

A photograph of three diverse professionals in a modern office lounge. A woman with curly hair, wearing a blue blazer and white pants, sits on a wooden bench, smiling and looking towards a man and a woman seated on a yellow armchair. The man, wearing a blue sweater and jeans, is holding a laptop and looking at the woman. The woman, wearing a yellow top and blue blazer, is also holding a laptop and looking at the man. The room has a large window with a view of a city building, a blue vase with a plant, and framed posters on the wall. The text "Mental Health Awareness" is overlaid in large white letters, and "In the Workplace" is overlaid in smaller white letters below it.

Mental Health Awareness

In the Workplace

Resources



SCAN ME

<https://qrco.de/bdCcQf>



Today's Objectives:

- Mental Health Awareness
- Impact of Behavioral Health on the Workplace
- Learn about Mental Health First Aid
- Mindfulness practices and programming
- Tools for mental wellness & collaboration
- Resources for ongoing wellness programming



The Stress Epidemic



AMERICAN
PSYCHOLOGICAL
ASSOCIATION

People who report workplace stress **61%**

Percent of people who regularly experience
physical symptoms caused by stress **77%**

Regularly experience psychological
symptoms caused by stress **73%**

Feel they are living with extreme stress **33%**

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 differently
- Less social support and community
- Dependent care—work-life balance challenges
- Financial fears & stress
- Racial injustice issues coming to the forefront
- Political divide and unrest
- Challenges managing uncertainty and change





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 rates
- Burnout

Reintegration Challenges

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



Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational
- Job/Academic Performance



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





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

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

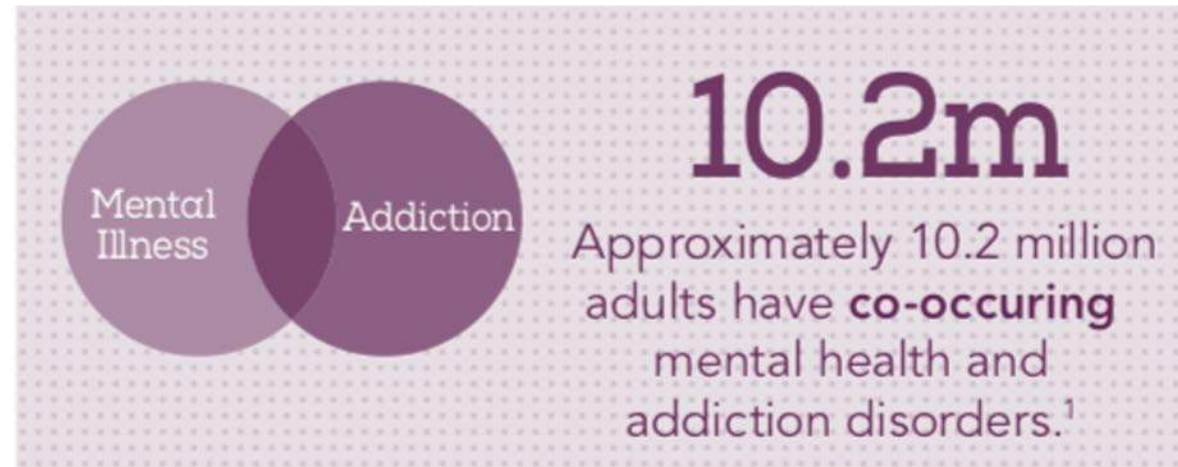
* According to the [National Institute on Drug Abuse](https://www.nida.nih.gov/)

