



JOHNS HOPKINS
UNIVERSITY



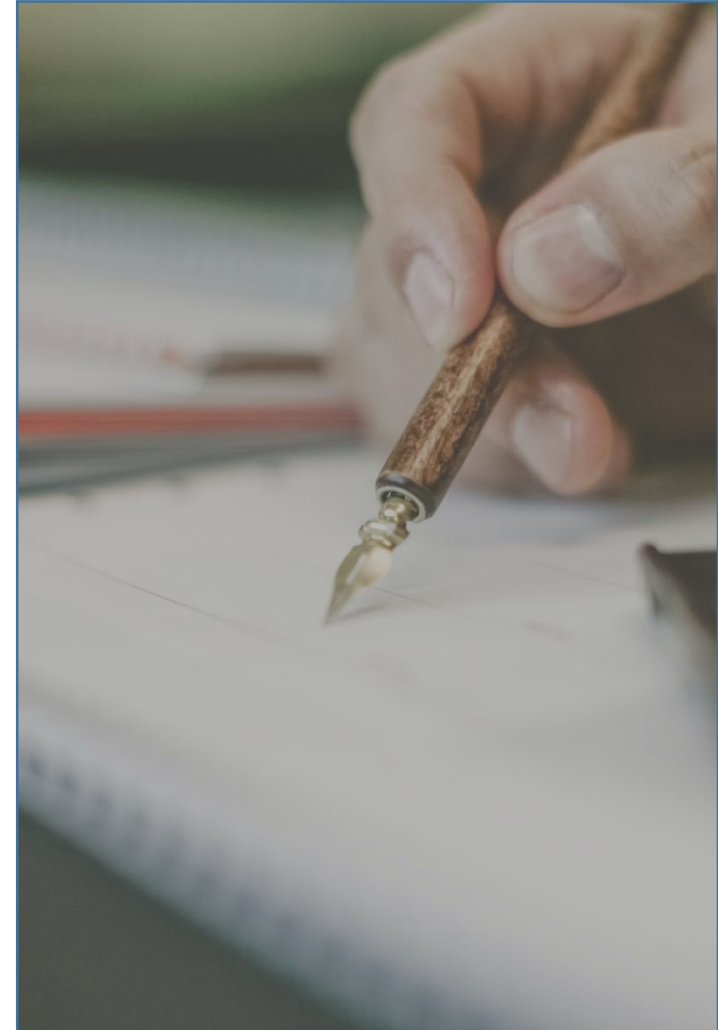
Mental Health in the Workplace
&

mySupport Services
Managers' Toolkit₁

mySupport= **More Support**

Learning Objectives

- > Identify mental health disorders and recognize the impact they have on the workplace.
- > Identify resources managers can use to support mental wellbeing on their teams.
- > Locate and list the full range of mySupport services, for employees and managers.
- > Identify best practices managers can implement to assist team members in distress.



- › Nearly one in five adults in the United States is living with a mental health condition
- › Mental health is the leading cause of disability in the United States.
- › <https://www.nimh.nih.gov/health/statistics/mental-illness.shtml>

Mental Health in the Workplace



Mental Health in the Workplace

Mental Health conditions are NOT

- › Caused by personal weakness
- › Lack of character
- › Poor upbringing

Mental Health conditions ARE

- › Medical conditions which can impact:
 - Cognition
 - Feeling or mood
 - Ability to relate to others
 - Daily functions/routines
- › Impacted by genetics, environment and lifestyle

Benefits of Promoting Mental Well-being @ Work

mySupport

www.WorkplaceStrategiesforMentalHealth.com

Attraction
of qualified Talent

Reduced
Turnover

Enhanced
customer
service

Improved
performance

Corporate
and social
responsibility

Reduced sick leave

Lateness and absenteeism
Withdrawal from team
missed deadlines
Procrastination
Reactivity
“presenteeism”
detachment
slowed productivity
Change in
isolation
irritability
appearance
Lack of
confidence
accidents on the job
poor relationships
Absentmindedness
on the job
Poor grooming
Low motivation

What a mental health
disorder may look like
at work


Keep
In
Mind

- › It's possible to be experiencing a mental health disorder and yet function well at work.
- › The workplace symptoms of someone with a mental health disorder can also be displayed by a poor worker or an employee who has issues unrelated to a psychiatric or medical condition.



