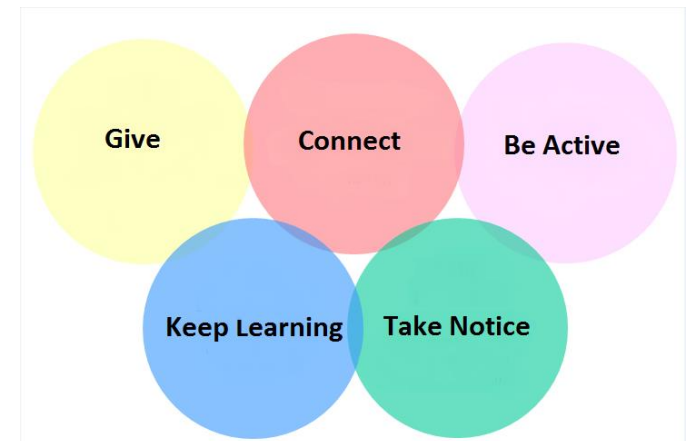# Supporting employee wellbeing

Laura Humphreys - People Development Advisor
A. Javier G.M. - Health, Safety & Wellbeing Manager

Introductions

- Name / Role

- Had any Mental Health / Stress Management Training?

Aim & Objectives

Aim

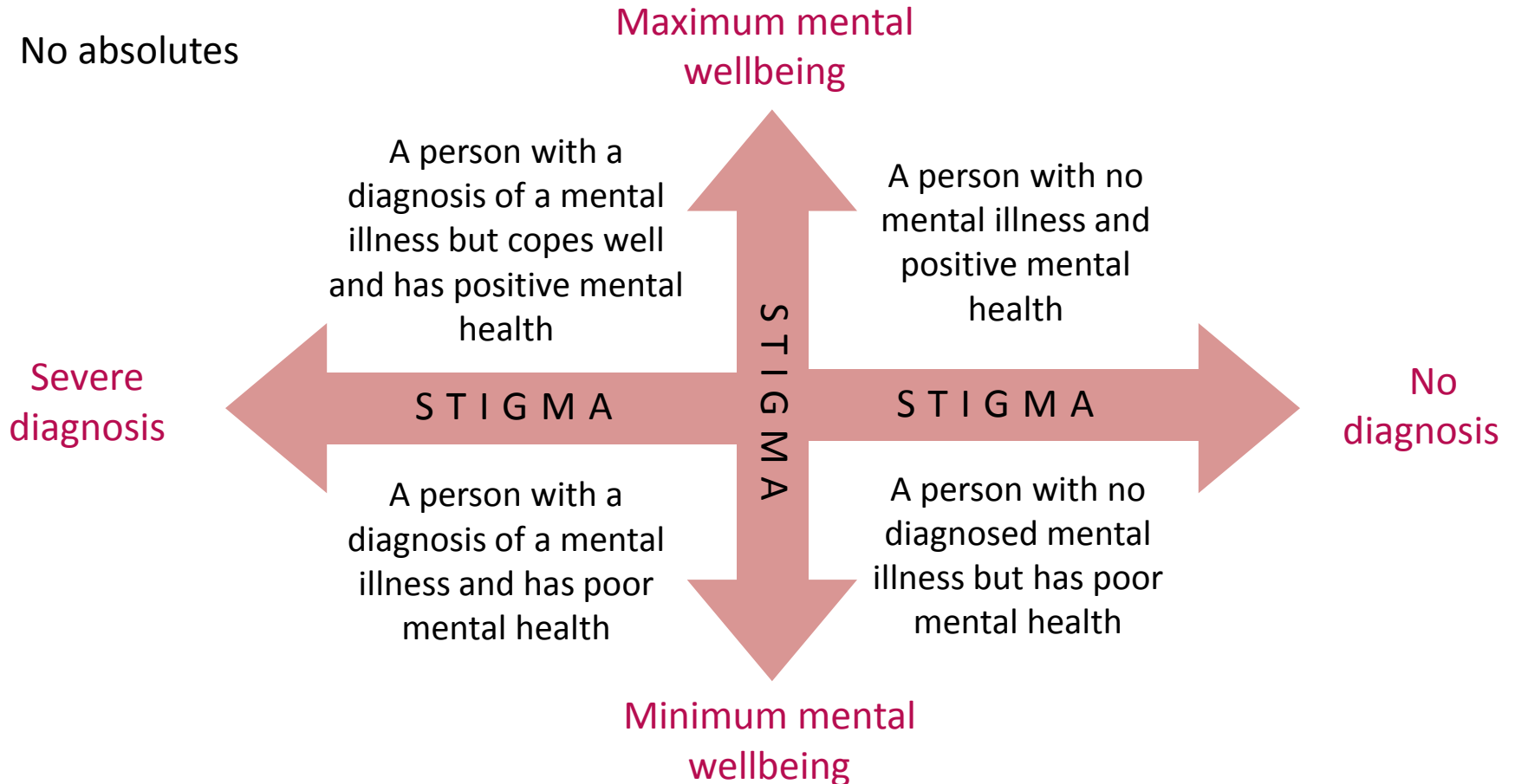To provide you with an awareness of wellbeing (psychological) and how to support yourself and others.