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

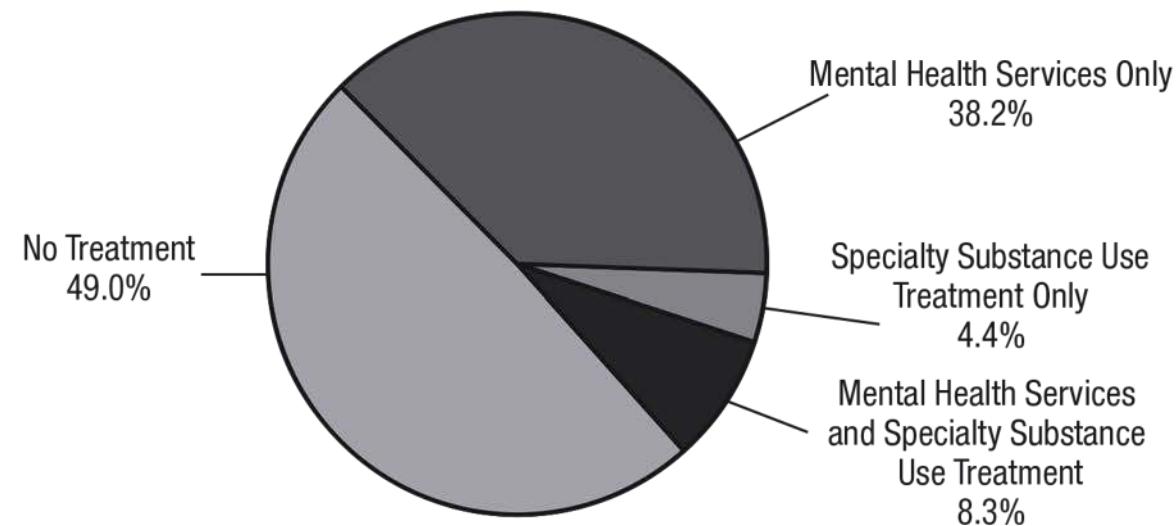


Dual Diagnosis Statistics*



* 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



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

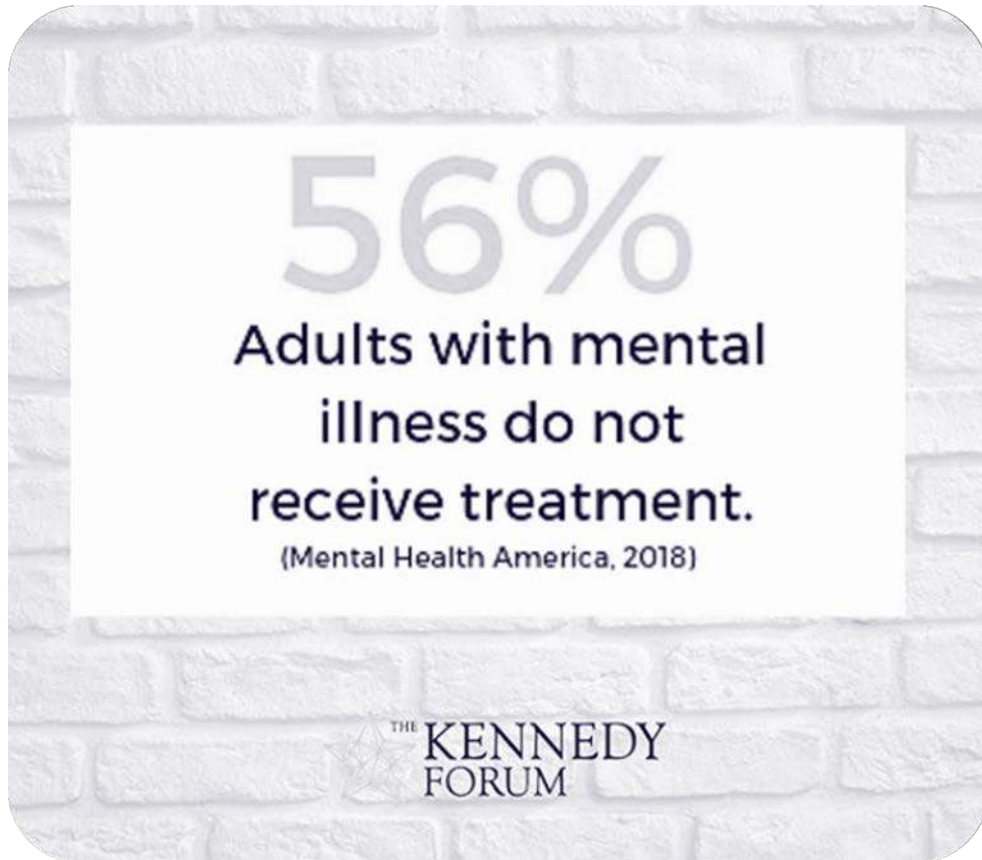
Suicide Prevention

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



Barriers to Care

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



Impact of Unaddressed Behavioral Health Issues on The Workplace

- Low Productivity
- Poor Team Morale
- Absenteeism
- Turnover
- Accidents/Injury
- Healthcare Costs



Promote Mental Fitness in the Workplace as Supervisors

- Promote work/life balance
- Set realistic performance expectations
- Collaborate with HR
- Create a collaborative, positive team environment
- Reduce stigma--be mindful of language related to mental health & addiction—be a vulnerable/authentic role model
- Learn Mental Health First Aid



What is Mental Health First Aid?

- Help offered to a person developing a mental health problem or experiencing a mental health crisis
- Given until appropriate treatment and support are received or until the crisis resolves
- Not a substitute for counseling, medical care, peer support, or treatment



Why Mental Health First Aid?

