazy, wacko, insane, unhinged, mental case, psycho
- Avoid use of these terms in a negative connotation:
- Bipolar, alcoholic, etc.
- Refrain from terms that foster shame & stigma:



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Create a Collaborative Culture

- Avoid phrases that discourage support & collaboration:
 - "man up"
 - "power through"
 - "put on your big girl pants"
 - "suck it up"
- Speak in terms of "I, We and Us" versus "You and Them"



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Reduce Stigma At Work

- Include behavioral health content in newsletters
 - Promote awareness through signage ([NAMI Infographics](#))
 - Participate in social media campaigns such as [#CureStigma PSA's](#)
- Provide education about [HIPAA](#), the [ADA](#) & [Mental Health Parity](#) to address concerns about confidentiality, protections and costs
 - Mention mental health in sick day benefits



Create Programs & Events

Take the [Stigmafree Pledge](#)

Celebrate Mental Health Awareness Month

Create a [Mental Health Diplomats Program](#) where employees volunteer to serve as a resource for their colleagues who may be struggling with mental health concerns—connecting them to services offered by the company as well as other resources.

Consider doing a [NAMI Walk](#) a team building & awareness event





Practice Compassion

- Don't assume you know what others are feeling
- Ask how they are doing
- Listen actively
- Don't minimize or argue with feelings
- Avoid judgment
- Ask for what they need

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Empathy

- Must important relational tool
- Put yourself in the other's shoes
- Deep understanding
- Reflect understanding of other's feelings with kindness and compassion
- Shared emotional experience
- Keep a developmental lens
- [Useful article](#)



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4 Steps to Providing Support:

- **Approach:** state what you are noticing in a kind, compassionate and confidential manner
- **Listen:** without judgment and respond with empathy
- **Give reassurance,** information and resources
- **Be the bridge:** Encourage professional help, support & follow-up
- How to make a referral [video](#) & [article](#)

Define Your Role

What are your responsibilities?

- Education
- Resources
- Intervention
- Know and update Policies & Procedures

What are not your responsibilities?

- To diagnose or determine their degree of suffering/impairment
- To be a therapist
- Treatment outcome



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Promote Psychological Safety in the Workplace

- Open & productive conversations about workload & work time
- Flexibility, creativity and compromise
- Unifying and collaborative mentality
- Respect & empathy



Encourage Utilization of Benefits:

- Vacation
- Sick benefits & FMLA for time as needed
- Insurance Benefits (Mental Health Parity Law)
- Flex Spending/Health Savings Accounts

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EAP Services:

- Free and confidential
- 3-8 free sessions per issue, per year
- Immediate family members also eligible
- Counseling for stress, mental health, substance abuse, relationship issues, etc.
- Resources to alleviate stressors
 - **Childcare & Eldercare**
 - **Legal & Financial**
 - **Educational resources**



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EAP Options

- Internal EAPs
- EAP tied to Insurance
 - Aetna, Cigna, UBH, etc.
- External EAP
 - ComPsych, ERS, etc.
- To find an EAP, contact [EAPA](#).



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Conduct Mental Health Awareness Trainings

- The American Psychiatric Association Foundation Center for Workplace Mental Health's [Right Direction](#) Program

- [USA Mental Health First Aid](#)



- Employee Assistance Programs
 - Corporate Trainings



Other Mental Health Related Trainings

- Mindfulness
- Stress Reduction
- Management trainings
 - Work/life balance
 - Communication
 - Conflict Resolution
 - Self-Care & Support
- De-escalation Trainings
- Cultural Sensitivity
- Anti-Harassment
- How to Deal with Difficult People
- Building Resilience
- Promoting Positive Mental Health
- Managing Change



Work-Life Balance

Flexibility:

- Scheduling/shifts
- In person/remote work
 - Deadlines
- Support resource
 - What else?