Session Outcomes

- Be aware of what may influence people's wellbeing
- Describe the resources available to you to manage the wellbeing of individuals and teams
- Understand why it is important to promote a culture of health and wellbeing
- Have some self-care strategies in place for your own wellbeing

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What does the term 'mental health' mean to you?

Mental health is part of our overall health – a good barometer for the quality of our mental health is shown by:

- How we feel, think, and behave
- How we cope with the ups and downs of everyday life
- How we feel about ourselves and our life
- How we deal with negative things that happen in our life
- How stress affects us

- We all have mental health
- There is no health without mental health

mhfa mental health first aid england

No absolutes

Maximum mental wellbeing

A person with a diagnosis of a mental illness but copes well and has positive mental health

A person with no mental illness and positive mental health

Severe diagnosis

S T I G M A

S T I G M A

S T I G M A

No diagnosis

A person with a diagnosis of a mental illness and has poor mental health

A person with no diagnosed mental illness but has poor mental health
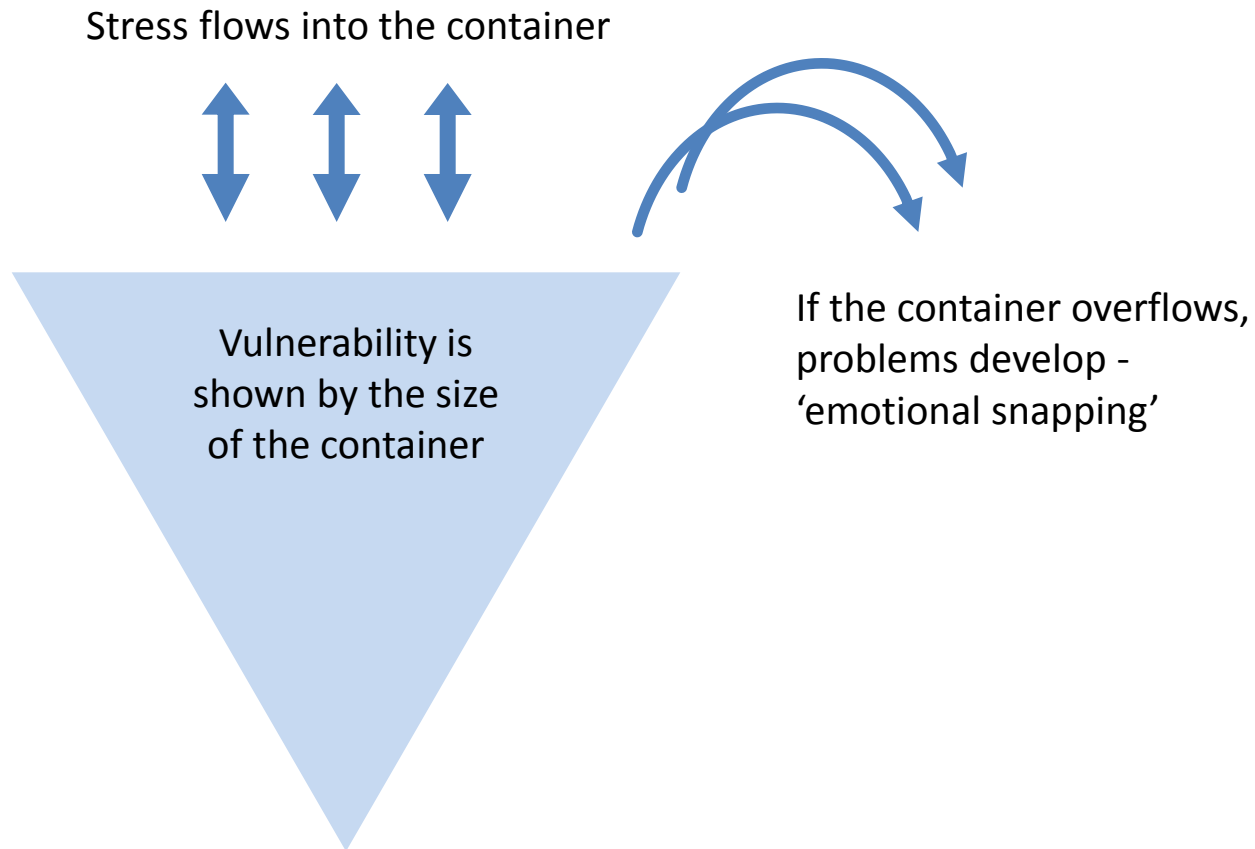
Minimum mental wellbeing