- Mental health problems are common
- Stigma is associated with mental health problems
- Professional help is not always on hand
- Individuals with mental health problems often do not seek help
- Many people are not well informed about mental health problems
- They do not know how to respond



Applying Mental Health First Aid for Crises

- Stress, overwhelm & burnout
- Anxiety
- Depression
- Trauma
- Substance abuse
- Anger management or aggressive behavior



Before Addressing Mental Health Concerns with Staff

- Consult HR if time permits
- Ground yourself through deep breathing
- Be present—shut off distractions
- Create a safe and confidential space
- Plan for adequate time
- Be mindful of your facial expressions, body language and tone



Mental Health First Aid Action Plan

- **A**ssess for mental health issues, risk of suicide or harm
- **L**isten non-judgmentally
- **G**ive reassurance and information
- **E**ncourage appropriate professional help
- **E**ncourage self-help and other support strategies





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
- Practice empathy
- Ask for what they need



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](#)

Reminder to Pay Attention to Language

- Ask, “What happened?” or “How are you feeling?” instead of “What's wrong with you?”
- Say, “It's understandable you feel overwhelmed” instead of, “You shouldn't feel that way.”



Possible Questions to Ask To Assess Risk of Suicide

- Are you having thoughts about hurting yourself or somebody else?
- Are you having thoughts of killing yourself or somebody else?
- Do you have a plan? If so, what is it?
- Have you decided when you would do it?
- Have you collected the items you would need to carry out your plan?
- Have you been using alcohol or other drugs?
- Have you made a suicide attempt in the past?

Review: Steps to Address Employee Mental Health Issues

- Act swiftly, don't delay or minimize, enable or go into denial
- Express care & concern, not criticism
- Practice active listening & empathy
- Focus on specific behaviors, not character or personality
- Avoid labeling or diagnosing
- Get consultation & support from HR
- Document (factual, objective, clear)
- Respect confidentiality



EAP Will Assess Level of Care

- In-Patient / Detox
- Residential
- Partial Hospitalization / Day Treatment
- Intensive Outpatient Treatment
- Outpatient Treatment
 - Counseling: Therapist Directories like [Psychology Today](#)
 - Support Groups
 - [Medication Assisted Therapy \(MAT\)](#)
 - Telehealth services



In Case of Imminent Risk

- Contact a family member
- Send employee to local ER
- Call 911
- Duty to warn if there is homicidal ideation
- Err on the side of caution



Other EAP Services for Supervisors & Leadership

- Critical Incident Stress Debriefings
- Workplace Wellness Events
- Educational Training
- Employee Resource Group (ERG) Programs
- Accountability Groups
- Drug-Free Workplace Programming



Suggestions for Leaders/ Supervisors

- Take care of your own mental health
- Practice self-care
- Be aware of your emotional process (EQ)
- Do not enable, collude or go into denial
- Maintain good boundaries with detachment
- Document (factual, objective, clear)
- Get consultation & support



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



Stigma

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





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

Break the Stigma: Language Matters

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



Mental Health Heroes



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



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 a Collaborative Culture

- Connect with your team
- Welcome new team members
- Conduct personal check-ins
- Create a collaborative, team environment
 - Games, contests, polls, breakout rooms, encouraging discussion
- Give and receive support—be specific with asks



Promote Psychological Safety in the Workplace

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



“

Acceptance
**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
- The Pandemic

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
- Noticing our thoughts and feelings without judging them
- Allows us to respond, rather than react



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: 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

Mindfulness in the Workplace

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



Mindfulness & Work Research



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



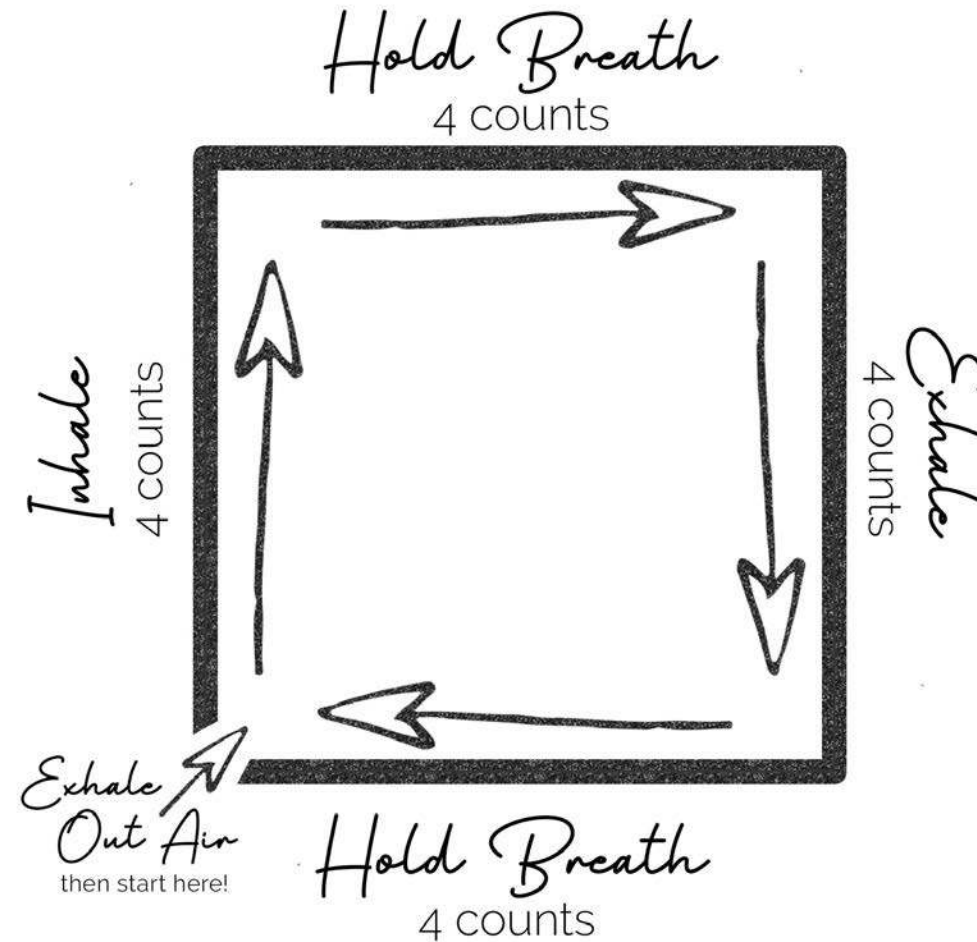
Emotional Exhaustion
Cognitive Rigidity
Intention to leave
Multi-tasking
Sick Days
Stress