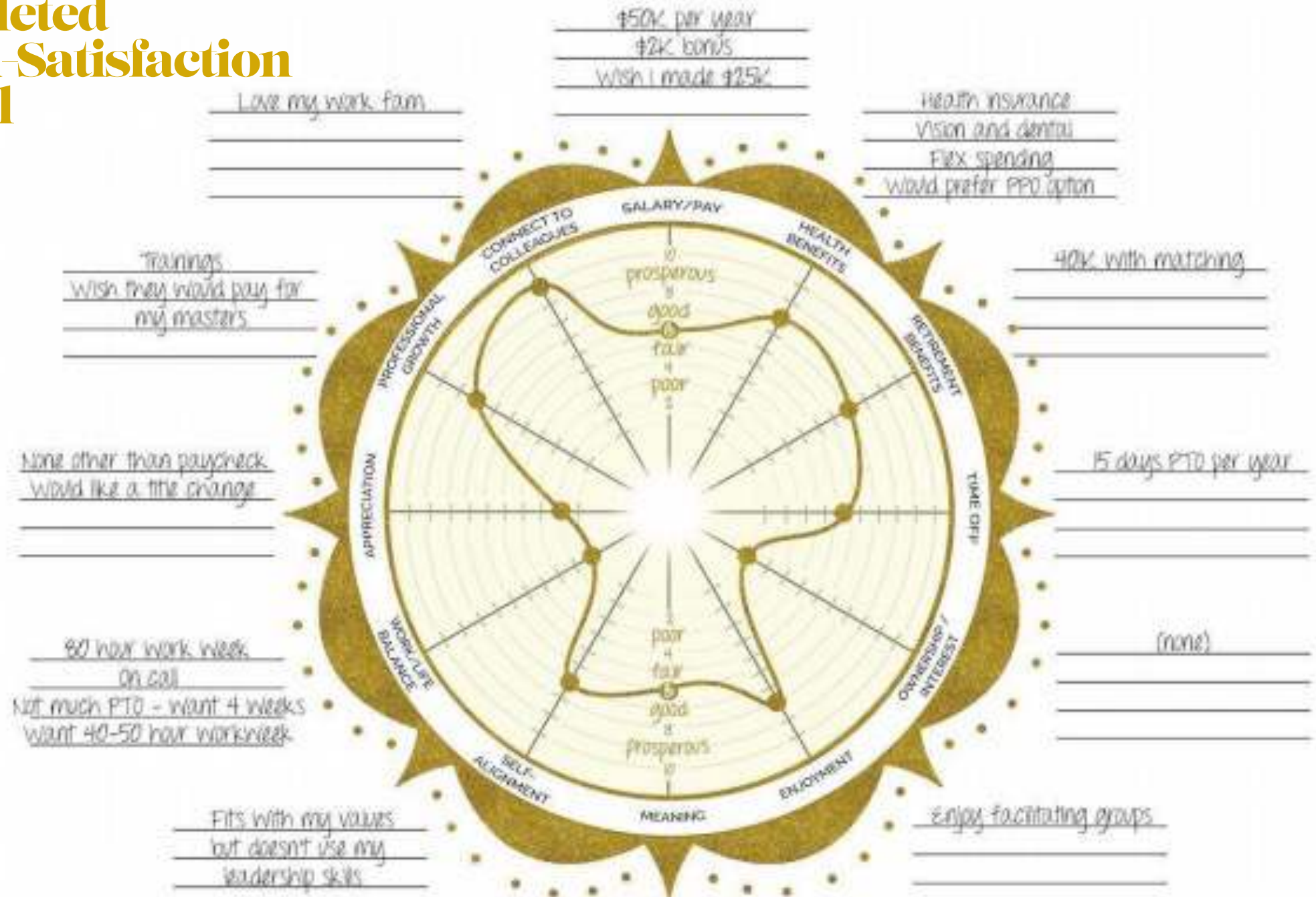


Work- Satisfaction Wheel

The Work-Satisfaction Wheel is a circular tool for assessing job satisfaction across ten dimensions. Each segment is divided into four qualitative levels: poor (1), fair (4), good (6), and prosperous (10). The wheel includes a radial grid for scoring and is surrounded by ten sets of horizontal lines for additional notes.