People are plotted all over this spectrum - you may be able to support them
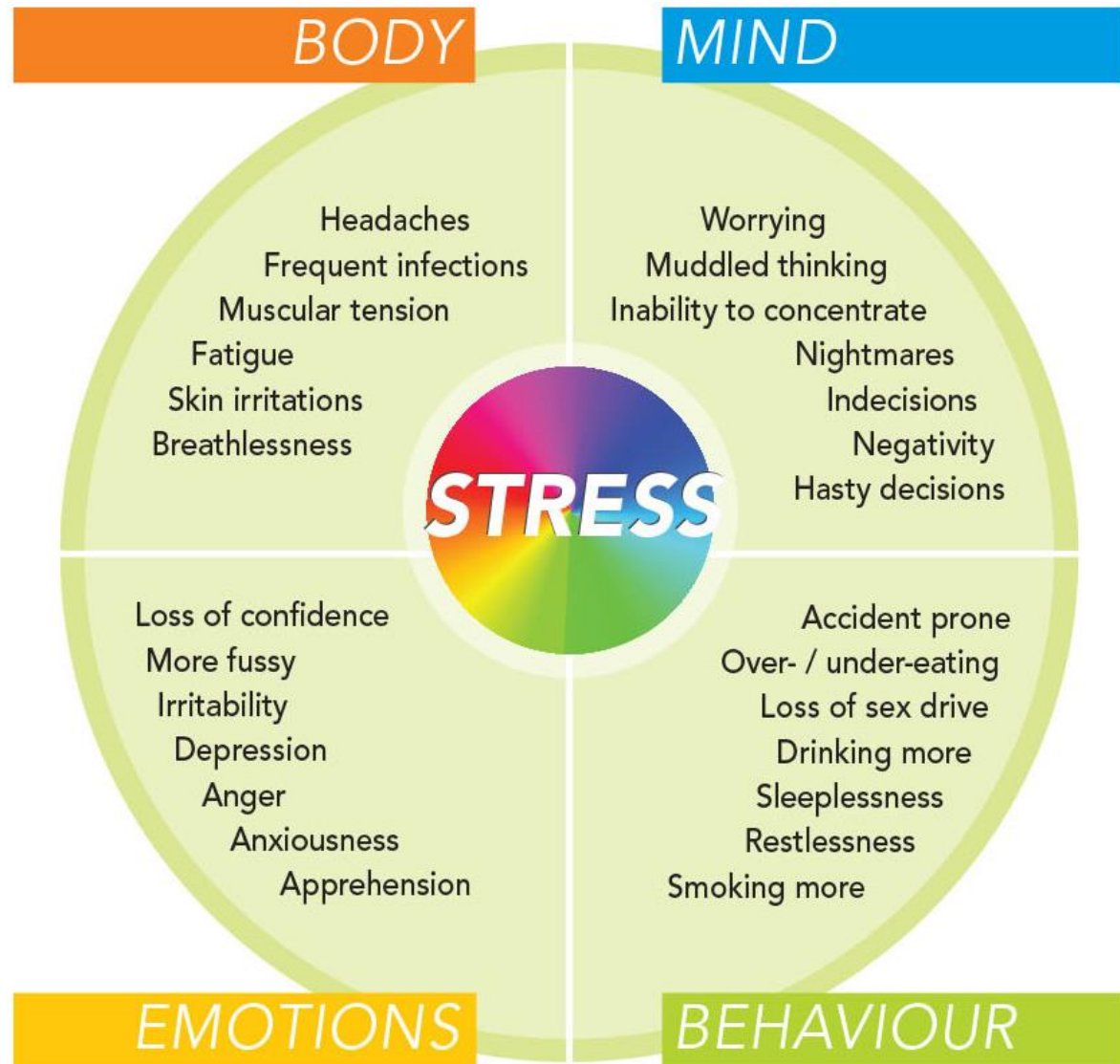People can move around it. - you may be able to help them move around it

What is stress?