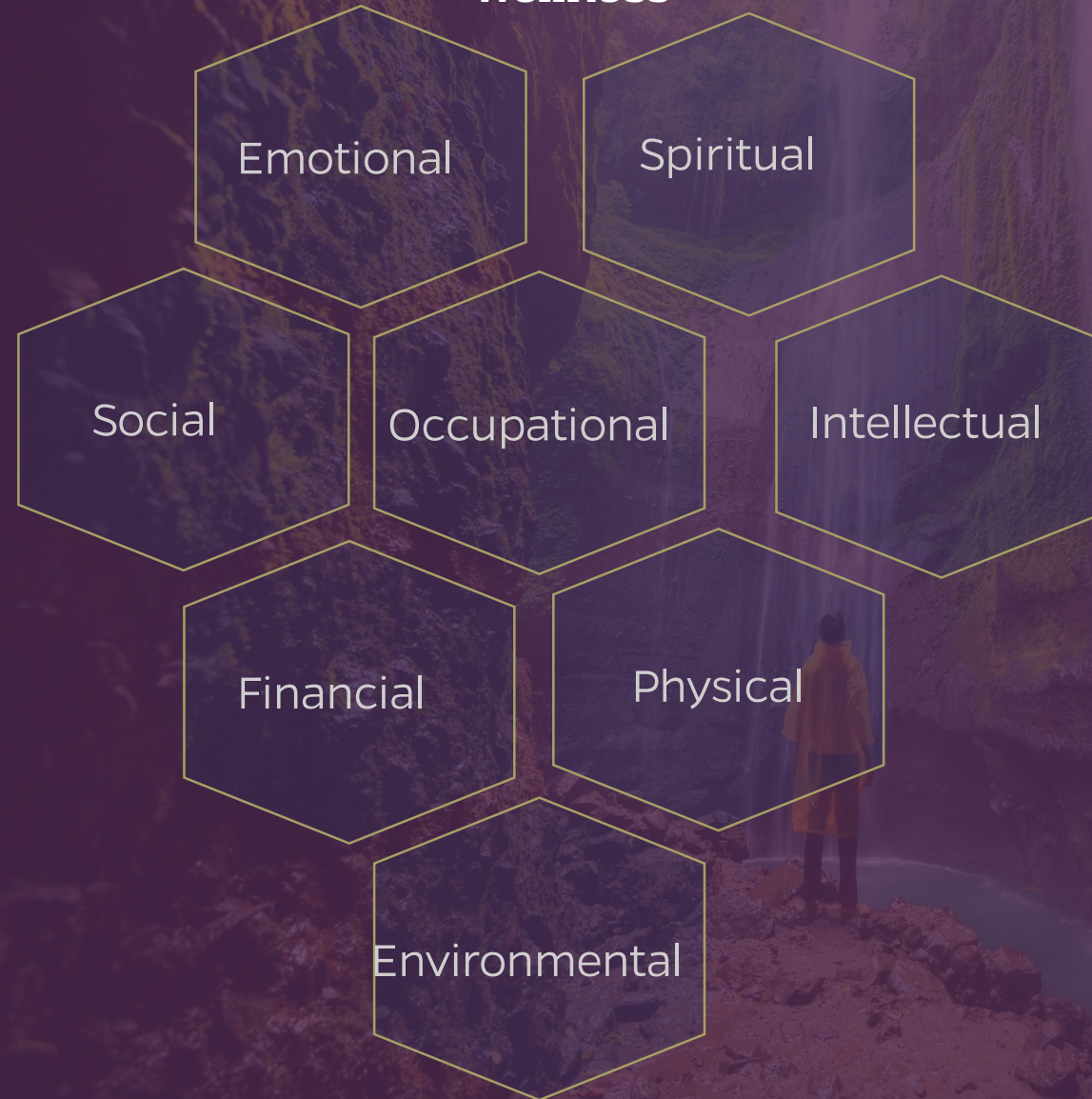
How

Can managers help?

A grayscale photograph of a person climbing a steep, jagged rock face. The person is positioned on the left side of the frame, reaching up. A large, semi-transparent purple rectangle is overlaid on the center of the image, containing white text. In the foreground, a large hand is visible, holding a pencil, as if writing on the text box. The background shows a cloudy sky and distant mountain ranges.

It is never a manager's role to diagnose employees, but there are concrete ways managers can promote mental wellness for their teams and safely address concerns they may have about an employee's well-being.

Eight Dimensions of Wellness



Demonstrate the importance of wellness by committing to your own.

Step One

Promote Stigma Reduction and Civility

- › See the whole person
- › Offer support
- › Challenge misconceptions
- › Use respectful language

How
managers
can help



Promote Healthy Communication

- › Provide clear, regular, and consistent feedback.
- › Solicit ideas and create a safe space for individuals to discuss their thoughts, mistakes, or ideas.

How
managers
can help



Help Employees Counter Negativity Bias

- › Humans pay more attention to negative experiences than to positive ones, and negative experiences carry more weight.

How
managers
can help



Help Your Team Practice Gratitude

- Daily Practice: Write down three things a day.
“I am grateful for...”
 - Calendar reminder for team to practice daily
 - Board in office or on online (for example, in Microsoft Teams) where individuals can express gratitude to others.

How
managers
can help



Promote Psychological Safety in the Workplace

- › Are members of this team able to bring up problems and tough issues?
- › Is it safe to take a risk on this team?
- › Are team members' unique skills and talents valued and utilized?
- › Is it easy to ask team members for help?
- › Are all team members welcomed and treated with respect?

How
managers
can help



Remind Employees of Resources

- › Regularly remind employees about supportive resources including mySupport
- › Promote mySupport for
 - Frustrations of daily living
 - Significant crises
- › Display and disseminate mySupport materials and information openly to avoid singling out

How
managers
can help



Visit

<https://hr.jhu.edu/benefits-worklife/support-programs/>

for comprehensive information about mySupport services for employees and managers.

www.resourcesforliving.com



For employees

Webinars, articles and podcasts on life and relationships, mental health, substance use, career and workplace, current crises and more. Includes COVID- 19 Resource Center.



