

**Navigating the  
New Normal:**

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



**Joyce Marter**

# Handouts



*SCAN ME*

# The Stress Epidemic



People who report workplace stress 61%

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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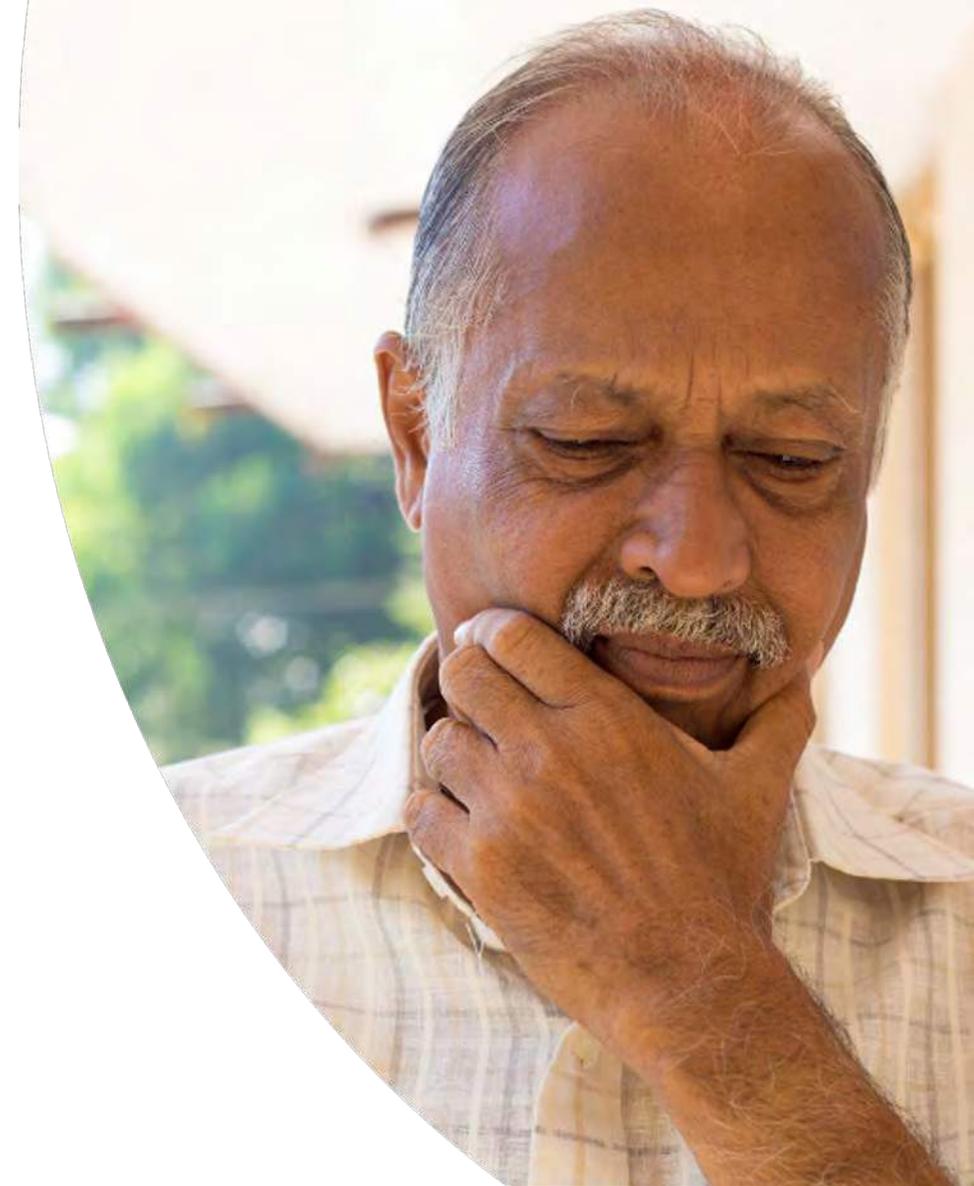
Feel they are living with extreme stress 33%

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Feel their stress has increased over the past five years 48%

# 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





# 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

# 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



# 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



# 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



# 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



# 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)

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1 in 25 live with a serious mental health condition

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42 million deal with an anxiety disorder