'the adverse reaction people have to excessive pressures or other types of demands placed on them"

Stress Bucket
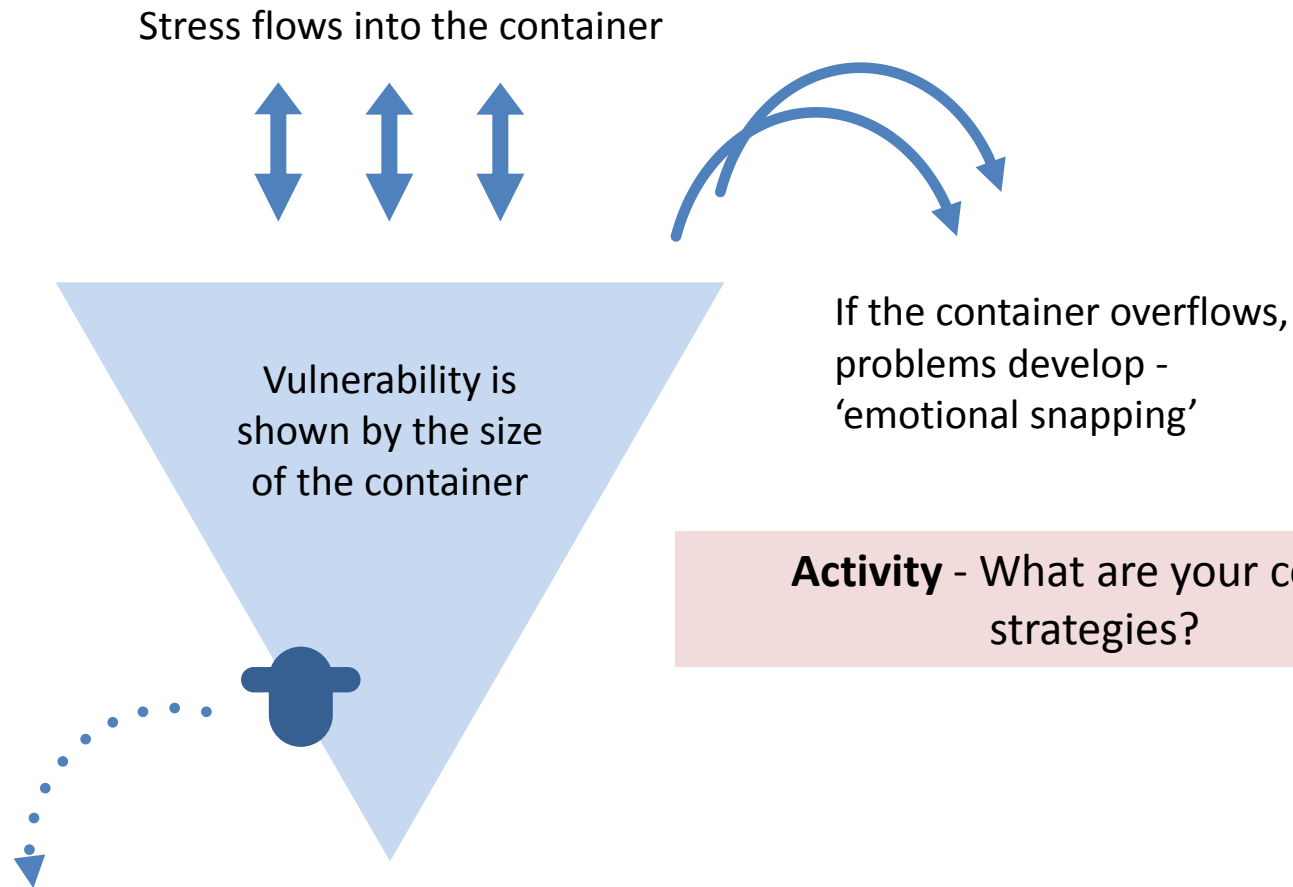
Stress flows into the container