Strategies to Increase 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



Square Breathing



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



“

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)



Detachment Strategies

- Visualization of protective barrier
- Unhook from conflict
- Drop your end of the rope
- The Container Exercise
- Zoom out for greater perspective
- Lifeguard analogy



Zoom Fatigue

Prevention Tips

- Set boundaries with others about distractions
- Use nature as a Zoom antidote
- Practice mini-mindfulness & self-practices between sessions
- Schedule breaks
- Diversify work
 - Have fun



Zoom Fatigue

Prevention Tips

- Control your environment
 - Change it up
- Increase your comfort
 - Self-care during sessions
- Hide your video
- Try standing sessions
- Have an unplugged day each week
- Schedule with intention of balance



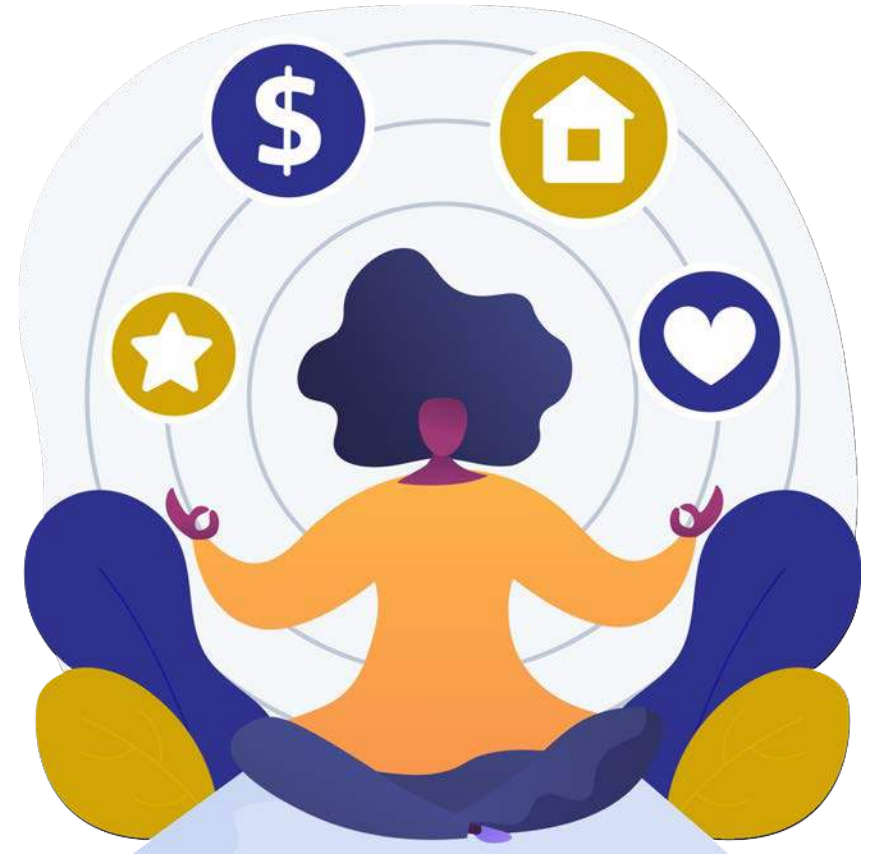
Prioritize Your Own Well-Being

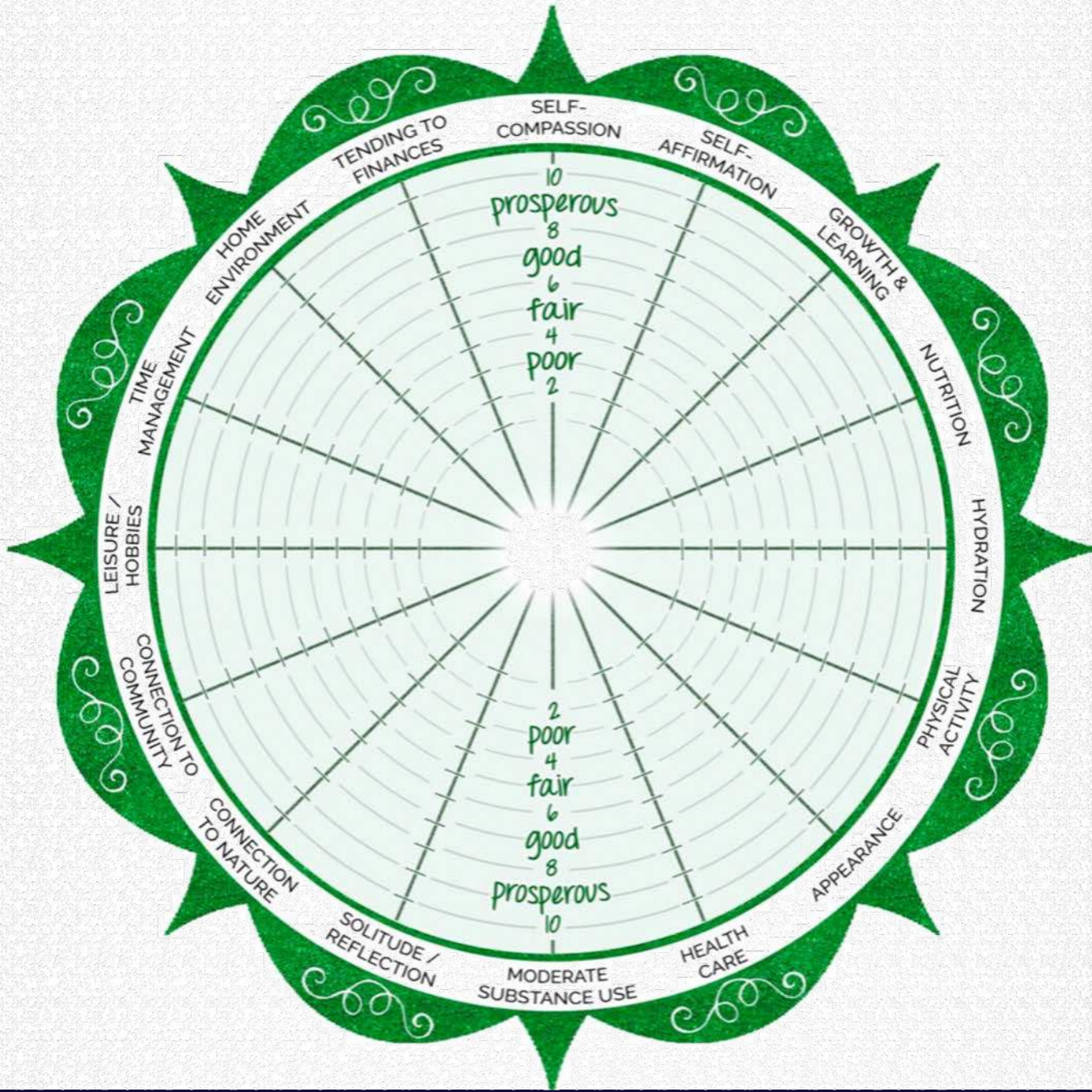
- Practice self-care
- Set healthy limits and boundaries with assertive communication