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16 million deal with major depression

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Over 6 million are managing bipolar disorder

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# 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

# 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



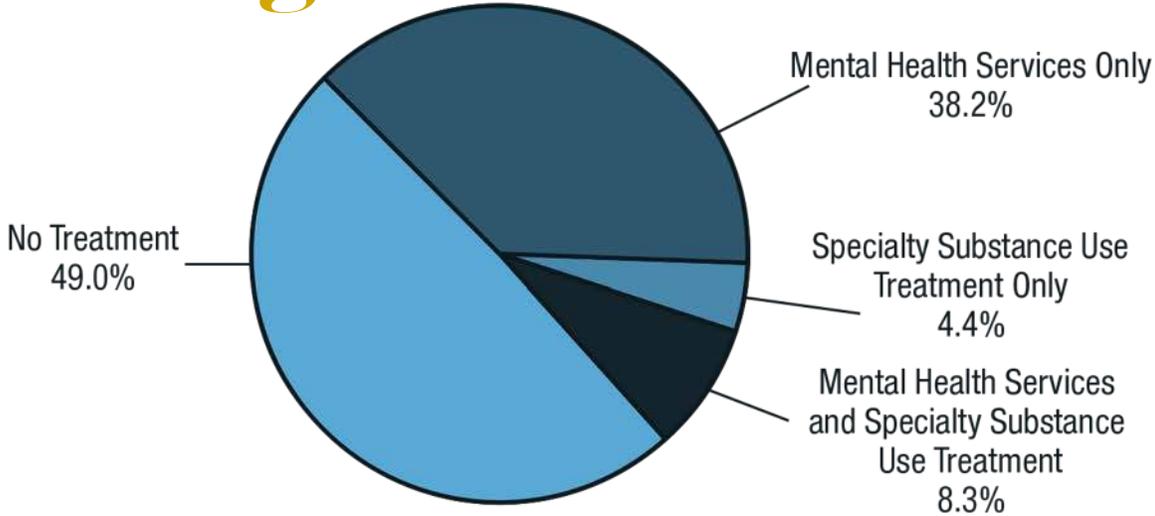
# Dual Diagnosis Statistics\*



\* 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



