



Wellbeing Awareness Handout



greencross
GLOBAL

Mental Health

What is Mental Health?

Mental Health is part of our overall health, there is no health without mental health.

Our mental health is fluid and can change over time, impacted by negative triggers which can result in psychological, behavioural and physical effects.



Triggers can be both individual and environmental:

Individual triggers:

- Relationships, at home and in work
- Finances
- Stress
- Isolation
- Life events
- Work

Environmental Triggers:

- Access to services
- Community
- Unemployment
- Inequality
- Housing



We can measure our mental health by asking:

- How are we feeling, thinking, and behaving?
- How is our self-esteem or confidence?
- What impacts are life's ups and downs having?
- Are we stressed and how are we reacting to it?
- How are we feeling about ourselves, our aspirations and our life in general?

Definition

The World Health Organisation in 2014 stated that mental health was defined as:

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



The definition mentions potential, working productively and fruitfully and about making a contribution and links to the Equality Act 2010.

If mental health impacts a year of your life it could be classed as a disability and therefore protected under this legislation.

Regardless of the state of a colleague's mental health, everyone should be treated equally and each employee has the right to contribute.



Signs of a decline in mental health:

- Feelings of anger, guilt or worthlessness
- Withdraw
- Sleep disturbance
- Change in body language and appearance
- Break down in relationships
- Increased use of Alcohol and Drugs
- Self harm

Within the workplace we may notice:

- Discipline issues
- Client dissatisfaction
- Absenteeism/Presenteesim
- Missed targets
- Safety issues

Approach

Assess Safety

- Is it safe for you, them and anyone else

Time

- When is an appropriate time to talk
- Do I have time now, if not set a time

"I'm glad you came to talk to me, you deserve support but I have a meeting to attend. Can we arrange a catch-up this afternoon and I can give you all the time you need if that's ok?"



Body language

- Open and neutral stance, avoiding crossing arms and legs
- Sit next to the person, if possible
- Appropriate eye contact and head nods
- Act calm and focus on them



Place/Platform

- Virtual or face-to-face, if virtually set a plan if the connection is lost
- In the workplace or a neutral location, if in the workplace avoid sitting behind a desk

Distractions

- Turn mobiles off
- Close down laptops if in an office



Opening conversation



Opening lines

- "Are you ok?"
- "How are you, really?"
- "I've noticed you haven't been yourself recently, is everything ok?"
- "Is there anything you'd like to chat about? I'm always here to listen"
- "Would you like to go for a walk and talk?"
- "Is there anything on your mind that you would like to talk about?"

Exploring language

- "How long have you been feeling this way?"
- "What do you think might have caused you to feel this way?"
- "Have you spoken to anyone else about this?"
- "Are you thinking about xxx?"
- "Is there anything else happening for you at the moment that you would like to talk about?"
- "Is there anything I can do to help you?"
- "What would make this situation better for you?"
- "What can we change that would make life better for you?"
- "What are you most looking forward to at the moment?"



If what they are saying impacts you, be open and honest:

- *"You deserve support and help but I don't think it can come from me, shall we work together to find you that support?"*

Listen



- Actively listen, non judgmentally
- Person-focused, their thoughts and feelings, not ours
- Show empathy not sympathy
- Do not interrupt someone when they are talking
- Allow for silences

Seek to understand before we
seek to be understood

Confirm understanding by clarifying what has been said:

- "So you say you feel like xxx and it's impacting you like xxx, is that right?"

Validate thoughts with words like:

- "It's understandable" and "It sounds like there is a lot going on"
- "I'm so glad you talked to me, thank you" "You should be proud for talking to me today"
- "You deserve support and I am here to listen"
- "You are a valued member of the team"



Support

Do not give advice, try rephrasing to:

- "Have you thought about going to talk to a doctor/EAP, how do you feel about that?"
- "Who and what can I tell others?"
- "What does help and support look like to you?"
- "What do you want to do now?"
- "How do you feel now we have talked, do you think it was of help?"



