MANAGING MENTAL WELLBEING

SERVICE DESK INSTITUTE ANNUAL CONFERENCE
MARCH 2019

AIMS

- What do we mean by 'mental health'?

- Protective and risk factors for mental wellbeing

- Promoting good mental health in yourself and others using the five-pillars resilience model

- Enabling wellbeing conversations

- Establishing a team charter to support mental wellbeing

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MENTAL HEALTH - DEFINITION

"

Mental health is defined as a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community

"

World Health Organisation, 2014

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MENTAL HEALTH FACTS

- **1 in 4** people will experience some form of mental illness in any given year

- The most common mental health conditions are **depression and generalised anxiety disorder**

- Suicide is the most common cause of death for men aged **20 and 49**

- 1 in **6** working age adults have symptoms associated with mental ill health which do not meet the criteria for diagnosis, e.g. fatigue, sleep problems
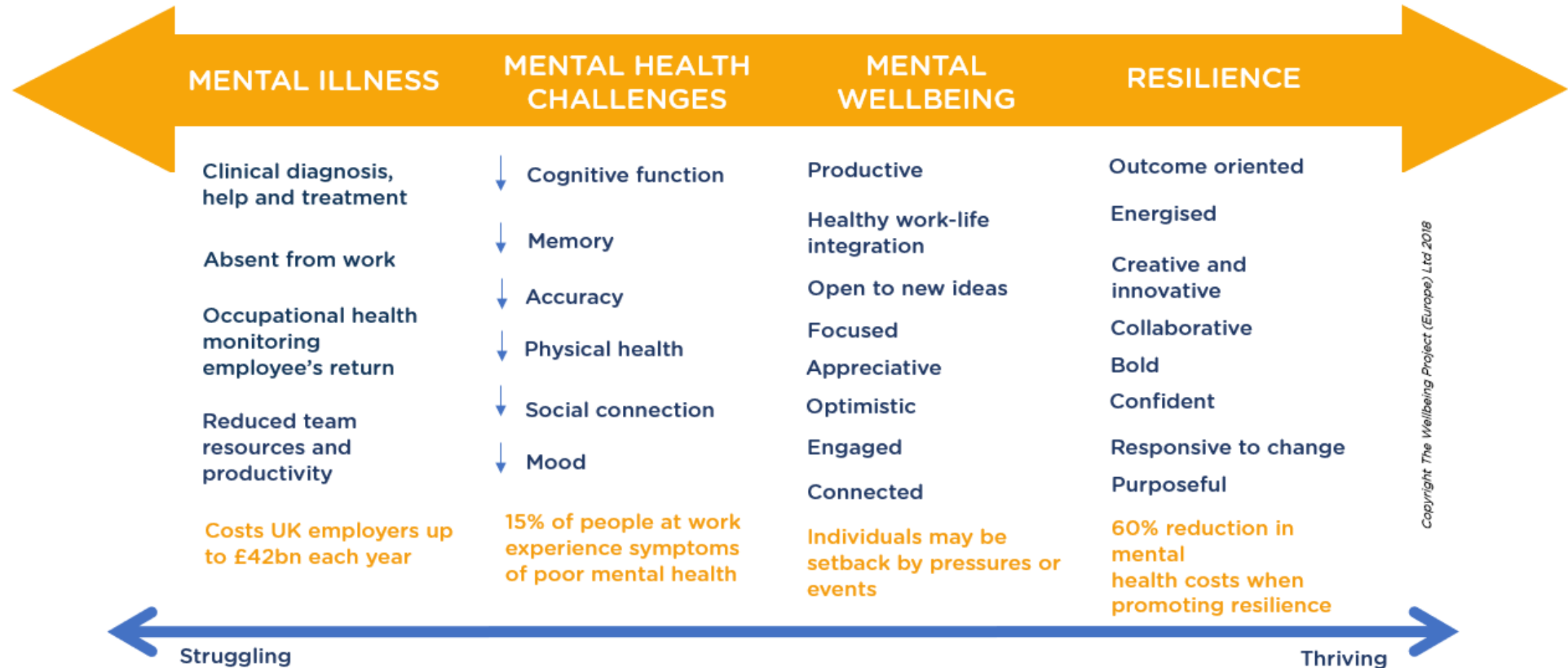
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WHAT TO LOOK OUT FOR

- changes in mood and/or interaction with colleagues

- changes in work output, motivation levels and focus, missing deadlines?