Vulnerability is shown by the size of the container

If the container overflows, problems develop - 'emotional snapping'

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Absenteeism and Presenteeism

BODY
- Headaches
- Frequent infections
- Muscular tension
- Fatigue
- Skin irritations
- Breathlessness

MIND
- Worrying
- Muddled thinking
- Inability to concentrate
- Nightmares
- Indecisions
- Negativity
- Hasty decisions

STRESS

EMOTIONS
- Loss of confidence
- More fussy
- Irritability
- Depression
- Anger
- Anxiousness
- Apprehension

BEHAVIOUR
- Accident prone
- Over- / under-eating
- Loss of sex drive
- Drinking more
- Sleeplessness
- Restlessness
- Smoking more

Long term - stress can lead onto diagnosed mental health conditions

Stress & Mental Health

Stress flows into the container

Vulnerability is shown by the size of the container

If the container overflows, problems develop - 'emotional snapping'

Activity - What are your coping strategies?

Helpful coping strategies = tap working, lets the stress out

Unhelpful coping strategies = tap blocked, so water fills container and overflows

Activity

In your group, jot down what you think your responsibilities are as a manager within the stress management policy.

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Responsibilities underpinned by legislation:
Health & Safety at Work Act 1974 / MHSWR 1999
Equality Act 2010

- Assess risks

- SMART objectives

- Feedback on performance

- If a concern - use "Stress Management Procedure"

- Communication (1/1, PDR, team meetings)

- Provide opportunities to develop self and others capability

- Zero tolerance to bullying & harassment

- Early intervention and support

- Monitor risks and trends

- Unresolved issues. Seek support

- Familiar with sources of information and advice

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Stress Management Policy (2018)

- Based on the HSE's stress management standards
- Follows the HSE's 5-step risk assessment methodology
- Can conduct group level risk assessments using paper forms or online survey
- More **emphasis** on:

  - ✓ Prevention and;

  - ✓ creating a culture of wellbeing
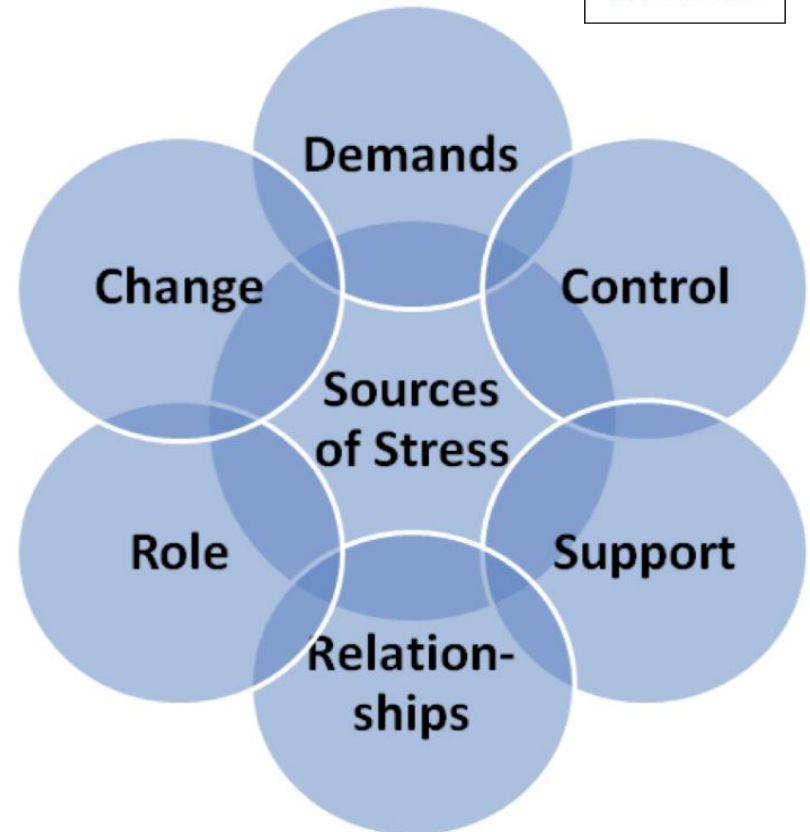
Break

Research has shown that work-related stress has an adverse effect for organisations in terms of:

- maintaining business output and performance
- staff performance and productivity
- staff turnover and intention to leave
- attendance levels
- staff recruitment and retention
- customer(student) satisfaction
- organisational image and reputation
- potential litigation

Is there a stress problem in your area? How do you know it?

