



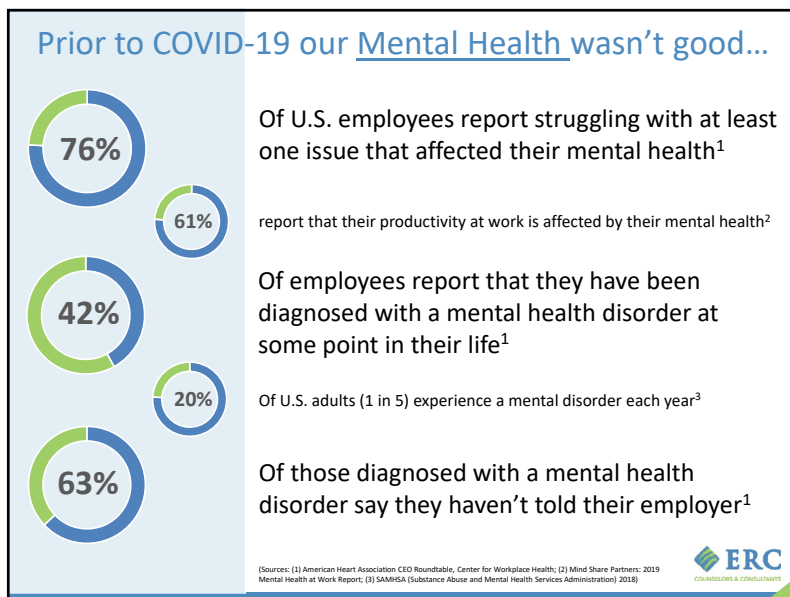
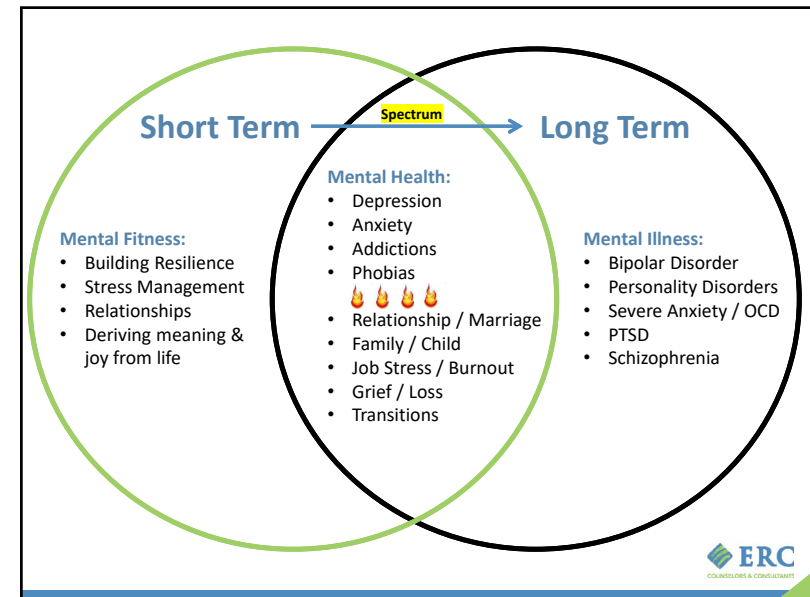
Mental Health in the Workplace

Steven Baue, President and CEO



ERC

COUNSELORS & CONSULTANTS



What and How Long?


2021 Most Common Mental Health Symptoms:

- 56% Burnout
- 46% Depression (up 44% over 2019)
- 40% Anxiety (up 8% over 2019)

2021 Duration of Mental Health Symptoms:

- 20% One week or less (down 61% over 2019)
- 44% lasting 1 to 4 months (up 57% over 2019)
- 36% lasting 5 to 12 months (up 71% over 2019)

Source: Mind Share Partners' 2021 Mental Health at Work Report (June 2021) <https://www.mindsharepartners.org/mentalhealthatworkreport>.



