

MENTAL HEALTH IN THE WORKPLACE

LET'S CREATE A CULTURE OF WELLBEING!



National Alliance on Mental Illness

nami

New York State

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DISCLAIMER: I am not a clinician or licensed therapist.



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Just a Little Background:

- NAMI is the largest grassroots organization in the country dedicated to supporting individuals and families impacted by mental illness and raising mental health awareness.
- We provide free education and support programs for individuals, families, schools, veterans, military families, religious institutions and the public at large.
- We have more than 40 affiliates across the state and more than 10 in the NYC Metro Area

AWARENESS INITIATIVES



AWARENESS INITIATIVES



National Alliance on Mental Illness

Walks

NAMI WALKS

NAMI NYC METRO



LONG ISLAND/QUEENS




LIGHTING NYS LANDMARKS GREEN FOR MENTAL HEALTH AWARENESS MONTH



SOME BASIC GROUND RULES

WHY & HOW DO WE DISCUSS MENTAL
HEALTH?

BASIC GROUND RULES FOR OUR DISCUSSION

- My hope is that a safe and supported environment where we can share our thoughts and experiences.
 - I'd like this to be a discussion and not a lecture.
 - Feel free to interrupt me if you have a question or thoughts about what I'm speaking about.
 - Feel comfortable asking questions.
 - You can ask me ANYTHING, I promise you, you won't offend me.
 - There really are no bad or stupid questions.
 - The only way we can deconstruct the misconceptions of mental health issues and mental illness is by talking and learning.
- 

WHY IS THE DISCUSSION OF MENTAL HEALTH
IMPORTANT, ESPECIALLY IN THE WORKPLACE?

First and Foremost

You CANNOT have physical health
WITHOUT mental health.

This is especially true in the workplace



WHY IS THE DISCUSSION OF MENTAL HEALTH IMPORTANT, ESPECIALLY IN THE WORKPLACE?

FACT:

A mentally healthy workplace is the most productive kind of workplace.

HYPERBOLE :

“If you love your job and your workplace you never work a day in your life.”



BASIC FACTS ABOUT MENTAL ILLNESS & MENTAL HEALTH

20% of Americans live with mental illness.

Among New Yorkers alone, more than 1.6 million experience a mental health condition each year.

(ThriveNYC statistic of 20 percent multiplied by 8,491,079, the U.S. Census Bureau estimated New York City's population as of July 2014.)



BASIC FACTS ABOUT MENTAL ILLNESS & MENTAL HEALTH

100% of Americans will experience a mental health issue at multiple points in our lives:

- Stress/Anxiety
- Grief
- Depression
- Anger
- Lack of self-worth

These are the most prevalent MH issues and ones most likely to impact the work environment.



FACTS ABOUT MENTAL HEALTH IN THE WORKPLACE

Despite the prevalence of mental health complications and the growing understanding of these issues only one-third of those with mental illness get help, while countless do not because of:

- societal stigma
- fear of repercussions at work
- lack of access to quality, affordable treatment

Yet, we know that treatment for the most common conditions is effective 80 percent of the time.



BOTTOM LINE: HOW DOES MENTAL HEALTH IMPACT BUSINESS?

Research shows that poor mental health not only severely diminishes employee well-being and quality of life; it also decreases productivity at work.



BOTTOM LINE: HOW DOES MENTAL HEALTH IMPACT BUSINESS?

According to

Psychology Today



Mental health issues are a silent tsunami in the workplace, one that could engulf organizations in a myriad of productivity and profitability problems, as well as legal liabilities, unless mental health is addressed as seriously as are marketing, compensation and strategic plans.