Data - surveys, 1/1, PDRs, meetings

Analysis - correlation of **VARIOUS** sources of data

Involvement - focus groups, workshops

Action Planning - SMART

Monitoring and Review

In your group read through the scenario provided and answer the associated questions.

Starting the conversation

What if they don't want to talk to you?
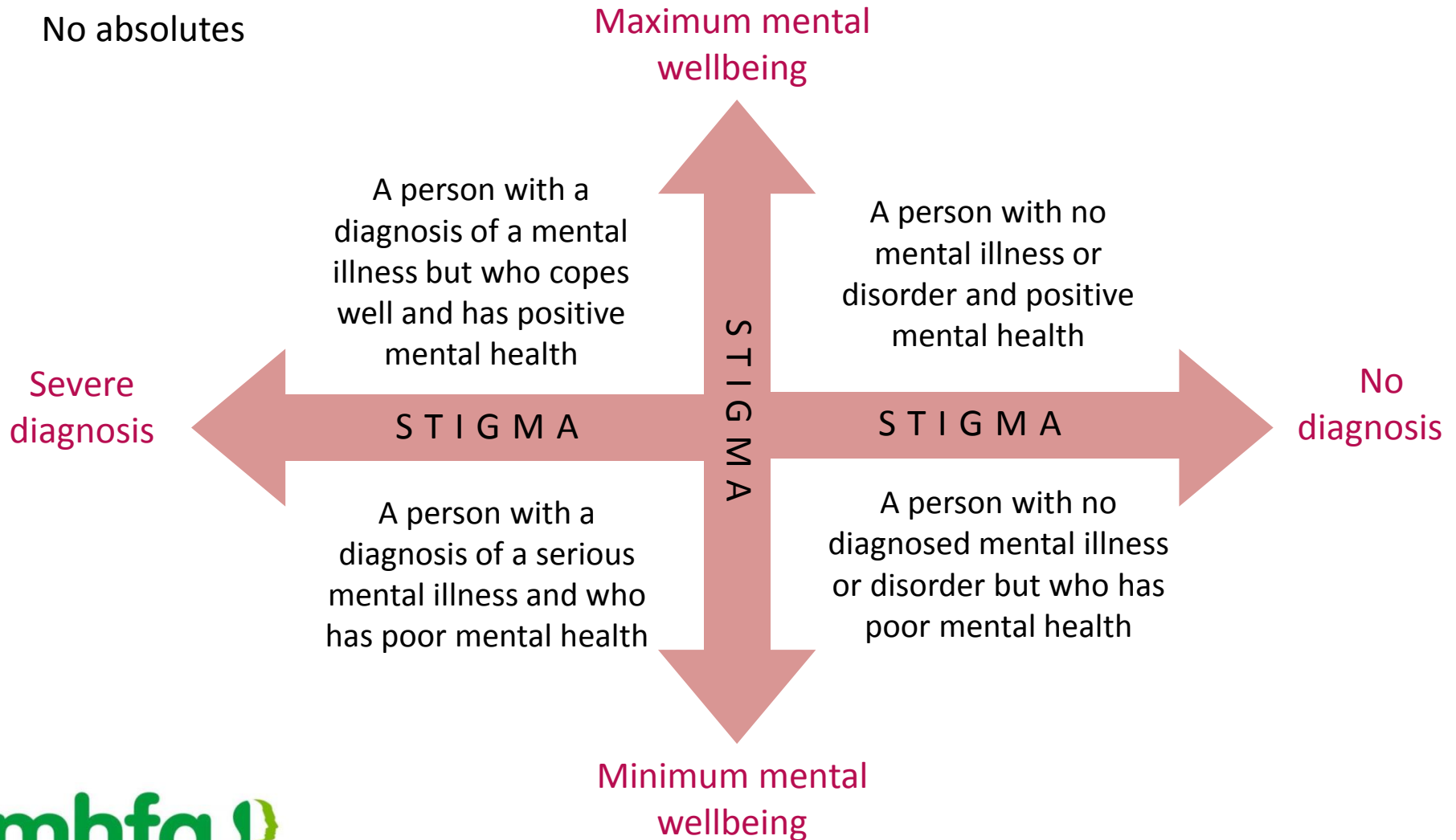
If they are wanting to talk...

