

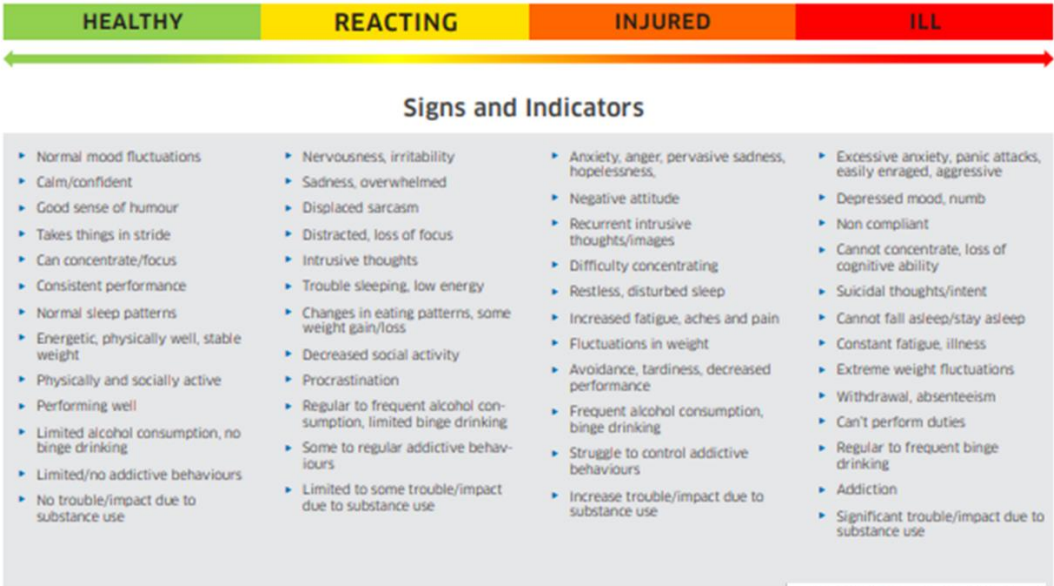


Dare to Have ‘that’ Conversation Participant Handout

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Objectives:	Addressing mental health issues in the workplace can be challenging. In this session, you will learn about the four-step approach to help you navigate difficult conversations and build your skills and confidence to help support others. This presentation explores: the mental health continuum, the importance of trusting your instincts, how to navigate conversations about mental health, and how to provide effective support and resources.
Definitions	<p>Mental Health: The World Health Organization defines mental health as “a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to her or his community”.</p> <p>Mental Illness: Canadian Mental Health Association defines mental illness as, “a term used to refer to a variety of mental disorders that can be <u>diagnosed</u>. Mental disorders are health conditions that are characterized by alternations in thinking, mood, or behavior (or some combination thereof) associated with distress and/or impaired functioning”</p> <p>Mental Harm: Includes harassment, bullying, violence that are stressful and threaten our mental health and sense of wellbeing. This can be a one-time traumatic event, multiple traumatic exposure or substantial work-related stressors. Visit https://www.wsib.ca/en/injured-or-ill-people/claims/work-related-mental-stress-injuries#:~:text=A%20work-related%20mental%20stress%20injury%20is%20a%20psychological,traumatic%20events.%20Work-related%20mental%20stress%20injuries%20%7C%20WSIB</p>
Statistics	<ol style="list-style-type: none"> 1. In any given year, 1 in 5 people in Canada will personally experience a mental health problem or illness. By age 40, about 50% of the population will have or have had a mental illness. (Mental Health Commission of Canada) 2. Every 40 seconds, somebody, somewhere in the world, commits suicide. And for every completed suicide, there are 25 suicide attempts (International Association for Suicide Prevention, 2017). 3. Workplace mental health issues cost Canadian businesses. Estimates are as high as \$1,494 per person per year. (Morneau Shepell) 4. Mental illness makes up roughly 1/3 of short- and long-term disability claims and 70% of all disability costs (Mental Health Commission of Canada) <p>For more statistics read the Mental Health Commission of Canada (2013). Making the case for investing in mental health in Canada.</p>

The Mental Health Continuum



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<https://theworkingmind.ca/continuum-self-check>

Trust your Instincts

We spend 60% of our waking hours at work, we get to know the people we work with.