**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"



# 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](#)





# 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

# ***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**



# *EAP Options*

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



# 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



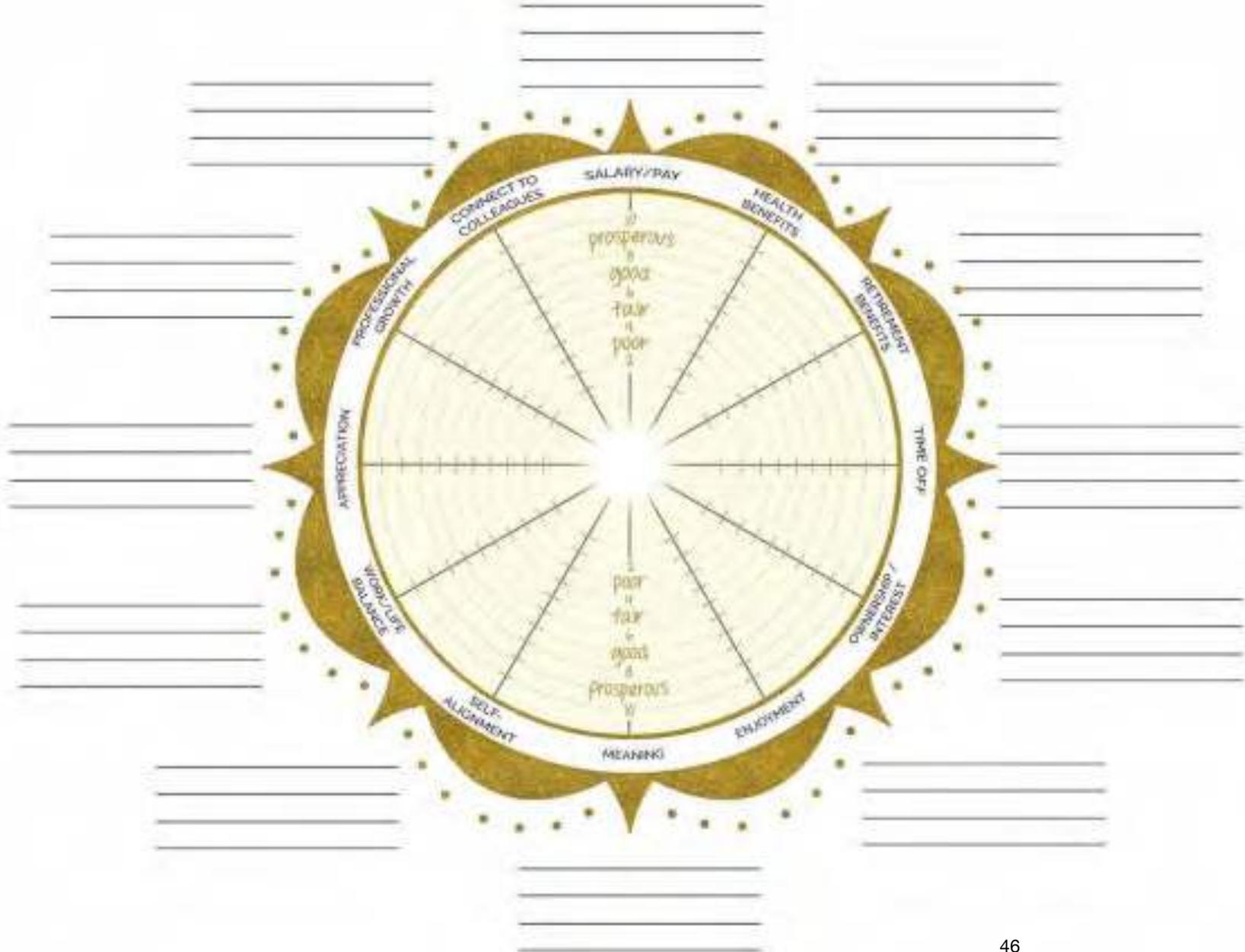
# Work-Life Balance

## Flexibility:

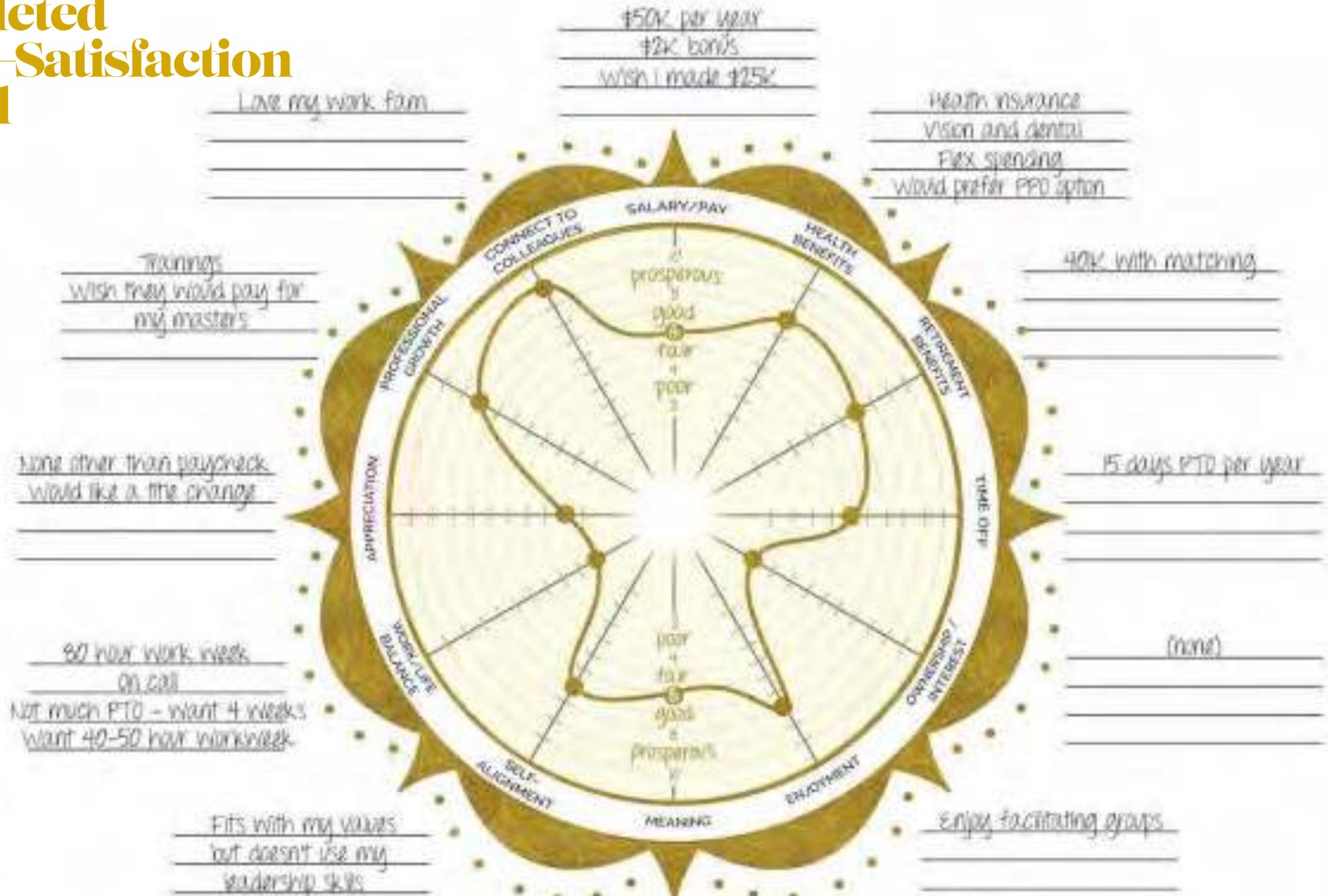
- Scheduling/shifts
- In person/remote work
  - Deadlines
- Support resource
  - What else?