Definitions

- **Burnout** is a form of exhaustion, a result of excessive and prolonged emotional, physical, and mental stress
- **Anxiety** is a general term for several disorders that cause nervousness, fear, apprehension, and worry and are the most common type of mental health disorder
 - *Anxiety always rises in the face of uncertainty, and we're living in very uncertain times...*
- **Depression** is not a passing blue mood, but rather persistent feelings of sadness and worthlessness and a lack of desire to engage in formerly pleasurable activities
 - 19% of adults and 20% of youth have Depression with 7% and 11% have a Major Depressive Disorder*



What Can Leaders Do?

- It's not an employee, it's all of them
 - Culture (not perks)
 - No one is the same: DE&I
- Leadership buy-in, prioritization, public support
 - BTW: Executives (82%) and C-level (78%) are more likely to report at least one mental health symptom compared to managers and individual contributors (76%)
- Realize “work” can be the problem
 - Healthy and sustainable
- Train and equip to create a supportive environment
 - Positive language, repeated
 - **ERC “N.I.C.E.” Model**



ERC's N.I.C.E. Model

- NOTICE** - what's different
- INQUIRE** - ask the question
- CARE** - show support
- EXPLORE** - discover options

Be **NICE**



NOTICE

Behavioral Symptoms
Physical Symptoms
Work Outputs/Performance

} Your Gut

"Something has changed..."

Be NICE



INQUIRE

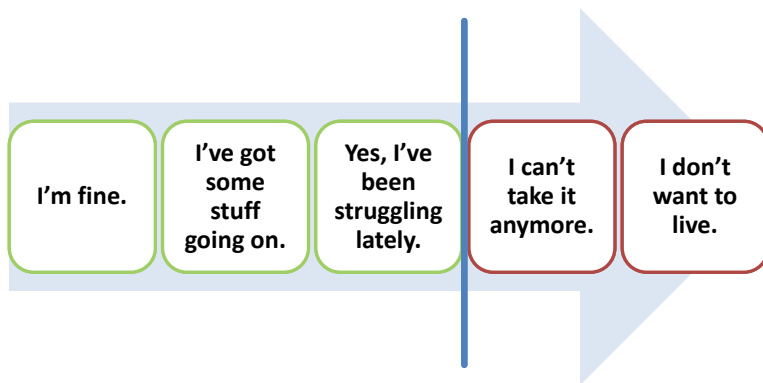
Three sentences to memorize:

- *"Is everything ok?"*
- *"Help me understand what is going on."*
- *"I'm concerned about you, and here is why XXX."*

Be NICE



Response Spectrum



Show CARE

I'm fine.	<i>"You say you are fine, and I will believe you. Please know I care about you and am here to help."</i>
I've got some things going on.	<i>"It does seem you have other things going on. You haven't been acting like yourself lately. I hope you know I care about you and am here to help."</i>
Yes, I've been struggling lately.	<i>"I've noticed you've been struggling lately. I hope you know I care about you and am here to help. Help me to understand what is going on."</i> <i>"I've noticed you've been struggling lately. I heard the other day you got really upset with Mary which isn't like you. You aren't in trouble, but I'm concerned."</i>

Be NICE



EXPLORE Options

- Employee Assistance Program (EAP)
- Onsite services / OC nurse
- Healthcare resources (four to twelve week wait)
- Community resources
- Family / friends / other support contacts

“I want to help, but I don’t think I’m the right person. Let’s look at who can help.” OR

“That must be very difficult. Who are you talking to about this?”

Be NICE



I can’t take it anymore.

- This is a call to action!
- *“What do you mean by that?”*
- *“I hope you know I care about you, and I’m concerned. We need to get you some help. Let’s connect you with the people who can do that.”*
 - EAP, nurse, community resources, emergency contact
- You need to alert someone



I don’t want to live.

- *“Tell me what you mean by that? Are you having thoughts about suicide?”*
- The first step in encouraging a suicidal person to live comes from talking about their feelings
- *“Come with me. We’re going to get you some help.”*
- Involve another / call the Crisis Center

**Don’t leave
the suicidal
person alone.**



Supportive Mental Health

- Those who feel their mental health at work is supported are:
 - Less likely to experience mental health symptoms
 - More likely to feel comfortable talking about their mental health at work
 - Have better working relationships
 - More likely to have positive view of their company and its leaders
 - **More presenteeism (productivity) and less absenteeism**
 - **More satisfied with their job and more likely to stay**





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