

Forbes
| Councils

Masterclass

Addressing Mental Health in
the Workplace

*Presented by
Bernie Dyme*

Forbes Business Council



Jessica Kline

Owner & CEO

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Employee Empowerment

Chair

Addressing Mental Health in the Workplace



Bernie Dyme, President & CEO

A LITTLE HISTORY

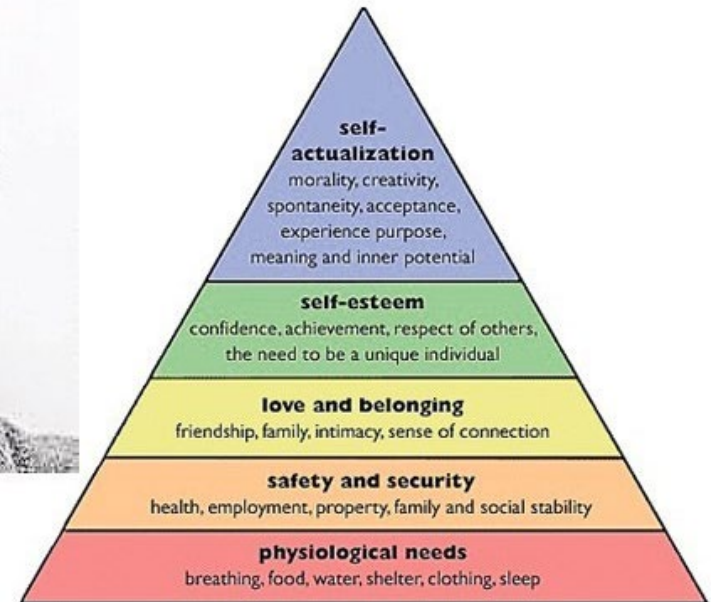


"Work consists mainly of simple, not particularly interesting, tasks. The only way to get people to do them is to incentivize them properly and monitor them carefully."

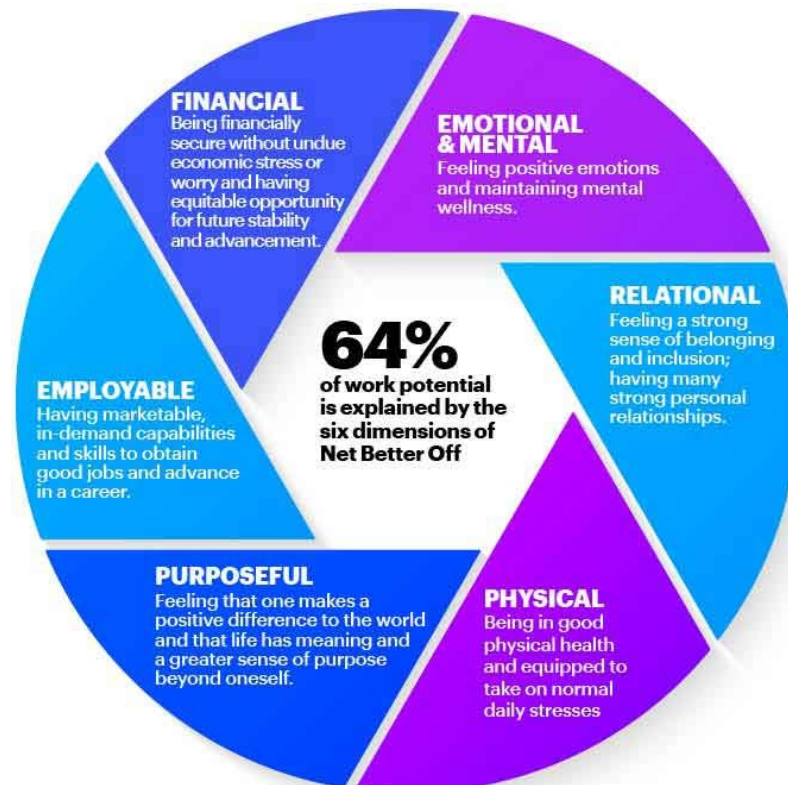
– Frederick Winslow Taylor



Abraham Maslow, the American humanist psychologist.



The hierarchy of needs as proposed by Maslow.



Perception Changes Pre & Post Covid



MENTAL HEALTH @ WORK

Pay Now or Pay Later

What's It Look Like

- **1 in 5** US adults live with mental illness
- Depression is the leading cause of disability
WORLDWIDE
- **56%** of adults with mental illness do not receive treatment (Mental Health America, 2018)
- **132** suicides per day in America (10th leading cause of death)
- **11** years from onset of symptoms to treatment



Mental Health Care **MATTERS**

Mental health treatment — therapy, medication, self-care — have made recovery a reality for most people experiencing mental illness. Although taking the first steps can be confusing or difficult, it's important to start exploring options.