# Work-Satisfaction Wheel



# 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](#)
- [Holisticy.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



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



# 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/>

**Positivity**

**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.**

EPICETETUS



## 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)

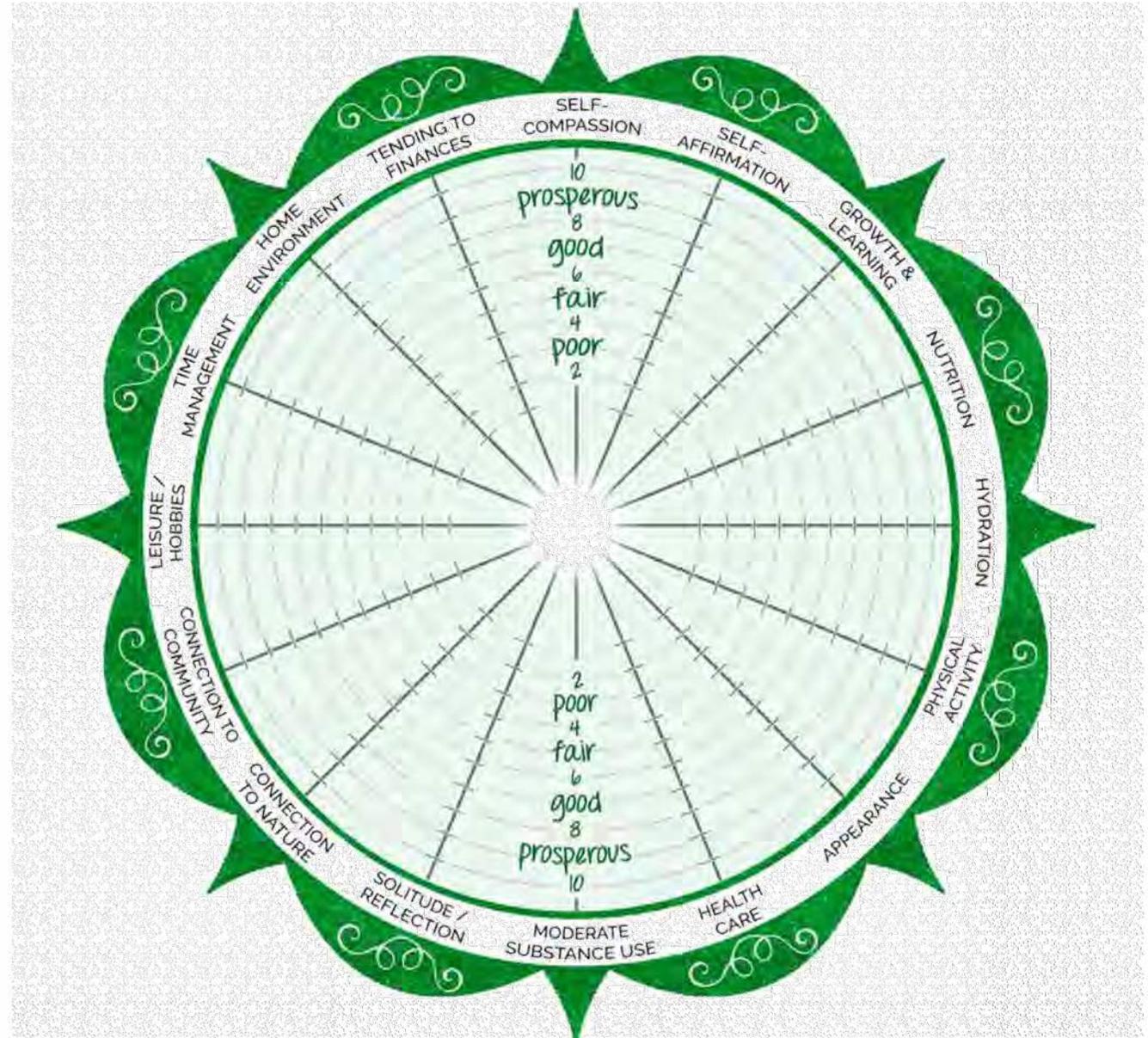


# Detachment Strategies

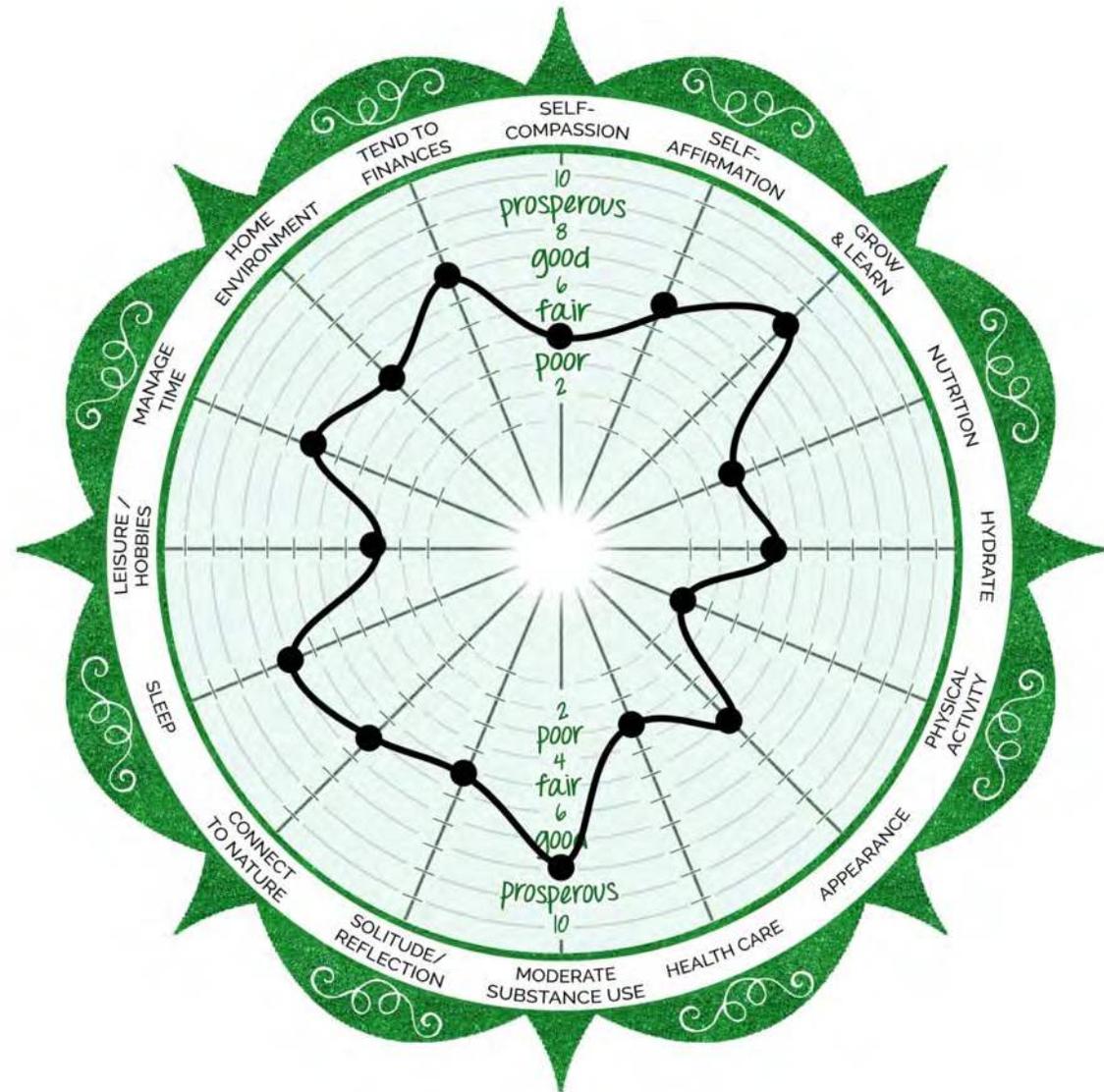
- Visualization of protective barrier
- Lifeguard analogy
- Unhook from conflict
- Compartmentalize
- Zoom out for greater perspective