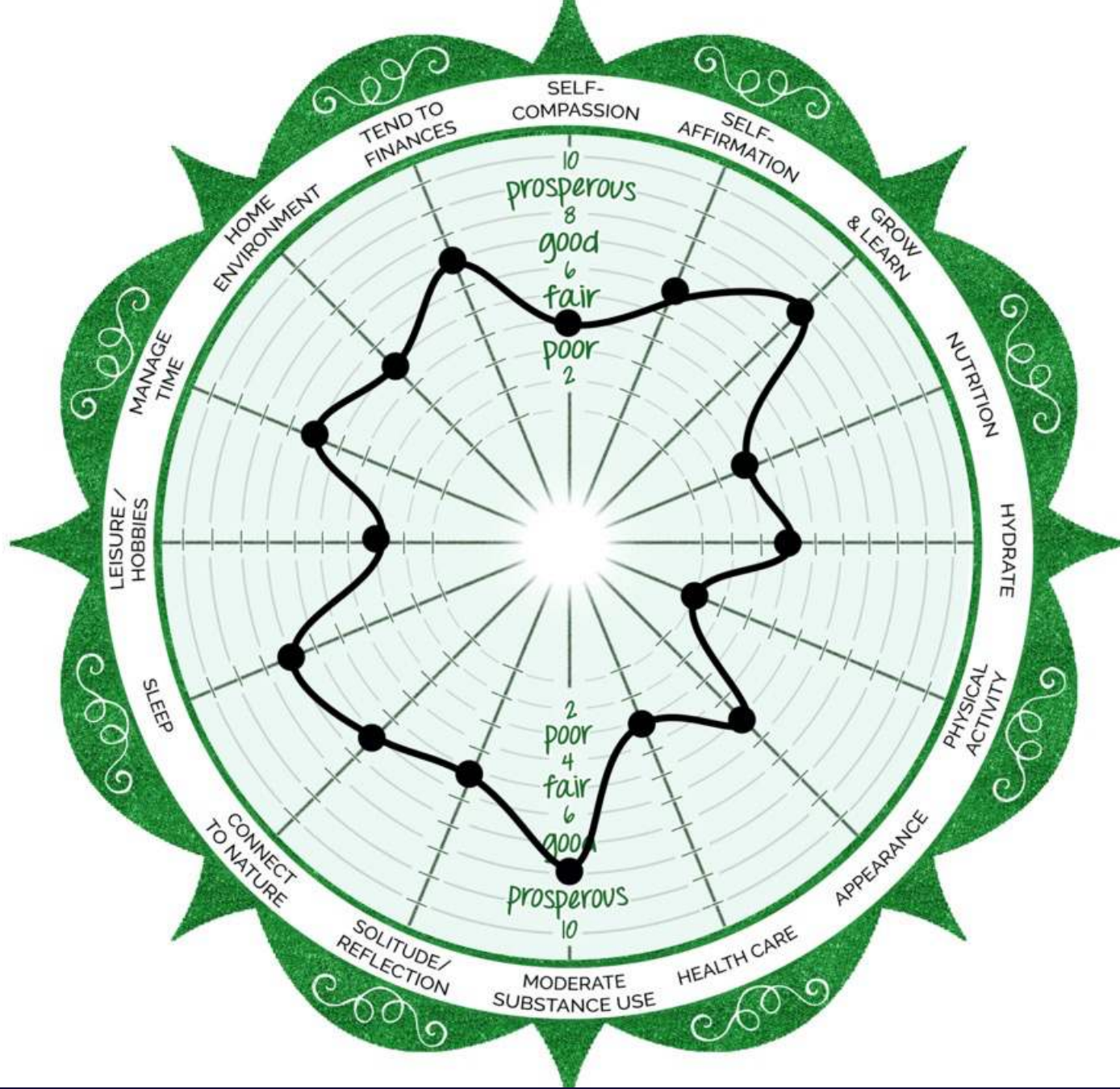
Practice Self-Compassion

- Honor your feelings
- Don't judge or ignore your feelings
- Practice self-forgiveness
- Honor your personal priorities
- Keep asking, "Am I making the choices I want?"





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

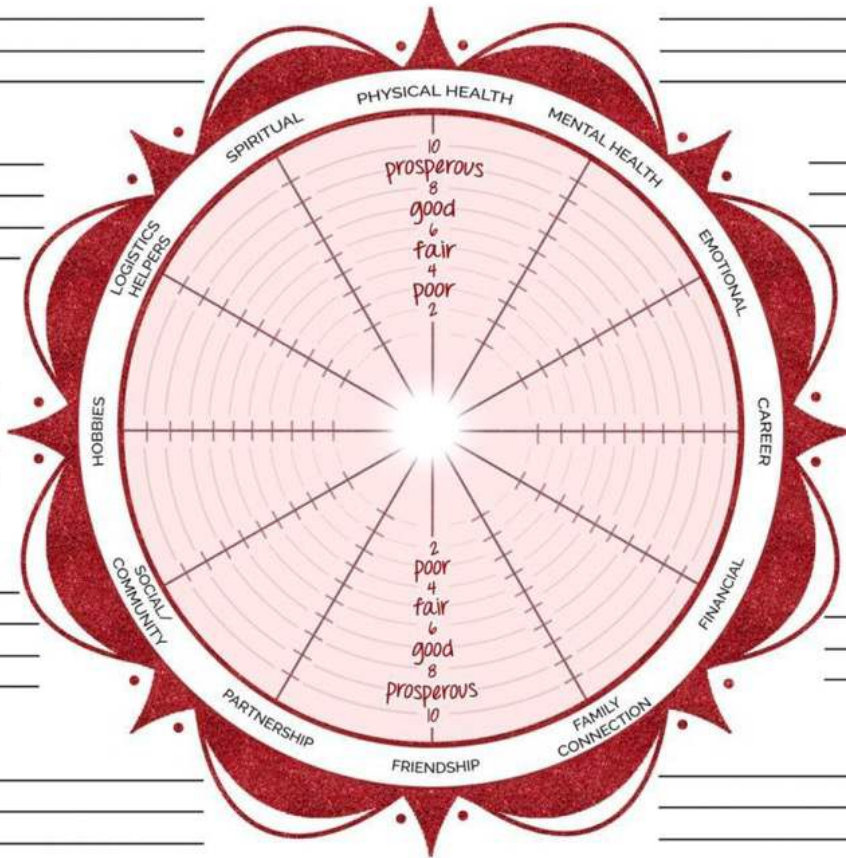
Loss of power and control
(ego)