The average delay between symptom onset and treatment is

11 YEARS

PEOPLE WHO GET TREATMENT IN A GIVEN YEAR

43% of adults with mental illness

64% of adults with serious mental illness

51% of youth (6-17) with a mental health condition

Adults with a mental health diagnosis who received treatment or counseling in the past year

25% of Asian adults

31% of black adults

32% of adults who report mixed/multiracial

33% of Hispanic or Latinx adults

49% of white adults

49% of lesbian, gay and bisexual adults

For therapy to work, you have to be open to change. I'm proud to say that I changed.

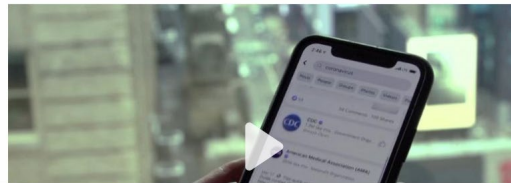
Therapy saved my life.

— NAMI Program Leader

Mental Health During & After Covid-19

Mental health is one of the biggest pandemic issues we'll face in 2021

By Kristen Rogers, CNN
Updated 9:17 AM ET, Mon January 4, 2021



More from CNN

- Billie Eilish is talking about the reaction to that Ve cover
- This 1 line from Liz Ch speech will haunt Republicans

Markathon Pavilion npr

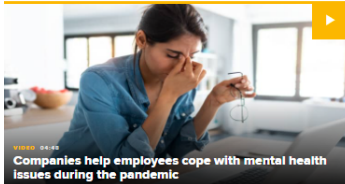
INVEST IN YOU: BRADY, SET, GO!

Nearly half of U.S. workers suffer from mental health issues since Covid-19 pandemic hit, report finds

PUBLISHED WED, FEB 10 2021 6:00 AM EST | UPDATED WED, FEB 10 2021 7:20 AM EST

Diana Epstein
Senior Health Correspondent

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Companies help employees cope with mental health issues during the pandemic



SEE ALL CORONAVIRUS RESEARCH >

MARCH 16, 2021



Many Americans continue to experience mental health difficulties as pandemic enters second year

BY SCOTT KEETER



A person bows their head in their hands as a COVID-19 testing site in Boston on July 15, 2020. (John Turnbeck/The Boston Globe via Getty Images)

COMMENTARY

The Growing Connection Between Telehealth and Mental Health During COVID-19

Insurance claims data shows Americans have heavily relied on telehealth for mental health care during the coronavirus pandemic.

By Robin Gelburd, J.D. | April 16, 2021, at 6:03 a.m.

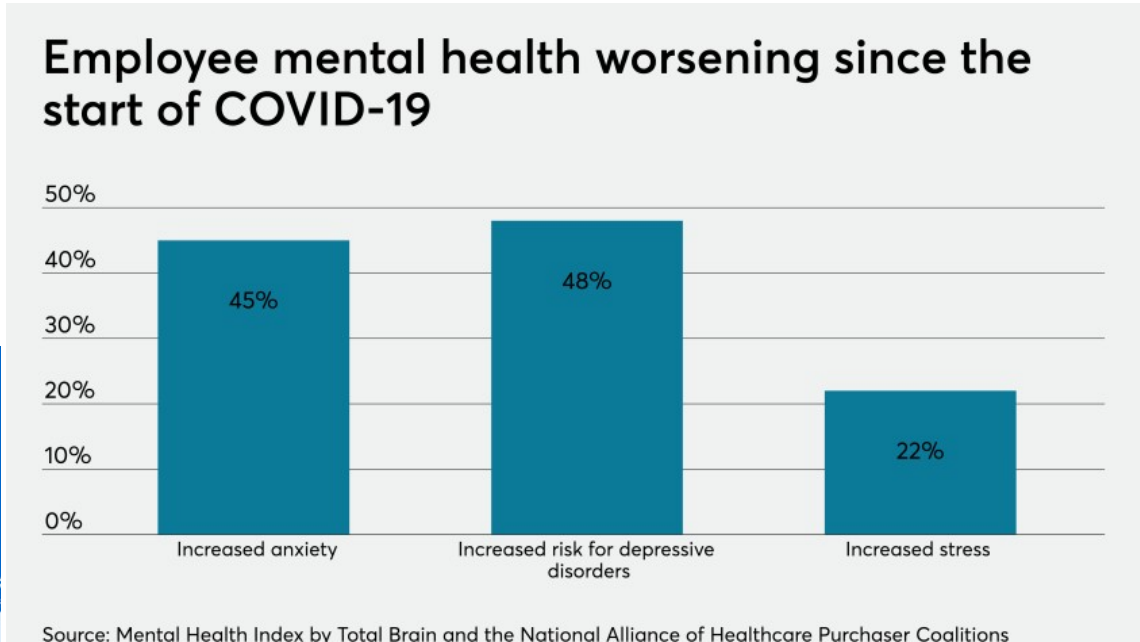
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Mental Health During & After Covid-19