# Self-Care Wheel



# Sample Completed Self-Care Wheel



# Support

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

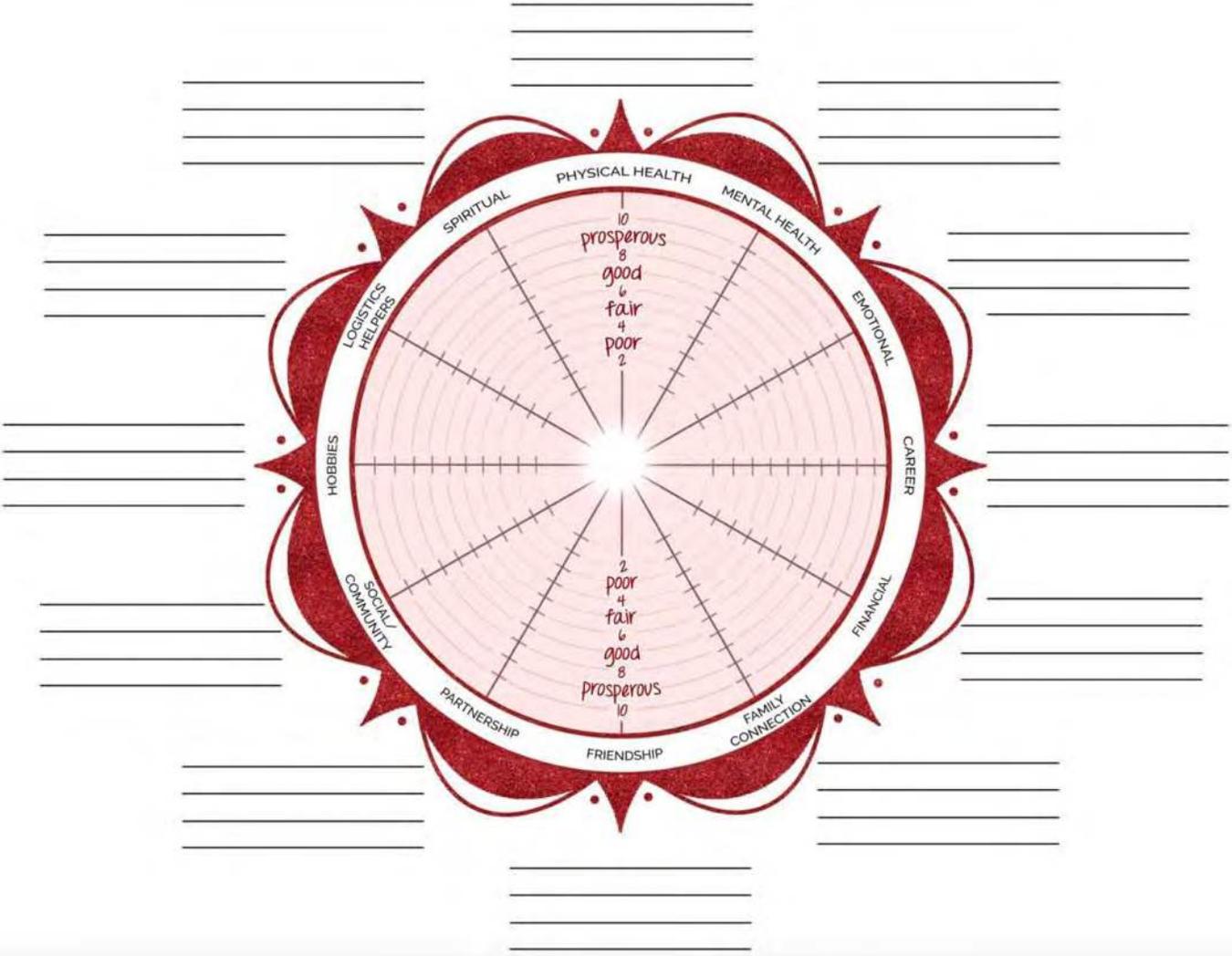
HELEN KELLER



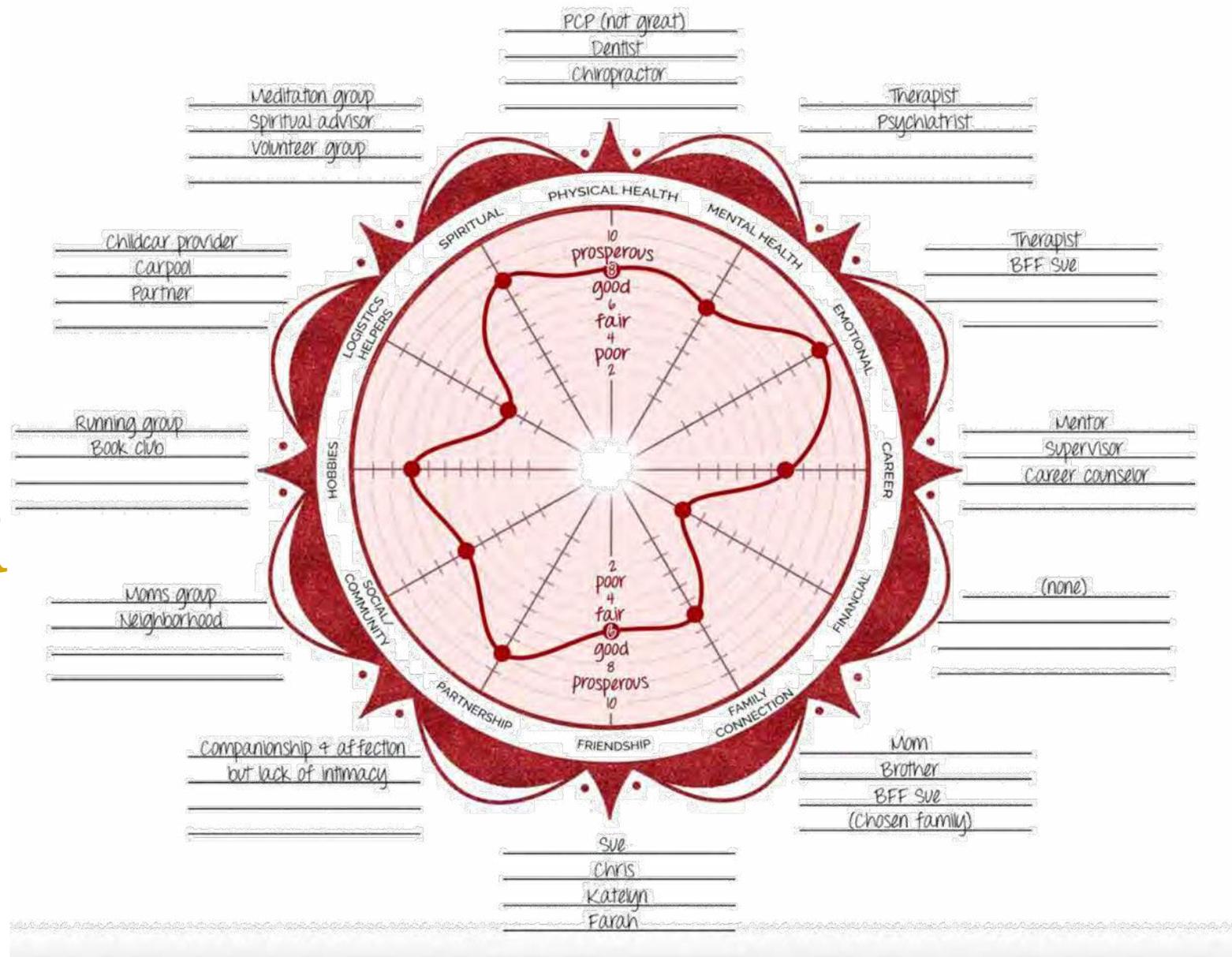
# Barriers to Accessing Support

- 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 of varying thicknesses and colors (white, orange, yellow) is positioned on the