Segment	1 (poor)	4 (fair)	6 (good)	10 (prosperous)
SALARY/PAY				
HEALTH BENEFITS				
RETIREMENT BENEFITS				
TIME OFF				
OWNERSHIP / INTEREST				
ENJOYMENT				
MEANING				
SELF-ALIGNMENT				
WORK/LIFE BALANCE				
APPRECIATION				

Sample Completed Work-Satisfaction Wheel



Community Connection

- Personal check-ins
 - Personal sharing
 - Peer support
- Social/fun connection
- Staff appreciation/recognition



360 Reviews & Feedback

- Requesting feedback after:
 - Job offer declines
 - Onboarding
- 6 month/annual reviews
 - Exit interviews
- Check [glassdoor.com](https://www.glassdoor.com)



Sample Wellness Benefits:

- [Ginger](#) - on demand mental health support and coaching 24/7, and new: 8 free sessions with a live therapist.
- [Whil](#)
- [Holisticly.com](#)



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Q&A



“

**If you don't like
something,
change it.
If you can't
change it, change
your attitude.**

MAYA ANGELOU

”



Control what you can, let go of the rest

What you can control:

- Your own thoughts
- Your own emotions
- Your own behaviors
- Your own choices

What you can't control:

- Other people's thoughts
- Other people's emotions
- Other people's behaviors
- Other people's choices
- Outcome
- COVID-19
- What else?

Mental Health Tips

- Prioritize your mental health & wellbeing
- Create structure to your day
- Take a break from the news
- Take time for mindfulness practices



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Overview of Mindfulness

- Maintain a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment
- Pay attention to our thoughts and feelings without judging them
- Sense in the present moment
- Can be practiced anywhere, anytime



Source: <http://greatergood.berkeley.edu/topic/mindfulness/definition>



Mindfulness in the Workplace

- GOOGLE
- NIKE
- ACCENTURE
- SONY
- LOREAL
- BRITISH AIRWAYS
- NOKIA
- MICROSOFT
- AMERICAN EXPRESS
- JOHNSON & JOHNSON

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Mindfulness & Work Research



***Job Performance
Problem Solving
Work/Life Balance
Focus & Concentration
Ethical Decision Making
Creating & Innovation
Employer-Employee Relations***



***Emotional Exhaustion
Cognitive Rigidity
Intention to leave
Multi-tasking
Sick Days
Stress***

Benefits of Mindfulness

- Enhances relationships
- Improves job performance
- Reduces chronic pain
- Increases focus and attention, and improves decision-making skills
- Improves creativity, memory, and cognitive flexibility
- Improves mood, empathy, and overall quality of life
- Boosts immune system

Source: Glomb, T. M, Duffy, M. K, Bono, J. E., & Yang, T. (2012). Mindfulness at work. Research in Personnel and Human Resource Management, 30, 115-157.

Int J Yoga. 2015 Jul-Dec; 8(2): 128-133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain

Benefits of Mindfulness

Cont.

- Decreases anxiety, stress, depression, tiredness, and irritability
- Increases emotional intelligence
- Encourages healthier eating habits
- Improves heart and circulatory health
- Aids in recovery from substance use
- Improves sleep
- Increases financial well-being

Source: <http://www.mindwork.co/what-is-workplace-mindfulness/the-research-on-mindfulness>, <https://www.helpguide.org/harvard/benefits-of-mindfulness.htm>, http://www.mindfulnet.org/Building-the-Case-for-mindfulness-in-the-workplace_v1.1_Oct16_Full_doc.pdf

Strategies for Increasing Mindfulness

- Progressive muscle relaxation
 - Body scan
- Unplugging from technology
 - Positive mantra
- Listening & using your senses
 - Connection to nature
- Mindful eating & spending
 - Meditation
- Yoga
 - Morning routine
- Breathing



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Mindful Workplace Exercises

- Start your day with a mindful moment and plan for mindful breaks
- Slow down to increase your productivity
- Switch off distractions
- Be a single-tasker
- Pay attention to your coworkers

Source: <https://hbr.org/2016/03/how-to-practice-mindfulness-throughout-your-work-day>, <http://www.mindful.org/10-ways-mindful-work/>

**A man is but the
product of his
thoughts...what
he thinks,
he becomes.**

MOHANDAS GANDHI



Keep Your Thinking Positive

- Turn down volume of your inner critic
- Detach from fear
- Avoid catastrophic thinking
- Practice the power of affirmations and mantra



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Practice Gratitude

**He is a wise man
who does not
grieve for the
things which he
has not, but
rejoices for those
which he has.**

EPICTETUS



Detachment

**Feelings are
waves of energy
which we can
choose to surf,
rather than
allowing them to
overcome us.**

ARLENE ENGLANDER



Detach From:

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)