Loss of credit (ego)

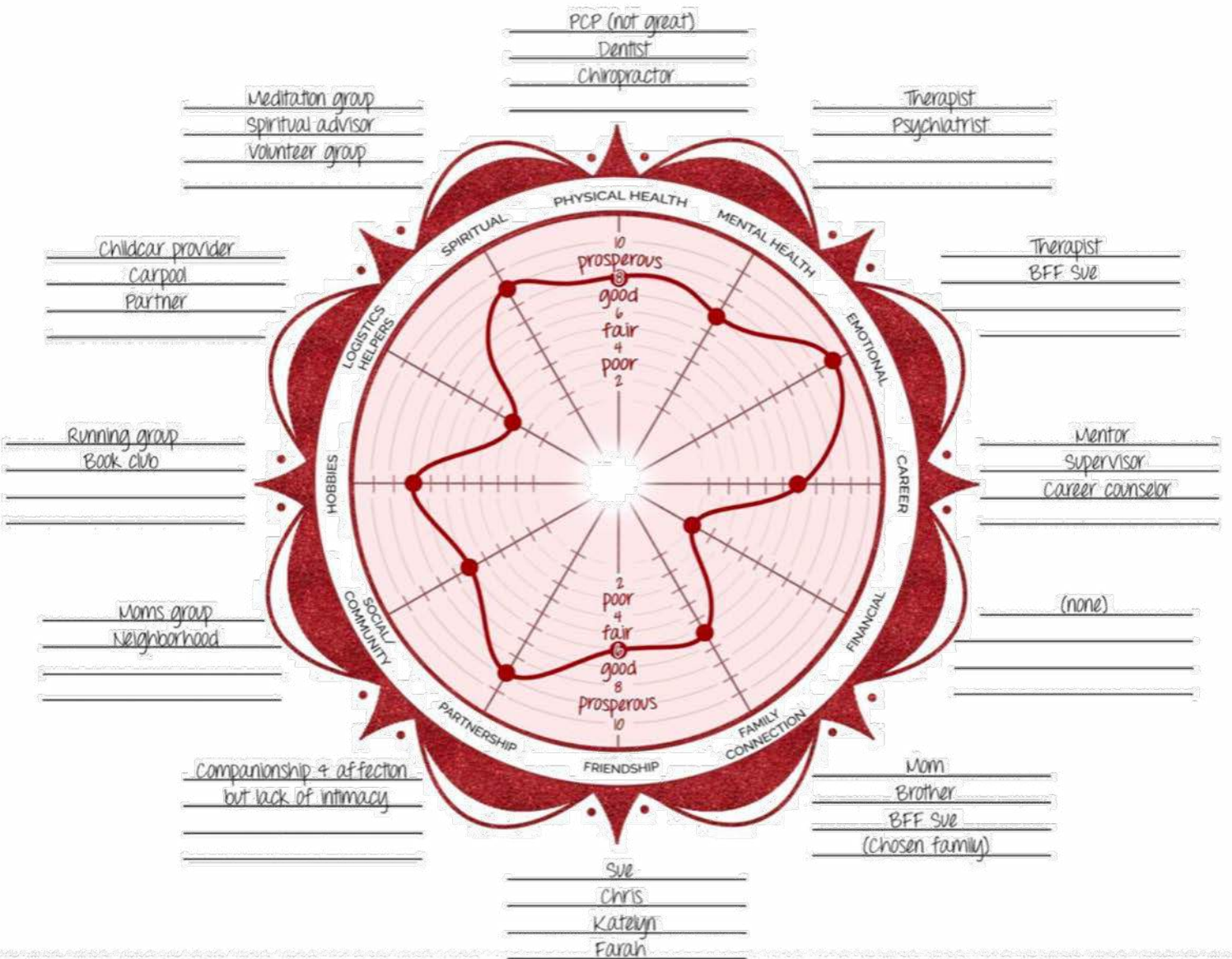
Early life messages

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
- Access community
- Utilize teletherapy



“
Resilience

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

EKHART TOLLE
”







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



Utilize Your Benefits

- PTO
- Sick benefits & FMLA for time as needed
- Insurance Benefits (Mental Health Parity Law)
- Flex Spending/Health Savings Accounts
- Employee Assistance Program (EAP)



Wellness Benefits:

EAP & Work/Life Services:

<https://mn.gov/mmb/segip/health-and-wellbeing/eap/work-life-services.jsp>



Joyce Marter

Free Self Test Tools

- psychologytoday.com/us/tests
- psychcentral.com/quizzes/



Meditation Resources

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



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](#)



Joyce Marter

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.