Do not give advice as we are not professionals , try rephrasing to:

- *"Have you thought about going to talk to a doctor/EAP, how do you feel about that?"*



- GP
- Talking therapies
- EAP - Bupa Healthy Minds
- Work colleague or Line manager
- HR
- Charities
- Family and Community

Support



- Create an action plan on 1 to 1
- Employee concerns - Issues?
- Impact on work - How affects work?
- Suggested solutions - What could solve it?
- Action Agreed - what has been agreed upon and why?
- Review - Date to meet again



Managing the rest of the team:

- The team may respond to behaviour, reasonable adjustment made and extra workload
- Confidentiality, discuss with individuals who can be told what
- Identify work issues that could affect all
- Create an environment where staff can air concerns



Awareness & Wellbeing



- Promote that recovery is possible
- Needs commitment from all including the workplace, family and friends but most importantly themselves
- Raise awareness further by education and training for all, managers, first aiders and general awareness session
- People talking about their mental health can be inspiring and empowering

Hold on, pain ends



Wellbeing

- Physical - Sleep, stretching, walking, diet
- Emotional - Forgiveness, compassion
- Social - Boundaries, support systems, positive social media, communication
- Spiritual - Beliefs, meditation, connection
- Personal - Hobbies, emotional literacy, honouring yourself
- Financial - Savings, budgets, bills
- Work - Time Management, work life balance, positive workplace, continued learning



Additional resources:

Videos



Green Cross Global would like to wish you every success in your journey, be reassured that we are here to support you.

Below are some additional resources for your information

Videos:

<https://www.youtube.com/watch?v=1Evwgu369Jw>

Brene Brown – Empathy versus Sympathy

<https://www.youtube.com/watch?v=-4EDhdAHrOg&t=19s>

It's not about the Nail

<https://www.youtube.com/watch?v=WcSUs9iZv-g>

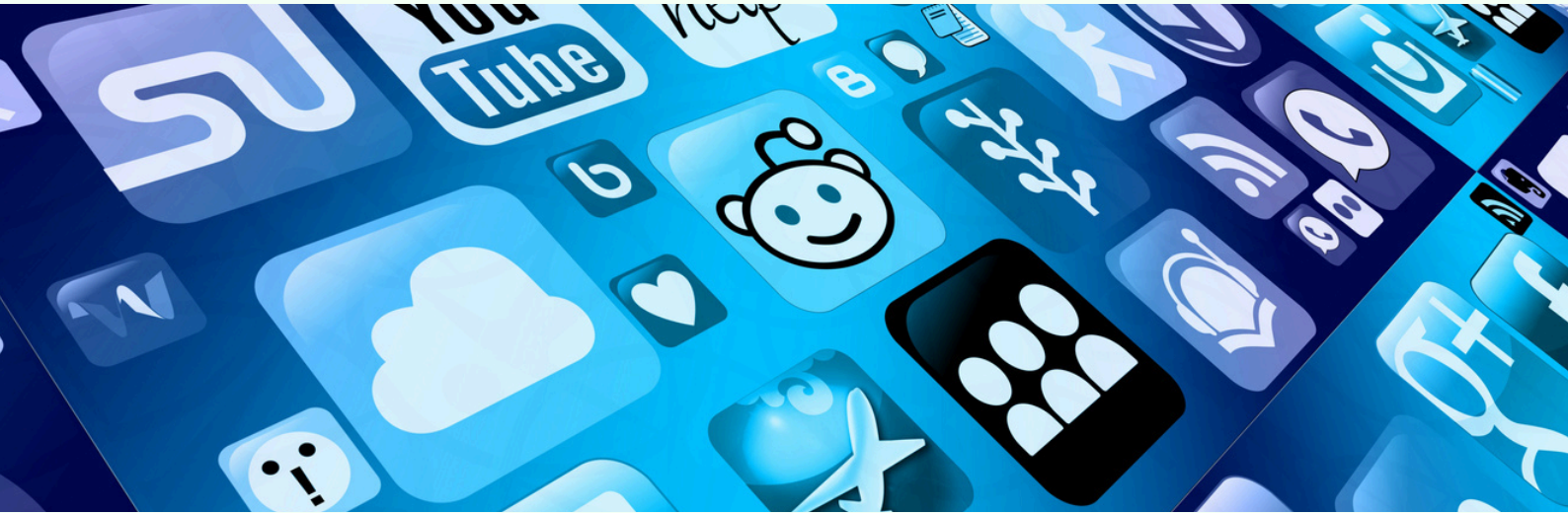
Kevin Hines, Golden Gate Bridge Survivor

https://www.youtube.com/watch?v=Vn9_gDGNnRE

Having a conversation: discussing mental health in the workplace - Sarah's story (Great line management exercise)