• **Ask open questions**
• **Ideas:**
  – Establish if work has contributed to how they are feeling
  – Any problems outside of work they want to talk about?
  – What can I / you do to help?

• **Show empathy**

• **Avoid problem solving - more about support**

• **Signpost to university services**

• **Record all conversations**

it's time to talk. it's **time to change**
let's end mental health discrimination

The Mental Health Spectrum

No absolutes

Maximum mental wellbeing

A person with a diagnosis of a mental illness but who copes well and has positive mental health

A person with no mental illness or disorder and positive mental health

Severe diagnosis

S T I G M A

STIGMA

S T I G M A

No diagnosis

A person with a diagnosis of a serious mental illness and who has poor mental health

A person with no diagnosed mental illness or disorder but who has poor mental health

Minimum mental wellbeing

Activity

How can we support the wellbeing of others?

Build own knowledge
Read a book / download a guide / attend a course e.g. mental health, mindfulness, stress management

The Stress Bucket
The stress bucket is a powerful analogy that explains way we all react differently to stress and what can we do to manage it. Encourage discussion and get others to share their coping strategies.

WRAPs
A Wellness Recovery Action Plan (WRAP) can help employees to actively support their own mental health. Share these with others and encourage completion.

Create time to talk about wellbeing
Everyone has mental health and wellbeing so encourage activities so it becomes part of the culture e.g. getting others to engage in the 5 ways to wellbeing or top tips

Manager Support
If you are a manager visit the dedicated page on the staff wellbeing site.

Become familiar with support
Look over the "I need support" page on the staff wellbeing site so you can signpost to others.

Keep perspective
Everyone has good and bad days. Happiness and wellbeing are personal to each individual. Striving to support everyone is difficult and we won't have all the solutions. The key is to aim to be positive and offer support wherever possible

What can we support the wellbeing of others?

Who can you talk to?
It can take its toll on us if we are always supporting others. Make sure you have your own support network to call upon if you need a chat e.g. a colleague or friend.

Self-care
It's important to look after yourself if supporting others so think about what's good for your wellbeing e.g. having your own coping strategies for stress, engaging in the 5 ways to wellbeing.

Staff Wellbeing Site: https://portal.shu.ac.uk/departments/wellbeing/Pages/Wellbeing.aspx

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Further Resources:

Stress Management Policy

https://portal.shu.ac.uk/departments/HRD/polproc/stress/Pages/home.aspx

Line Manager Resources (Including WRAP)

https://portal.shu.ac.uk/departments/HRD/polproc/staffwellbeing/Pages/home.aspx

Mental Health Courses

https://portal.shu.ac.uk/departments/HRD/development/Pages/Mental-Health-First-Aid-.aspx

Staff Wellbeing Site:

https://portal.shu.ac.uk/departments/wellbeing/Pages/Wellbeing.aspx

Health Hallam, Healthy Future - Staff Wellbeing Programme

https://portal.shu.ac.uk/departments/WellBeing/SiteCollectionDocuments/SHU%20Wellbeing%20Programme.pdf

SHU Wellness Health Check

https://staff.shu.ac.uk/shuwellness/healthcheck.asp

Student Wellbeing Service

https://portal.shu.ac.uk/departments/WellBeing/Pages/Supporting-Student-Wellbeing.aspx

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Any questions?

Please complete our evaluation form

Mentoring v Coaching v Counselling

Mentoring

- Future-focused
- Works towards personal growth
- Acts as a role model
- Asks the question 'how can I help you change?'
- Both parties have the answers - 2-way learning
- Backtracking - using client language and tone to recap important words or phrases
- Corrects and makes suggestions

Coaching

- Future-focused
- Solution-focused
- Works towards outcomes
- Does not give advice
- Asks the question 'how can we change?'
- The client has the answers - assisted to find their own solutions
- Backtracking - using client language and tone to recap important words or phrases

Counselling

- Past-focused
- Problem-focused
- Works towards emotions
- Gives advice and recommendations
- Asks the question 'why should we change?'
- The counsellor has the answers - gives diagnosis and treatment
- Paraphrasing - restatement of a statement or text using other words