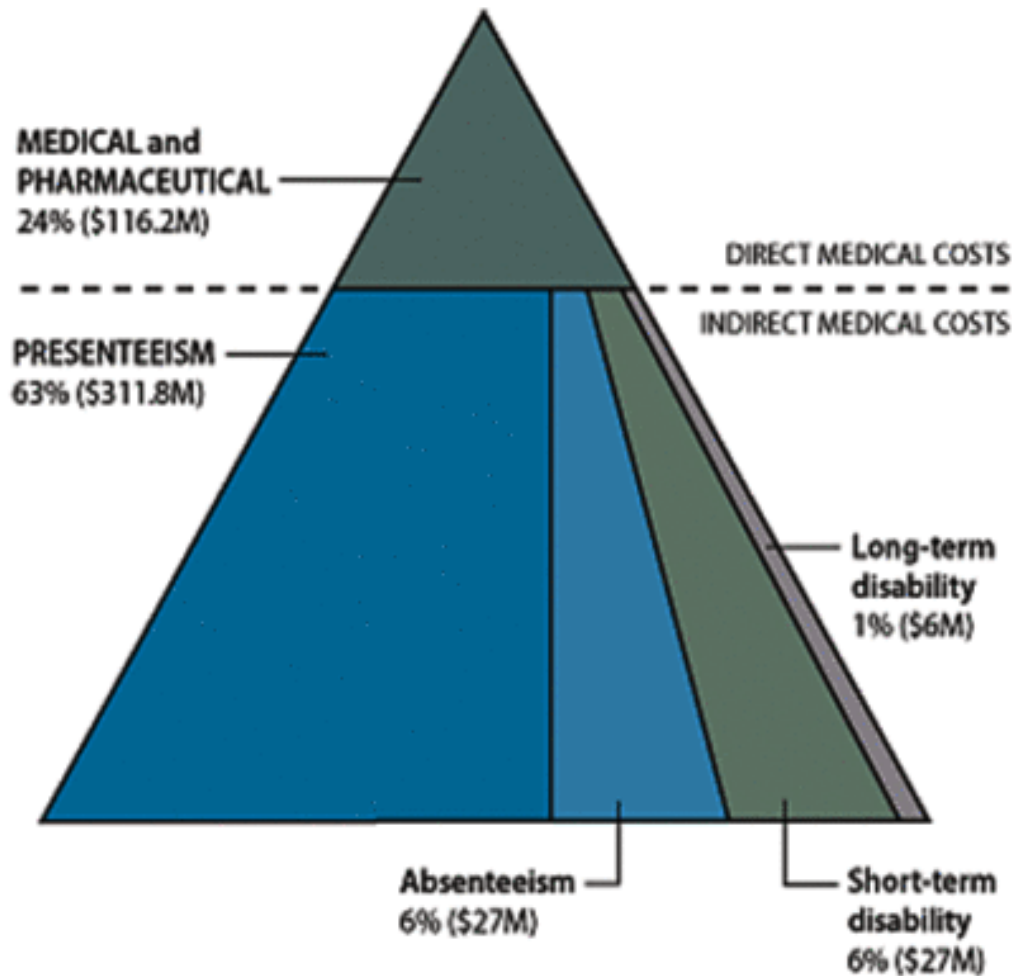
BOTTOM LINE: HOW DOES MENTAL HEALTH IMPACT BUSINESS?

According to the *Working Well: Leading a Mentally Healthy Business* toolkit produced by NAMI-NYC Metro and Northeast Business Group on Health (NEBGH):

- Mental illnesses cost employers and the American economy with direct health care costs and indirect costs, including absenteeism, diminished effectiveness on the job, loss of productivity and disability.
- The economic impact of depression alone — occurring in 1 in 10 adults at some point in their lives — was more than \$210 billion in 2010, about half of which represents workplace costs.

The Hidden Costs


Harvard



Source: Bank One


Figures are based on annual data for 2000. Workers' compensation accounted for less than 1% of indirect medical costs.

HARVARD MEDICAL SCHOOL STUDY PUBLISHED IN *AMERICAN JOURNAL OF PSYCHIATRY*

- Untreated mental illness costs the U.S. a minimum of \$105 billion in lost productivity each year.
 - Most organizations' health coverage plans show that physical ailments are covered, while mental health problems lag far behind.
 - Serious mental illnesses costs society almost \$200 billion in lost earnings per year
- 

BOTTOM LINE: HOW DOES MENTAL HEALTH IMPACT BUSINESS?