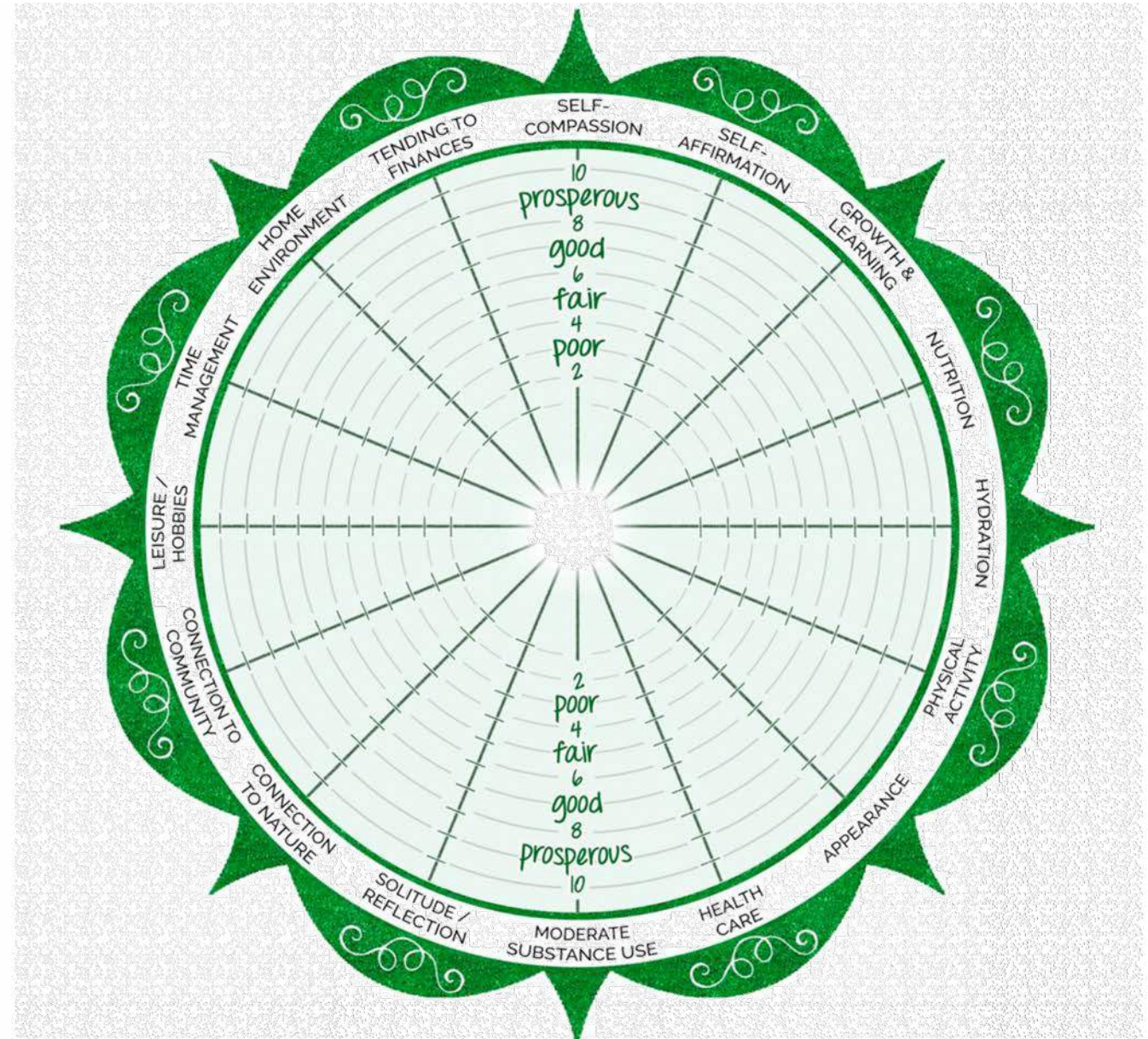
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Detachment Strategies