- struggling to make decisions, get organised and find solutions to problems

- appearing/feeling tired, anxious or withdrawn and losing interest in previously enjoyable activities and tasks

- repeated absence; attending work, but not being 'present'

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IN THE BACKGROUND

- alcohol and/or drug misuse

- erratic behaviour

- sleep problems

- unexplained aches and pains

- memory loss

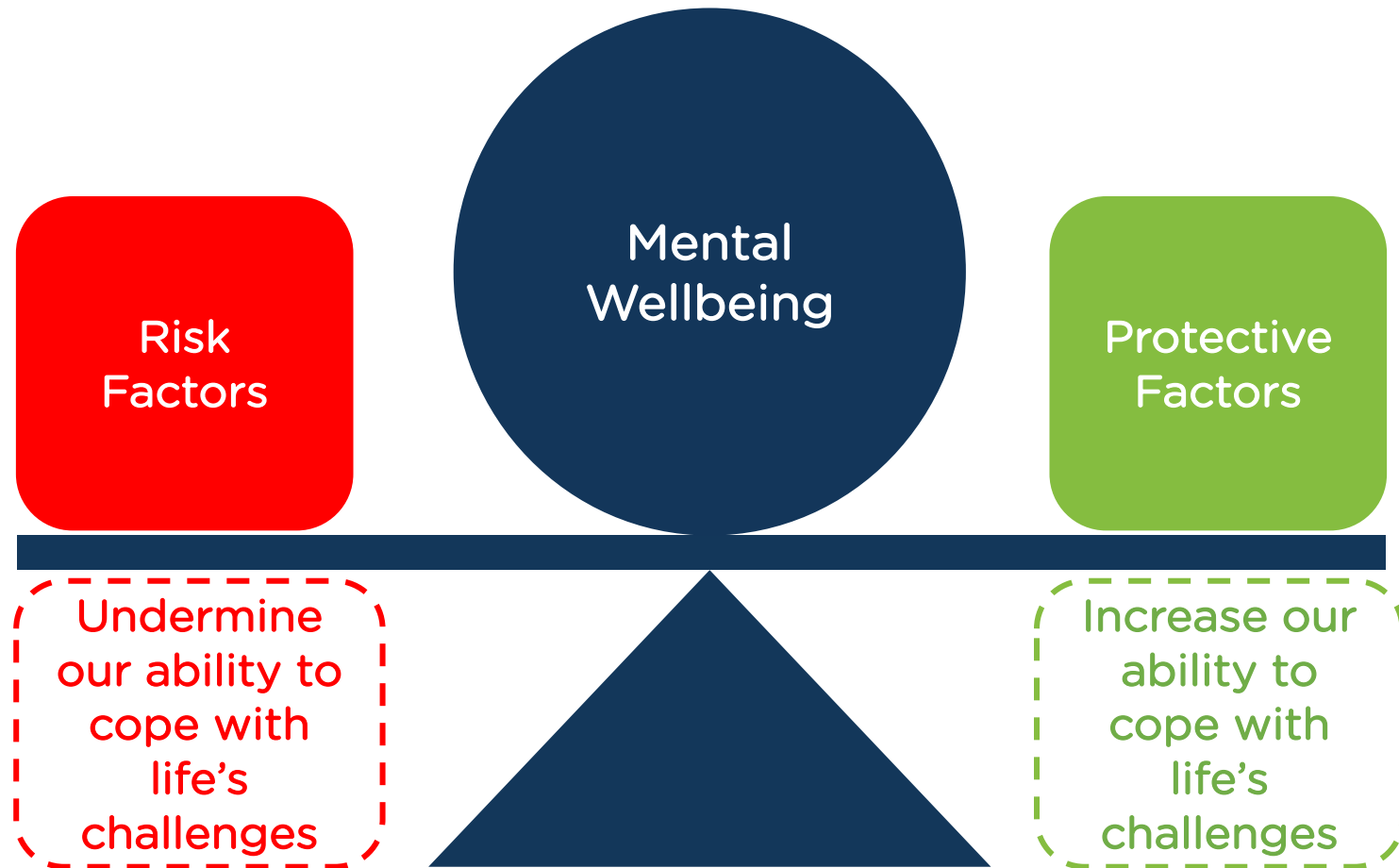- tearfulness

- panic

- incoherent speech

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MENTAL WELLBEING AND RESILIENCE CONTINUUM

MENTAL ILLNESS	MENTAL HEALTH CHALLENGES	MENTAL WELLBEING	RESILIENCE
Clinical diagnosis, help and treatment	↓ Cognitive function	Productive	Outcome oriented
Absent from work	↓ Memory	Healthy work-life integration	Energised
Occupational health monitoring employee's return	↓ Accuracy	Open to new ideas	Creative and innovative
	↓ Physical health	Focused	Collaborative
Reduced team resources and productivity	↓ Social connection	Appreciative	Bold
	↓ Mood	Optimistic	Confident
		Engaged	Responsive to change
		Connected	Purposeful
Costs UK employers up to £42bn each year	15% of people at work experience symptoms of poor mental health	Individuals may be setback by pressures or events	60% reduction in mental health costs when promoting resilience

Struggling ← → Thriving

Sources: The Stevenson/Farmer review, mentalhealth, JMIR
Created by: The Wellbeing Project

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FACTORS IMPACTING MENTAL WELLBEING

Mental Wellbeing

Risk Factors

Protective Factors

Undermine our ability to cope with life's challenges

Increase our ability to cope with life's challenges

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RISK FACTORS

Alcohol

Smoking

Drugs

Stress

Traumatic Event

Lack of Support

Loneliness

Unemployment

Poor Education

Poverty

Violence

Physical Illness

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PROTECTIVE FACTORS

Helpful Coping Strategies

Communication