For an average company of 500 employees, untreated depression alone costs \$1.4 million in lost work days and lost productivity per annum, and this does not include the costs related to bipolar disorder and anxiety disorders.



BOTTOM LINE: HOW DOES MENTAL HEALTH IMPACT BUSINESS?

David W. Ballard, PsyD, MBA, Assistant Executive Director for Organizational Excellence, American Psychological Association (APA), presented data from the APA's 2015 Work and Well-Being survey ,indicating that :

- 11 percent of working Americans were experiencing severe or moderate elevations in symptoms related to depression and anxiety.
- Less than one-half (45%) of working adults, however, report that their employer provides the resources necessary for employees to meet their mental health needs.

Ballard not only described how mental illness affects work, but also how workplace culture influences employee well-being and how workplace stress can contribute to poor mental health.



THE PROBLEM IS CLEAR

HOW CAN WORKPLACES ADDRESS
THIS ISSUE?

**BUILD A
CULTURE OF
WELL-BEING**



Hope starts with you.



We like to call it **the NAMI effect.**

To Build a Culture of Wellbeing and
a Mentally Healthy Workplace

HOPE REALLY DOES START WITH YOU

That goes for both employers and colleagues





TOP DOWN:

WHAT CAN EMPLOYERS DO?

TOP DOWN: WHAT CAN EMPLOYERS DO?

- 1-Acknowledge the importance of all your employees and that each employee from the CEO to the janitor is a valued part of the team and plays a role in a company's success.



TOP DOWN: WHAT CAN EMPLOYERS DO?


2-A big part of valuing your employees is LISTENING to them, especially when it comes to their mental health issues.



TOP DOWN: WHAT CAN EMPLOYERS DO?

2-A big part of valuing your employees is LISTENING to them, especially when it comes to their mental health issues.

Stew Freedman, writing in the Harvard Business Review, argues that business leaders have a moral and practical imperative to address the issue of mental health in their workplaces: “You can enable them [employees] to feel freer to ask for the help they need in supporting their families by changing how you think, how you talk and how you act. In turn they are bound to repay you with extraordinary effort and commitment to your goals and to your company.”



TOP DOWN: WHAT CAN EMPLOYERS DO?

3-AWARENESS: Make sure you are informed about what causes a mentally unhealthy workplace and how to avoid these issues.

Common workplace mental health conditions such as depression, anxiety and burnout can be aggravated by management actions such as chronic and consistent:

- 1-Imposition of unreasonable demands;
- 2-Withholding of information;
- 3-Refusal to allow employee discretion over methods of work;
- 4-Failure to acknowledge or credit employee contributions;
- 5-Failure to recognize the legitimate rights of employees;



TOP DOWN: WHAT CAN EMPLOYERS DO?


4-Seek opportunities to listen to your employees and seek awareness of your organizational culture.

What are the key questions to ask?


Mental Health America created a Work Health Survey for employees, each response is measured by:

Never Rarely Sometimes Often Always

QUESTIONS ON WORK HEALTH STUDY

- My company appropriately deals with co-workers who are not doing his or her job
 - My supervisor works as hard as everyone else in the company
 - All people are held accountable for their work, regardless of their position in the company
 - People in my company are paid what they deserve
 - People are being unfairly recognized while others with better experience or skills don't get recognized
 - I feel like my company might fire me or let me go at any time
 - My work environment is overly focused on trivial activities (e.g. Feeling micromanaged or having overly bureaucratic company policies)
 - I'm afraid to go on vacation because I might lose my job or things will fall apart
- 

QUESTIONS ON WORK HEALTH STUDY

- My employer promotes safe working conditions
 - Including expectations about coming to work in unsafe situations like driving through bad weather or when someone is sick.
 - The stress from my job affects my relationships with my friends or family
 - I trust my team or coworkers to support my work activities
 - I tend to work alone because my workplace is unhelpful or hostile
 - My company has realistic expectations about my workload
 - If things get hard, my supervisor will support me
 - I speak poorly about my company (including boss or coworkers) to others (like family and friends)
- 