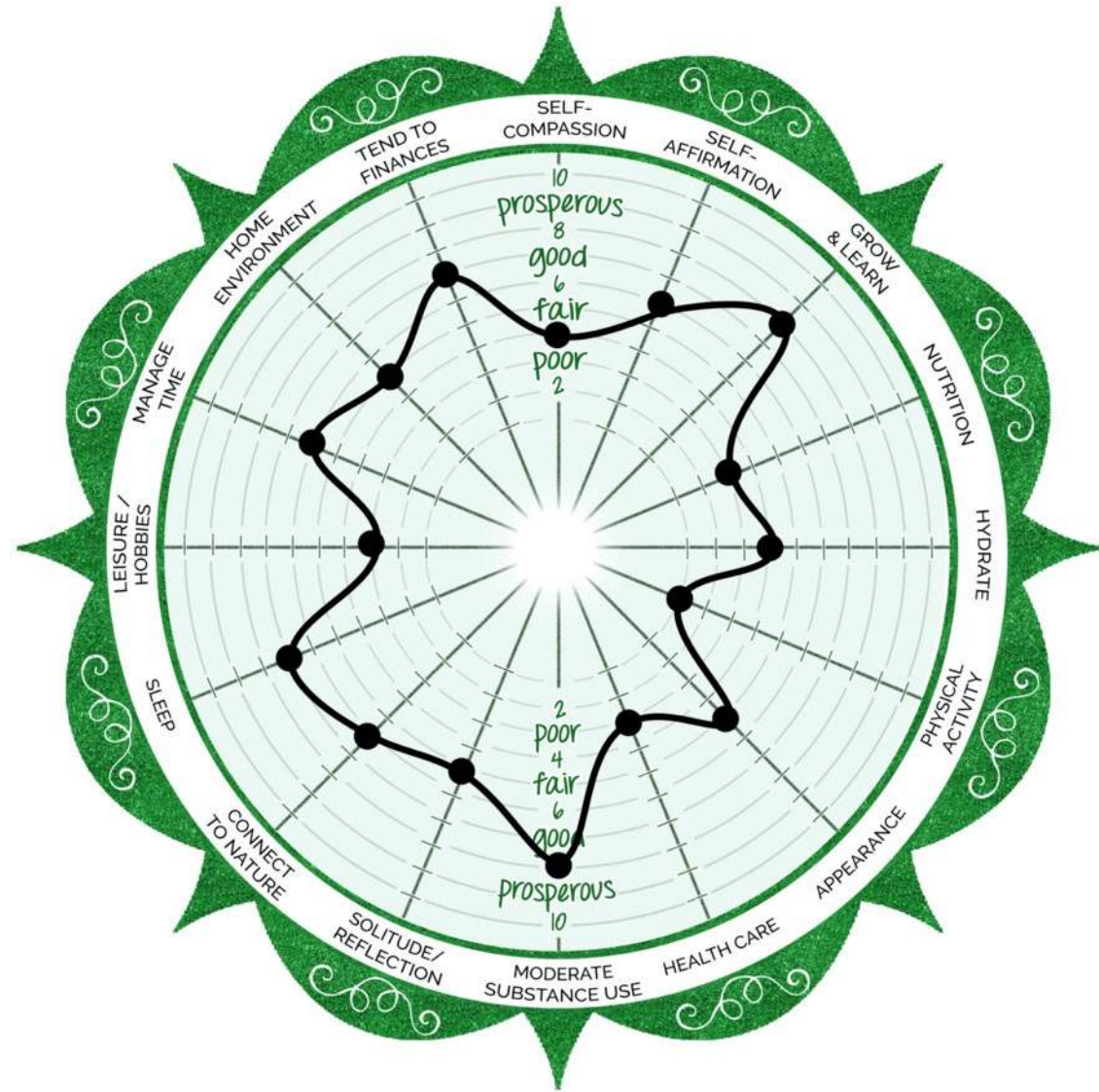
- Visualization of protective barrier
- Lifeguard analogy
- Unhook from conflict
- Compartmentalize
- Zoom out for greater perspective