Trust your gut, when you notice a change in behaviour, they are acting differently *than usual*? more tired *than usual*, less talkative *than usual*, less sociable *than usual*.

When you notice this change, What do you do?

Four-Step Approach

RUOK? <https://www.ruok.org.au/>

Approach commonly referred to as ALEC.

1. ASK
2. LISTEN
3. ENCOURAGE ACTION
4. CHECK-IN

Remember, before you can look out for others, you need to look out for yourself. And that is okay. If you are not in the right headspace or you do not think you're the right person to have the conversation, reach out to someone else in their support network who could talk to them.

<p style="text-align: center;">ASK</p>	<p>Prepare for the conversation.</p> <ul style="list-style-type: none"> • Are you in a good state of mind? • Do you have time to listen? • If they are not ready to talk are you okay with that? • If you ask them how they are doing are you prepared for the answer to be 'not good'? • Be yourself. You are not a counsellor or a doctor, just you. <p>Ways to Ask.</p> <ul style="list-style-type: none"> • You haven't seemed yourself lately, Are you okay? • You haven't been replying to texts? • You're sounding a little different on the phone? • I've noticed you've been down lately, what's going on? • You haven't been turning on your camera for our team meetings
<p style="text-align: center;">LISTEN</p>	<p>Take the time to really listen. Avoid Judgement, imposing your ideas, or Dismissing/Minimizing their feelings</p> <p>Acknowledge them and ask clarifying questions throughout, examples of this are:</p> <ul style="list-style-type: none"> • That can't be easy... • How long have you felt this way? • What do you mean by _____? • Can you tell me a bit more about _____? • Are you saying _____?
<p style="text-align: center;">ENCOURAGE ACTION</p>	<p>We are not mental health professionals, we are people who care</p> <p>Find the balance between listening and helping</p> <ul style="list-style-type: none"> • Listen to them carefully to recognize what they need • Help them by encouraging one step they can take to improve the situation <p>If there are no set ideas, share the Employee Family Assistance Program available to them to access trained professionals.</p>
<p style="text-align: center;">CHECK- IN</p>	<p>Arrange a future 'check in'</p> <p>Avoid Vague Plans if possible</p> <p>Utilize reminders/calendars</p>
	<p>Think of a person you want to ask?</p>

	<p>What would you ask? How will you ask it? Where will you ask it?</p> <p>How will you listen?</p> <p>Who decides what is next?</p> <p>How will you remember to check-in?</p>
<p>Supports and Resources</p>	<ul style="list-style-type: none"> • Heads up for Guys – www.headsupguys.org • Big White Wall – www.bigwhitewall.ca • Psychological Safe Leader Assessment - www.psychologicallysafeleader.com/about/about • The Mental Health Continuum <ul style="list-style-type: none"> • https://theworkingmind.ca/continuum-self-check • RUOK Website

	<ul style="list-style-type: none">• https://www.ruok.org.au/• CSA Standard: Psychological Health and Safety<ul style="list-style-type: none">• https://www.csagroup.org/article/cancca-z1003-13-bnq-9700-803-2013-r2018/• Workplace Strategies for Mental Health<ul style="list-style-type: none">• https://www.workplacestrategiesformentalhealth.com/• Psychologically Safe Leader Assessment<ul style="list-style-type: none">• www.psychologicallysafeleader.com• Return to Work comparison<ul style="list-style-type: none">• https://www.iwh.on.ca/newsletters/at-work/85/key-differences-found-in-return-to-work-process-for-msd-and-psychological-claims
Notes and Future Actions	