QUESTIONS ON WORK HEALTH STUDY

- How often are you distracted or find it difficult to concentrate because of your work environment?
- How many hours per week?
- I spend time thinking about or actively looking for another job-How many hours per week?
- I miss work because of work related stress-How many days per month?
- I get emotional support from at least one other person in my office
- The frustration or stress from my job causes me to engage in unhealthy behaviors, such as drinking or crying regularly

TOP DOWN: WHAT CAN EMPLOYERS DO?

5-Learn What Other Companies are doing to create a Culture of Wellbeing

Case Study - DuPont¹⁹

DuPont prides itself on "fostering a sense of connectedness to the company values, goals and ethics in doing business in a global economy." Recognizing the need to develop a comprehensive approach to increasing challenges of knowledge workers related to emotional well-being, DuPont launched a concept called "emotional ergonomics" in Europe. This was followed shortly thereafter in the U.S. with its "ICU" program (which stands for "Identify, Connect, Understand the way forward").

DuPont's ICU Program:

- Reminds staff that it is OK to care for one another and reach out for help reinforcing the values of "Safety and Health" and Respect for People.
- Is facilitated through a five-minute video rolled out globally through local teams in seven languages.
- Encourages employees to show concern and care for their colleagues and "gives a sense of normalcy around emotional distress."
- Receives a strong positive response from staff.

Case Study - PPG Industries¹⁸

To better assess the impact of stress and depression on its employees, PPG conducted its own studies. Having already added questions on their Health Risk Appraisal (HRA) process about depression and the stressors that may contribute to depression, the company integrated data from a variety of sources to determine how mental health affects not only healthcare costs but also such areas as worker productivity, absence, disability, and turnover.

Based on this comprehensive study, PPG concluded:

- General health, work attendance and work performance were all affected negatively as depression severity increased.
- Employees with mild depression had the greatest combined productivity loss due to greater overall prevalence of mild depression.
- Adverse effects of personal issues and financial concerns and having a high stress job were strongest predictors of higher severity.
- Employees in caregiver roles were more likely to neglect their own health.

TOP DOWN: WHAT CAN EMPLOYERS DO?

5-Learn What Other Companies are doing to create a Culture of Wellbeing

Case Study – Barry-Wehmiller²⁴

Barry-Wehmiller practices a leadership approach that enables people's work to be in harmony with people-centric values – encouraging associates to “live out Truly Human Leadership, fostering and celebrating personal growth through meaningful work, thereby changing people's lives.” While developing this framework, the company looked to align with a sense of stewardship for people's lives.

The company most recently applied its people-centric principles to the area of well-being:

- Their whole-person approach to well-being supports balance in the key areas that contribute to a thriving life – financial, social, career/purpose, physical, and community.
- It has influenced how the company has reacted to downturns, working toward shared sacrifice that results in higher levels of loyalty and gratitude.
- Since the people-centric transformation, they have seen even higher levels of engagement by us and systemic improvements in profits and shareholder value.

Case Study – Prudential²¹

Prudential believes that the health of its workforce is intrinsically linked to the health of the organization. Behavioral health is at the core of that philosophy and simply offering benefits is not the same as promoting health. However, they acknowledge that network information is often outdated and incorrect as well as the frustrations that some patients struggle with to find an in-network provider or schedule an appointment.

Recognizing the obstacles that stand between an employee and covered mental health services, Prudential has taken

TOP DOWN: WHAT CAN EMPLOYERS DO?

5-Learn What Other Companies are doing to create a Culture of Wellbeing


The Google Model: How do we go from

The isolated, machine type culture to

A light hearted and interactive culture valuing emotional wellbeing




TOP DOWN: WHAT CAN EMPLOYERS DO?