Self-Care Wheel



Sample Completed Self-Care Wheel



Support

**Alone we can
do so little,
together we can
do so much.**

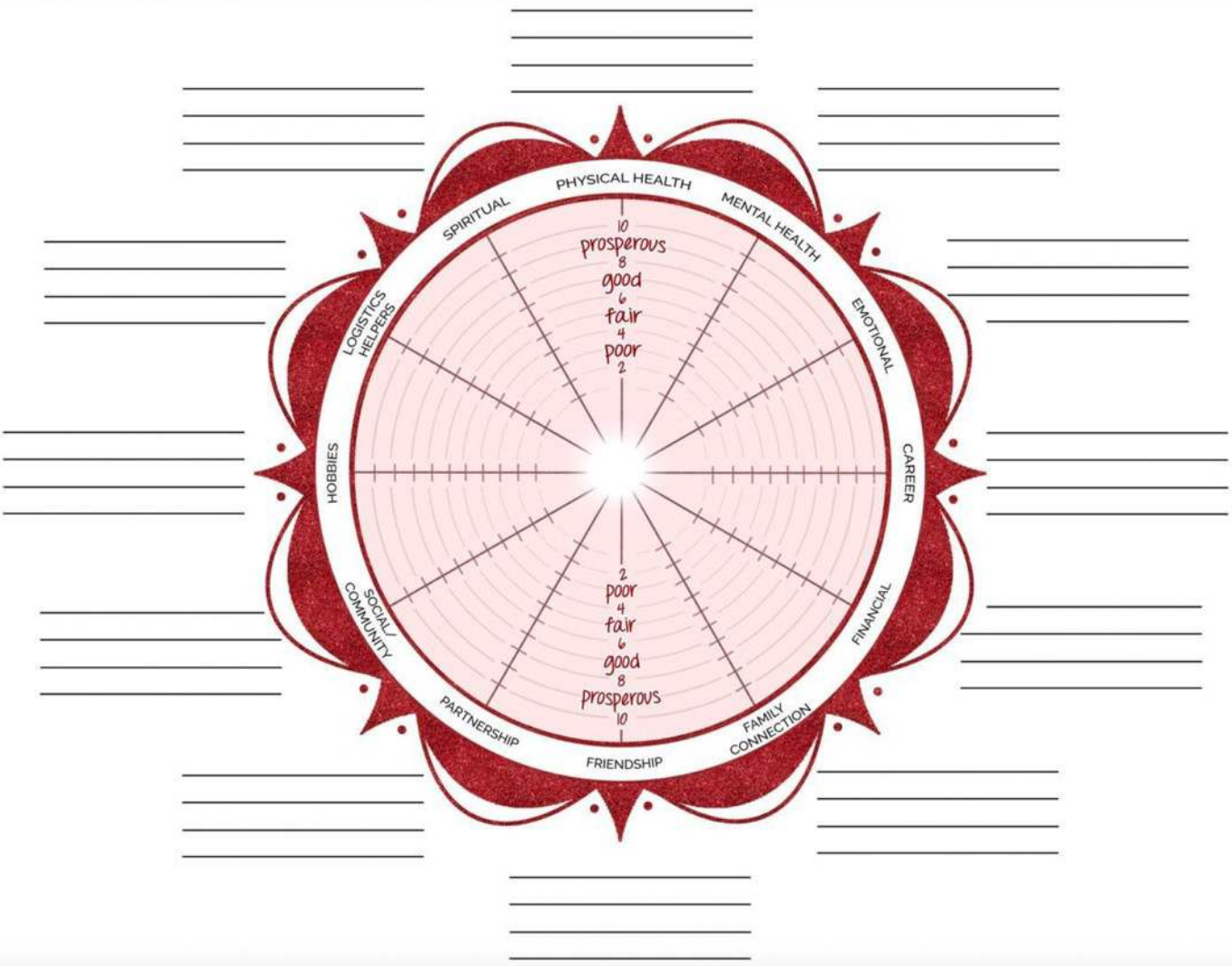
HELEN KELLER



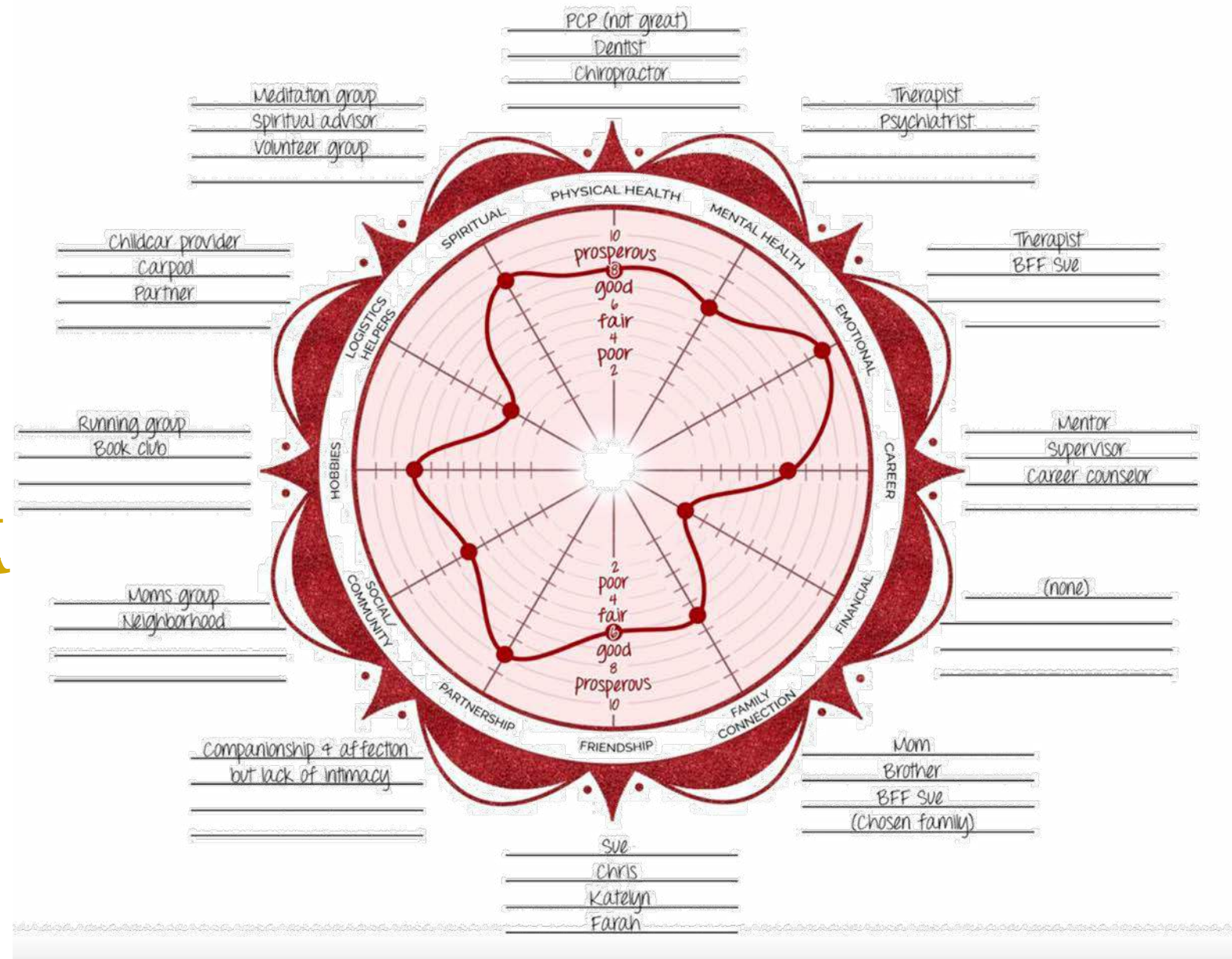
Barriers to Accessing Support

- Fear (difficulty trusting)
- Pride
- Shame or stigma
- Guilt
- Fear of imposition
- Low self-esteem, not feeling deserving
- Learned helplessness
- Hopelessness
- Loss of power and control (ego)
- Loss of credit (ego)
- Early life messages
- Expense
- Introversion or shyness

Support Network Wheel



Sample Support Network Wheel



Access Support

- Avoid isolating with your feelings
- Connect with loved ones
- Ask for what you need
- Participate in online communities
- Utilize teletherapy



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Resilience

**Life will give you
whatever experience
is most helpful
for the evolution of
your consciousness.**

ECKHART TOLLE



Mindfulness as Resilience Training





Key Components to Building Resilience

- Prioritize your mental health & wellbeing
- Seek and give support
- Strive for work/life balance
- Engage fully in life; don't isolate yourself
- Develop a sense of purpose/meaning in life

We are in this together!