Additional resources:

Apps



www.hubofhope.co.uk

Hub Of Hope – Mental Health Services in your area

www.lighthouseclub.org/get-help-now

Lighthouse Club Wellbeing App – Construction industry focussed, but some great tools

www.sanvello.com

Sanvello – Anxiety App

www.thewhatsupapp.co.uk

What's Up – Anxiety App , CBT

www.headspace.com

Headspace – Mindfulness and meditation

www.prevent-suicide.org.uk/find-help-now/stay-alive-app

Stay Alive App – Suicide Prevention

www.calmharm.co.uk

Calm Harm – Self Harm DBT (Dialectical Behaviour Therapy)

www.apps.apple.com/gb/app/beat-panic/id452656397

Beat Panic – Panic Attack control App

www.kooth.com

Online platform for children and young people

Additional resources:

Documents



MHFA England – Line Managers resource

https://cdn.mentalhealthatwork.org.uk/wp-content/uploads/2018/07/05111111/line_managers_resource.pdf

NICE Workplace Health: Management

Practices <https://www.nice.org.uk/guidance/ng13/resources/workplace-health-management-practices-pdf-1837269751237>

Toolkit for Mental Health Support

<https://www.bitc.org.uk/toolkit/mental-health-for-employers-toolkit/>

HSE Stress Risk Assessment

<https://www.hse.gov.uk/stress/risk-assessment.htm>

Mind Wellness Action Plan

<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/employer-resources/wellness-action-plan-download/>

Rethink Reasonable Adjustment

https://www.rethink.org/advice-and-information/living-with-mental-illness/wellbeing-physical-health/reasonable-adjustments-at-work/?gclid=CjwKCAiAl4WABhAJEiwATUnEF3eNHRvNriil9HoW_N2XeNs4GlyO0j1Z82v5YHebStDuybV9nvccgxoCxAMQAvD_BwE

Additional resources: Signposting



www.mind.org.uk/

Mind – information about Mental Health, Support, Legal rights

www.mhfaengland.org

Mental Health First Aid England. The accredited Mental Health First Aider program, also has a wealth of resources to use and download for your teams

www.mentalhealth.org.uk

Mental Health Foundation – Content and support around your own mental health and more importantly prevention

www.anxietyuk.org.uk

Charity and membership program for sufferers of Anxiety disorders

www.rethink.org

Mental Illness and support

www.bipolaruk.org

Support for sufferers of Bipolar and newly diagnosed individuals.

www.thecalmzone.net

The Campaign Against Living Miserably is a suicide prevention charity

Additional resources:

Signposting



www.beateatingdisorders.org.uk

Website with lots of information and support around eating disorders

www.samaritans.org

The Support helpline: 116 123 email: Jo@samaritans.org

The Samaritans

www.nshn.co.uk

National self harm network

www.cruse.org.uk

Bereavement services and grief counselling

www.youngminds.org.uk

UK's leading charity fighting for children and young people's mental health

www.nationaldahelpline.org.uk

Domestic abuse helpline 0808 2000 247 24/7, online 3pm -10pm

www.relate.org.uk

Relationship Counselling for individual, young people and couples, Family, Mediation and Sex Therapy. phone, email and Live Chat counselling

Additional resources:

Signposting



www.citizensadvice.org.uk

Network of charities offers confidential advice online, over the phone, and in person, for free

www.nhs.uk/oneyou/every-mind-matters

Advice and practical tips to help you look after your mental health and wellbeing, 5 question plan

www.drinkaware.co.uk

Independent charity working to reduce alcohol misuse and harm. Website includes free drink trackers and tools to assess your own drinking levels

www.iapt.nhs.uk

Improving Access to Psychological Therapies is the NHS programme supporting NICE guidelines recommending talking therapies

www.combatstress.org.uk

UK leading veterans mental health charity providing treatment and support services for all ex service personnel. Helpline, community support and dedicated treatment centres

Shout 85258

Free, anonymous text messaging service



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