Resources

- **Mental Health First Aid:** <https://www.mentalhealthfirstaid.org>
- **The American Psychiatric Association Foundation Center for Workplace Mental Health's Right Direction Program:**
<http://www.workplacementalhealth.org/Employer-Resources/Right-Direction>
- **The Bridge Between Suicide and Life:**
https://www.ted.com/talks/kevin_briggs_the_bridge_between_suicide_and_life

Support Resources

- Having a conversation: discussing mental health in the workplace-- Sarah's story https://www.youtube.com/watch?v=Vng_gDGNnRE
- Getting comfortable talking about mental health at work: <https://www.bakersfield.com/kern-business-journal/get-comfortable-talking-about-mental-health-at-work/article%2062c6bf86-c035-5eef-8a99-58fa1cb19027.html>
- Why Employers Need to Talk About Mental Illness in the Workplace: <https://namipierce.org/why-employers-need-to-talk-about-mental-illness-in-the-workplace/>

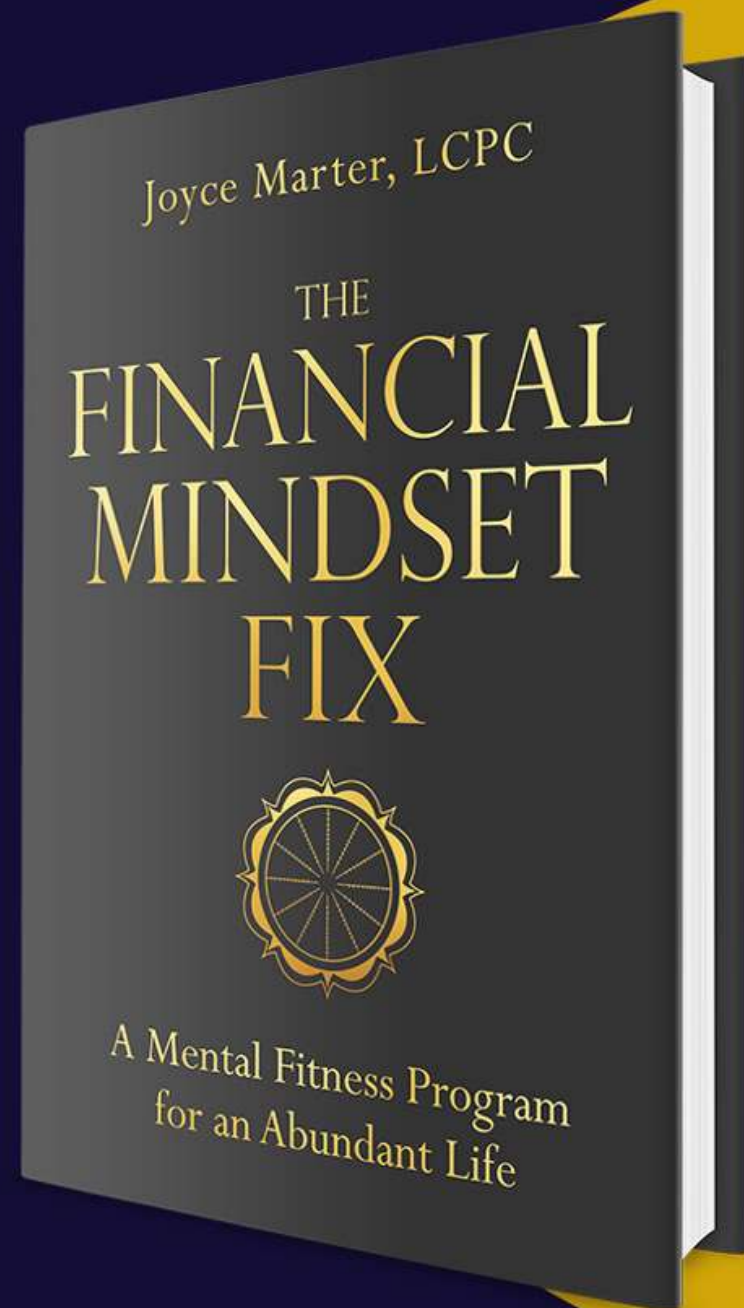
Support Resources

- Empathy vs. Sympathy:
<https://www.psychologytoday.com/us/blog/hide-and-seek/201505/empathy-vs-sympathy>
- Mental health at work—creating a stigma-free culture:
<https://business.kaiserpermanente.org/insights/mental-health-workplace/supporting-mental-health>
- Review your Drug-Free Workplace Policy

**Open yourself up to
a life of greater
prosperity, joy,
and happiness**

ORDER YOUR COPY OF THE
FINANCIAL MINDSET FIX TODAY!

Joyce Marter



KEEP (doing)	START (doing)	STOP (doing)



**What are
you going
to do now?**



Thank You!

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