Mental Health in a Pandemic Winter

1 out of every 6 Americans started therapy for the first time in 2020

Joining the 1 in 3 who were already seeing a therapist

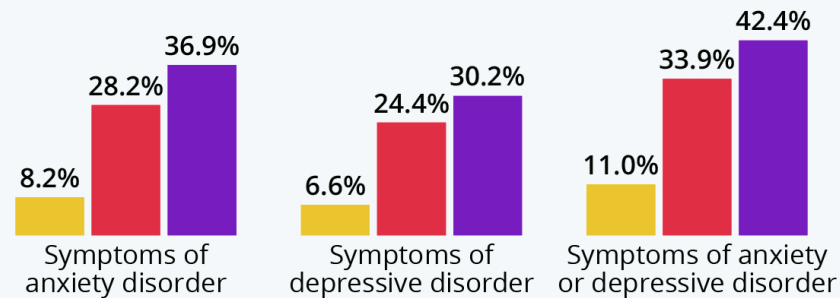


The Progression

Pandemic Causes Spike in Anxiety & Depression

% of U.S. adults showing symptoms of anxiety and/or depressive disorder*

■ January-June 2019 ■ May 14-19, 2020 ■ December 9-21, 2020



* Based on self-reported frequency of anxiety and depression symptoms. They are derived from responses to the first two questions of the eight-item Patient Health Questionnaire (PHQ-2) and the seven-item Generalized Anxiety Disorder (GAD-2) scale.