left side of the image. In front of the books is a small, white, square-shaped pot containing a green succulent plant with thick, rounded leaves. The background is a white brick wall. The right side of the image features a dark blue background with a white rounded rectangle containing text.

# 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.

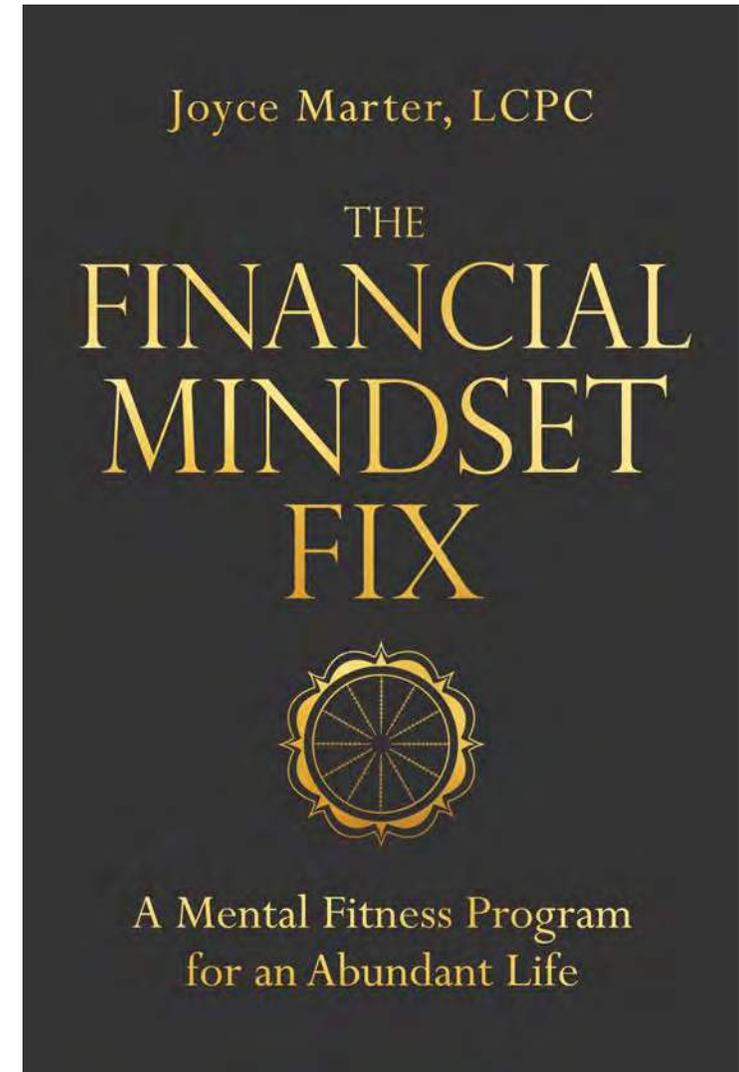


# Meditation Resources

- [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



**Joyce Marter**

Q&A



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# Thank You!

[www.joyce-marter.com](http://www.joyce-marter.com)



Joyce\_Marter



[joyce@joyce-marter.com](mailto:joyce@joyce-marter.com)



Joyce.Marter



Joyce Marter



JoyceMarterLCPC



Joyce Marter

**Joyce Marter**