- 6-Make sure employee's healthcare plans fully cover mental health treatment.
 - 7-Create a culture where mental health resources are available (such as presentations like this) and discussion of mental health issues are encouraged.
 - 8-Recognize that mental health issues impact whole families and not just individuals. Be sympathetic if an employee needs to address a loved one's mental health issue as you would be for any other medical issue.
- 

TOP DOWN: WHAT CAN EMPLOYERS DO?

9-Have special days and events that boost mental health such as:

- Bring a pet to work day
 - Incorporate social activities
 - Team recognition days
 - Casual Fridays
 - Theme days
- 

BOTTOM UP AND SIDEWAYS

HOW CAN EMPLOYEES AND COLLEAGUES
CONTRIBUTE TO A MENTALLY HEALTHY
WORKPLACE?

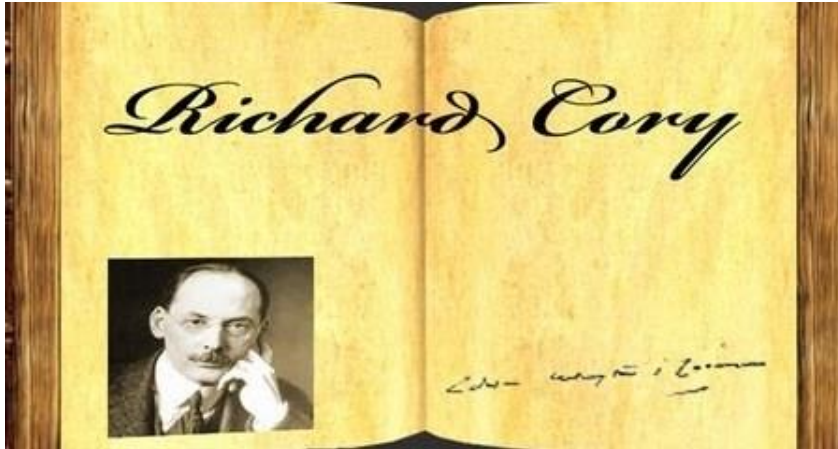
AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

On most weeks, we spend a quarter of our time at work with our colleagues.

Since we spend a significant amount of time with each other, how can we best support each other and our mental health?



QUICK EXERCISE IN POETRY



What does this
poem mean to you?

Richard Corey

Whenever Richard Cory went down town,
We people on the pavement looked at him:
He was a gentleman from sole to crown,
Clean-favoured and imperially slim.

And he was always quietly arrayed,
And he was always human when he talked;
But still he fluttered pulses when he said,
"Good Morning!" and he glittered when he walked.

And he was rich, yes, richer than a king,
And admirably schooled in every grace:
In fine — we thought that he was everything
To make us wish that we were in his place.

So on we worked and waited for the light,
And went without the meat and cursed the bread,
And Richard Cory, one calm summer night,
Went home and put a bullet in his head.

-Edwin Arlington Robinson

AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

Remember that one in five people have a mental illness and that we all go through mental health struggles, so on any given day 20% of the people around you may be experiencing a mental health issue. As the poem alludes to, someone may seem fine on the outside, but inside they are struggling.

How can you best support each other?



AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

How can you best support each other?

1-Deisolate ourselves from each other:



AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

1-Deisolate ourselves from each other and don't let our fears and perceived social norms get the best of us:

- If you see a change in a colleague's mood don't be afraid to ask them if everything is ok.
- Don't be afraid to be honest with each other. It's ok to say I'm having a bad day or that something is wrong.
- Really LISTEN when a colleague opens up to you.
- Don't judge when a person opens up to you

AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

WHAT'S GOING ON
I'M HERE FOR YOU
THERE IS HELP
YOU ARE NOT ALONE
ARE YOU DEPRESSED
I WILL LISTEN
I WILL BE HERE FOR YOU
I WON'T JUDGE
I CARE ABOUT YOU
THERE IS HOPE
TALK TO ME
HELP A FRIEND

AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

2-If you are generally concerned about a colleague's wellbeing don't be afraid to express your concerns and eagerness to help with supervisors and other colleagues.



AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

3-Remember that everyone can have a mental health issue including your boss.

It often happens that people take their stress out on each other and that a boss' issue often flows downhill.

If anyone relates to you in an uncharacteristically negative way, stop and ask why this is happening before also reacting negatively.



AWARENESS AND LISTENING APPLIES TO EMPLOYEES AND COLLEAGUES AS WELL

Pause Before Paws



We're all going to struggle, try not to let someone's else's issue impact your mental health. Be understanding.

I AM ACCEPTANCE



Thrive
NYC

#thrivenyc

BIPOLAR DISORDER
does not define me.

- HAKEEM

TODAY I THRIVE

Bipolar disorder can affect anyone and is treatable.

Let's talk openly about mental health issues. Together we can heal.

To learn more about mental health
visit **nyc.gov/thrivenyc**

NYC



RESOURCES

HELP IS AVAILABLE



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New York State

518-462-2000

www.naminys.org



nami

National Alliance on Mental Illness

**New York City
Metro**

505 8th Ave

(212) 684-3365

www.naminycmetro.org



National Alliance on Mental Illness



Family-to-Family

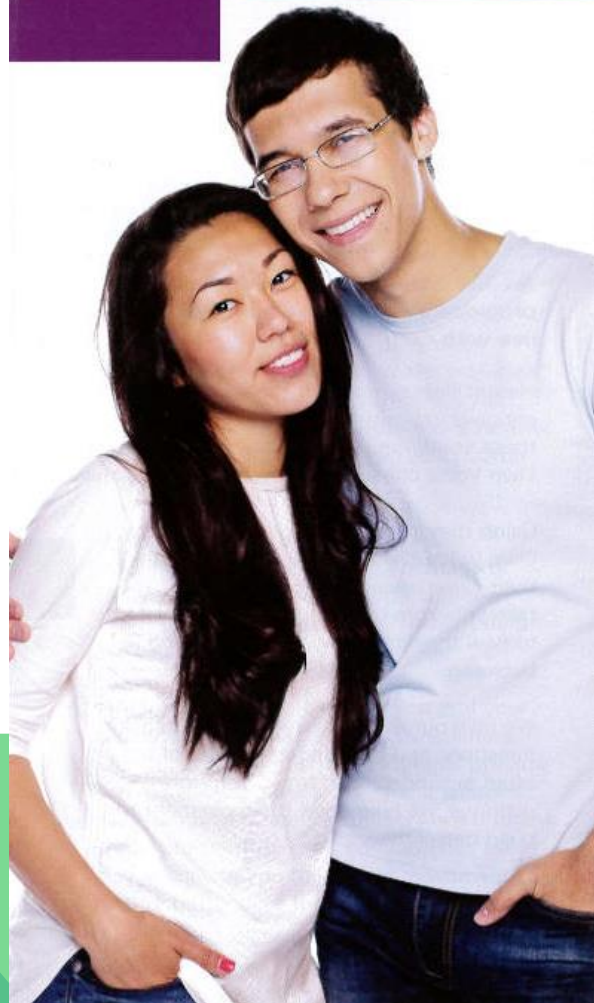
A Free Peer
Education Program



National Alliance on Mental Illness

In Our Own Voice

An Interactive Presentation
About Mental Health



National Alliance on Mental Illness

Basics

A Free Peer
Education Program



Working Well: Leading a Mentally Healthy Business toolkit

Produced by NAMI-NYC Metro and Northeast Business Group on Health (NEBGH):



[file:///namisrv/profiles\\$/development/Downloads/Working%20Well%20Toolkit.pdf](file:///namisrv/profiles$/development/Downloads/Working%20Well%20Toolkit.pdf)

Let Friends, Family and CoWorkers Know:

#IAmStigmaFree

#IWillListen

#IAmAcceptance

Make Your Voice Heard



THANK YOU!!!

HOPE
STARTS
WITH
YOU





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