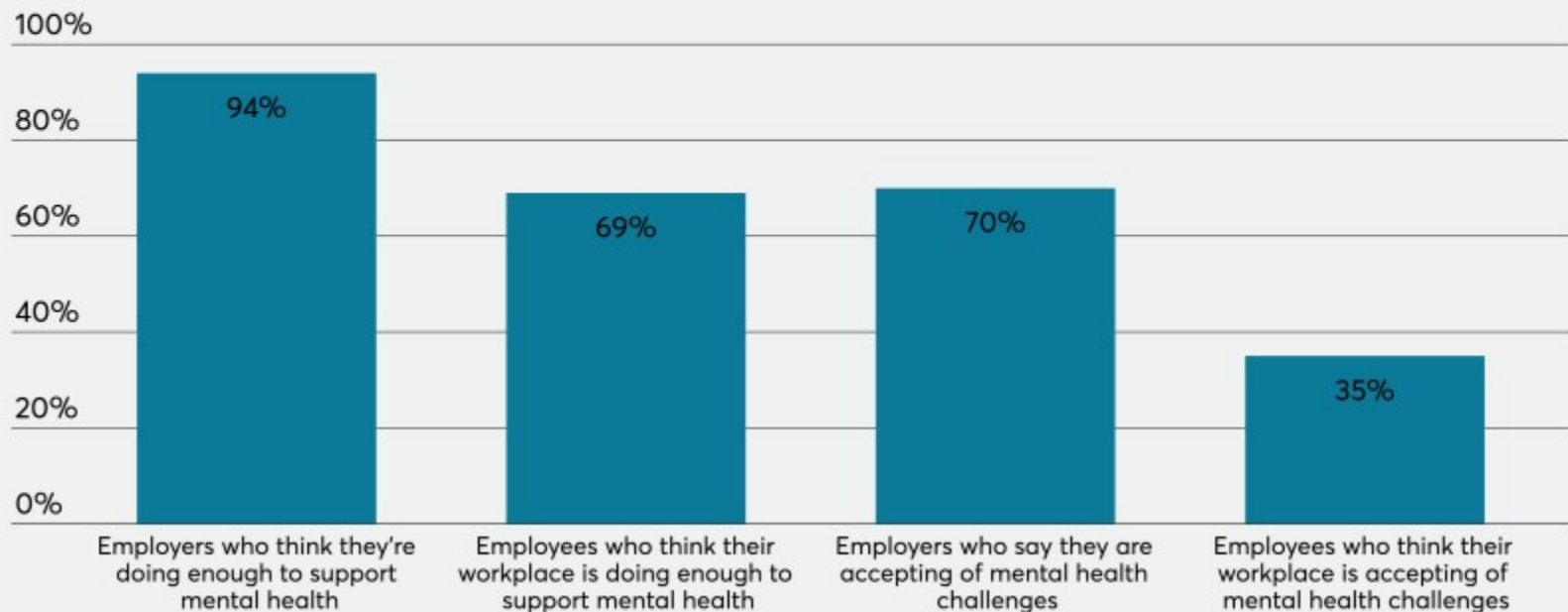
Sources: CDC, NCHS, U.S. Census Bureau



statista

Employer v. Employee Perceptions of Need

Employers and employees have different opinions about workplace mental health



Source: Ginger

HOW CAN EMPLOYERS, HR & LEADERS HELP?

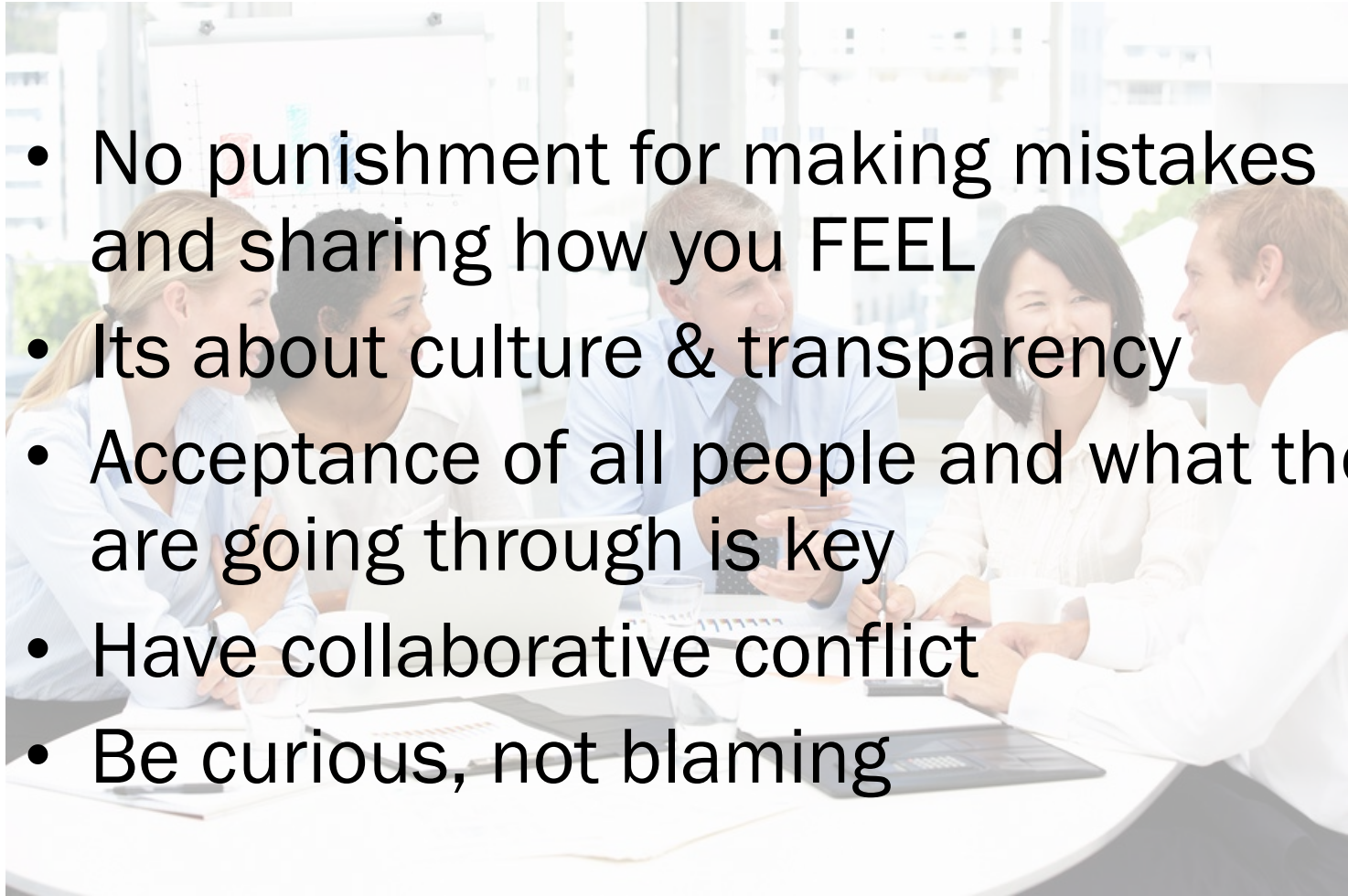
Set the Tone From the Top

- Mental health and wellness should come from the top
- Leaders sharing their stories gives permission
- Language is important