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Resilient People

- Understand that challenges are a part of life
- Promote health and wellbeing
- Enjoy connection & collaboration
- Are open, flexible and adaptive
- Are emotionally intelligent
- View challenges as opportunities
- Learn from mistakes
- Avoid worrying
- Have a sense of humor even when stressed

Counseling & Therapy Resources

- [United Healthcare](#) has launched a free (to anyone) 24/7 support line staffed by mental health experts: Call 866-342-6292
- Text HOME to 741741 to connect with a [Crisis Counselor](#)
- National Suicide Prevention Lifeline: 800-273-8255
- [Find a Mental Health Facility Near You](#)
- Most insurance companies are covering teletherapy and some like Aetna have waived copays for telemedicine.
- [PsychologyToday's Find-A-Therapist Directory](#)



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A stack of several books with white and orange spines stands next to a small green succulent in a white pot. The background is a light-colored brick wall.

Support Resources

Mental Health America

National Alliance on Mental Illness (NAMI)

- Advocate for Change—Vote4MentalHealth
- Take the StigmaFree Pledge to #CureStigma
- Share your story
- Take action on advocacy issues
- Walk for mental health

Depression and Bipolar Support Alliance Advocacy Center

Hope for the Day

Hope for the Day's tagline is "It's okay not to be okay" and they provide education, outreach and action to break the silence around mental health.

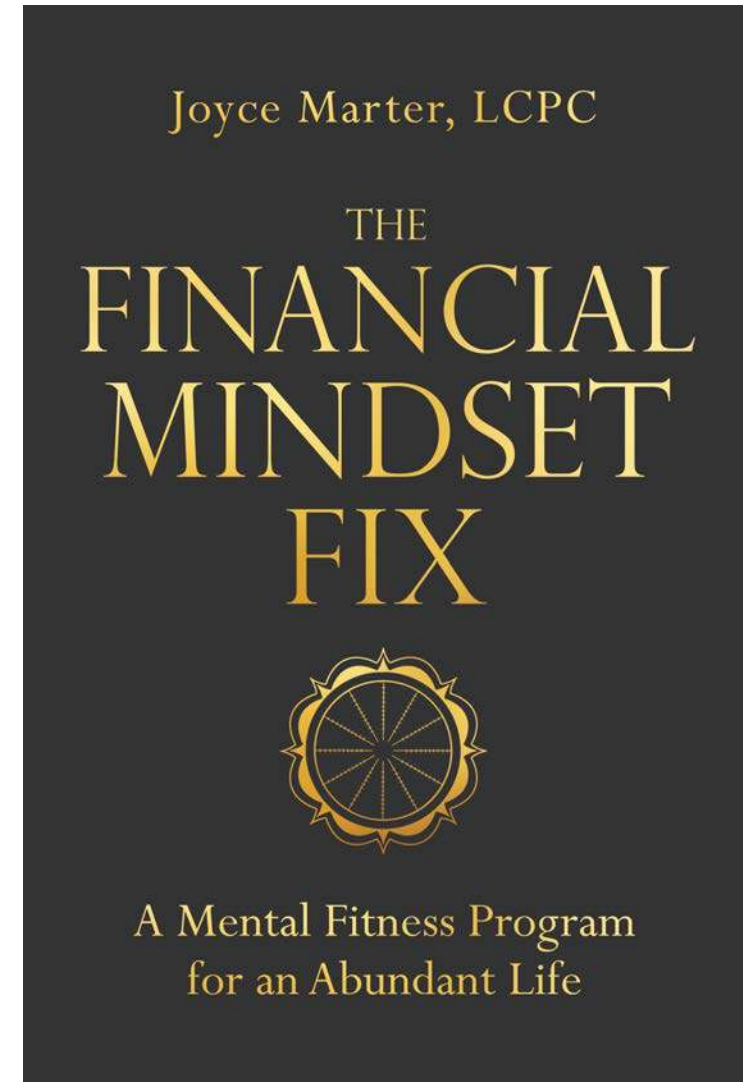


Meditation Resources

- [Calm: 30 Days Free](#)
- [Headspace: Free Trial](#)
- [Jack Kornfield: Compassion in the Time of Coronavirus](#)
- [Eckhart Tolle](#)
- [Jon Kabat-Zinn](#)
- [Tara Brach](#)

Mental Health/Financial Health Resource

- Available on Amazon and all major online retailers
- Hardcover & audiobook
- Mental Health & Financial Health Corporate Wellness Program



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Q&A



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Thank You!

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