Problem Solving

Emotional Literacy

Confidence

Values and Beliefs

Self Belief

Stability

Physical Wellbeing

Meaningful Activity

Social Network

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5 FOUNDATION STONES

SELF-CARE
nutrition, hydration
movement, sleep, recovery

FOCUS
being centred and
having meaning

CONNECTION
engaging with your
support network

ADAPTABILITY
being open to new
ideas and experiences

APPRECIATION
how you appreciate
yourself and others

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YOUR WORKPLACE

What practices, protocols and norms are in place which might...

- support mental wellbeing?

- undermine mental wellbeing?

SELF-CARE
nutrition, hydration
movement, sleep, recovery

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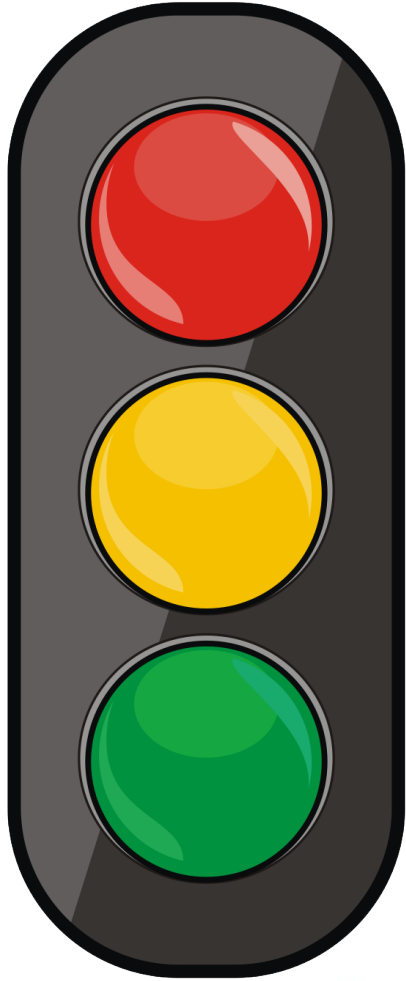
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WELLBEING CONVERSATIONS

WELLBEING CONVERSATIONS

- Choose an appropriate place

- Ensure confidentiality

- Encourage him/her to talk openly

- Don't make assumptions

- Listen and respond flexibly

- Be honest and clear

- Agree next steps

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WELLBEING CONVERSATIONS

Issue requires external professional assistance. Provide a safe space for the individual to discuss their experience without offering solutions.

Issue requires additional support from internal/ external sources. Offer solution-based assistance and support.

Immediate sign-posting to existing resources. Provide support and encouragement to access the resources needed.

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BUILDING A TEAM CHARTER

Our Team Charter is a set of agreements that clearly states how we will work together to support greater mental wellbeing in ourselves and each other.

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No work texts outside hours

Take proper and regular breaks

Put mental wellbeing on our agenda

FURTHER QUESTIONS?

Please contact The Wellbeing Project:

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