Make Your Workplace Psychologically Safe

- No punishment for making mistakes and sharing how you FEEL
- Its about culture & transparency
- Acceptance of all people and what they are going through is key
- Have collaborative conflict
- Be curious, not blaming



Prioritize Mental Health & Wellness

- Create a “point person or group”
- Learn about and openly discuss stress @ work
- Open lines of communication between all levels

Train Managers About Mental Health First Aid



Insure Professional Mental Health Resources are Available

- Top-Tier EAP
- Health Plan supports mental health benefits
- Tie absence management to EAP
- Wellness initiatives include mental well-being

MENTAL HEALTH FIRST AID

What to do if an employee has a mental health crisis at work?

Mental Health First Aid Objectives

1. Provide guidance on what to do if you or someone you know is in a mental health crisis.
2. Teach skills to help identify and have a conversation with those who need our help.
3. Discuss mental health resources.



How Can Mental Health First Aid Help?



What Mental Health First Aid is NOT



Mental Health First Aid

ALGEE: THE ACTION PLAN



ASSESS for risk of suicide or harm.



LISTEN non-judgmentally.



GIVE re-assurance and information.



ENCOURAGE appropriate professional help.



ENCOURAGE self-help and other support strategies.



Man Therapy

Fun with Mental Health



EMPLOYEE ASSISTANCE PROGRAMS (EAP)

The Hub for ALL Mental Health & Wellness

What is EAP

- An underutilized benefit
- Hub for ALL prevention/early intervention needs & calls for help or counseling
- Consultant to the organization/HR/ELR on culture & policies
- Crisis planning & intervention partner

The EAP User Journey

Mental Health Service Access

-  Telephone
-  Text
-  Video
-  App
-  Chat
-  In-Person


Face-to-face scheduling based on risk:

- Within 12 hours
- Within 1 working day
- Within 3 working days

Urgent



Mental Health Professional Consultation



Counselor Assessment, Onsite or Via Perspectives Access Center

Not Urgent

Options

- Medical
- Psychiatrist
- Day patient
- In-patient
- Behavioral therapy
- General practitioner

Scheduled Counseling

Telephone Counselling Online Counselling Face-to-face Counselling Case Management

Scheduled Counseling

Telephone Counselling Online Counselling Face-to-face Counselling Case Management

Ongoing Case Management



Issues Covered

-
- **Family Relations:** adoption, child/adolescent, marital/couple conflicts
 - **Emotional:** anger, anxiety, coping with change, depression
 - **Work:** burnout, career issues, job performance, sexual harassment
 - **Childcare:** after-school programs, daycare, nannies
 - **Eldercare:** assisted living, caregiver support, hospice/home health
 - **Petcare**
 - **Legal:** child custody, family law, wills and probate, immigration
 - **Financial:** bankruptcy, foreclosure prevention, college planning, credit care
 - **Substances:** alcohol/drug abuse, sex/gambling/food addictions
 - **Convenience:** chores/house cleaners, fitness, home repair, yoga

Critical Incident Response (CIR) Services

- 24/7/365 access to masters/PhD-level experts:
- Onsite within 24 hours
 - Direct counseling during and after crisis
 - Debriefing
 - Defusing
 - Grief support services with groups or individuals
 - Distribute materials
 - Follow-up
- Consultation and support for HR & Managers



ORGANIZATIONAL CONSULTING SERVICES

- Cultural and organizational redesign
- Assessments (organizational, personal)
- Executive and management coaching
- Disruptive professional coaching
- Learning and development
- Team-building
- Harassment and sensitivity training
- Mediation and conflict resolution
- Emergency preparedness
- HR compliance and support

Resources

- [The Basics of Mental Health First Aid Everyone Should Know](#) (Inc. Magazine, March, 2016)
- [Partnership for Workplace Mental Health](#) – Workplace resources for employers and HR managers
- [Manager’s Guide to Suicide Postvention in the Workplace: 10 Action Steps for Dealing with the Aftermath of Suicide](#) (National Action Alliance for Suicide Prevention, September, 2018)
- [Breaking the Silence of Mental Health](#) (Insurance Thought Leadership.com, March, 2015)
- [May is Mental Health Month Toolkit](#) (workplacementalhealth.org)
- [Mental Health America](#)

Thank You!

Does anyone have questions?

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