For managers

Articles, videos, and newsletters provide guidance on a range of topics, such as:

- Managing conflict

- Providing performance feedback

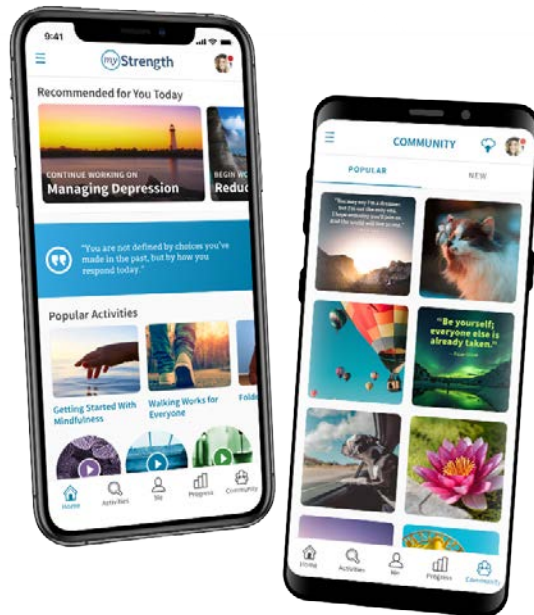
- Helping the troubled employee

- Many others

myStrength Mobile App

We all have our struggles. Finding ways to focus on your emotional health is important.

- › Support for managing depression, anxiety, stress, sleep and much more
- › Track your mood, set goals and notice changes over time
- › Join a community that can help inspire you to stay on track
- › Safe and secure- just for you



ACCESS CODE: JHU OR JHHS

mySupport
Information for
Employees and
Managers

What to do if you are worried about an employee



Have a private conversation with the employee in which you note the performance concerns:

If you notice that an employee's performance is declining:

Say:
I'm concerned that you've been late to work recently and aren't meeting your performance objectives. You are a valued employee and I'd like to see you get back on track. How can I help?" Focus on what you're observing and on job performance.



If the employee shares they are feeling low or going through a rough patch in their personal life, then remind them that mySupport's services are available to help with a range of personal concerns.



It's best not to encourage the employee to disclose health information to you, but assure them that confidential help is available. Avoid suggesting a diagnosis or treatment options, the problem will resolve itself on its own, and assuming they aren't trying hard enough to be happy or feel better.



When in doubt about how to help, call mySupport at 443.997.7000, option 2, and ask for a management consultation. The Onsite Team can hear your concerns and recommend best next steps.

If they say: “I just don’t know if I can go on”, “This is killing me”, “I can’t take it anymore”, “I’m done”

Do not avoid or delay asking the employee about the statement and checking in on their well-being.



Take a few deep breaths so that you can speak calmly and warmly to the employee. Check in with your own emotional state so you can.



If you feel uncomfortable speaking with the employee alone, ask another manager or supervisor to join the conversation.



What to do if a client makes vague, concerning statements:

If you’re together in person, find a private space to talk with the employee.



If you are in different locations, talk over the phone or televideo. Televideo is preferable. Ask the employee if they are alone.

Say:

I am concerned about you because I heard you say “I just can’t do this anymore.” Can you share what you meant and why you said that? I’m wondering if you’re having thoughts of hurting yourself. Are you okay? I care about you, and I’d like to call mySupport together, right now, so that I know you’re connected with support.

Asking someone whether they are thinking of hurting or killing themselves does not encourage suicidal thinking, but instead provides protection and conveys support and care.

Avoid labeling the employee or suggesting a diagnosis (e.g., “I think you’re depressed”).

Do not tell the employee to call mySupport and leave it at that.

Once you’ve reached mySupport 24/7 by calling 443.997.7000, option 2, and explained the concern to the clinician, ask the employee for permission to get back on the phone with the clinician at the end of the call to learn about next steps. Then give the employee privacy to speak with the clinician.

If the employee declines, provide them mySupport’s number and encourage them to call. Then call mySupport yourself and request a management consult.

Check in with the employee later in the day to follow up and express care.

What to do if a client makes vague, concerning statements:

What to do if an employee tells you they tried to hurt themselves recently:

Take a few deep breaths so that you can speak calmly and warmly to the employee. Check in with your own emotional state so you can focus on the employee.



Be sure you have a private space to talk with the employee.



Say:

Thank you for trusting me by sharing this information. I care about you, and I want to make sure you have support. Would you be willing to call mySupport together?



If the employee declines, provide mySupport's number—443.997.7000, option 2, and remind them confidential help from a clinician is available 24/7 at that number.



Call mySupport and request a management consult.

What to do if an employee's behavior is inappropriate for the workplace:

Assuming you have no concerns for the employee's safety, or anyone else's, a **Facilitated Management Referral (FMR)** to mySupport may be a helpful tool. An employee who agrees to a facilitated management referral works with an Onsite Clinician to address the concerning behavior.



FMRs are voluntary appointments. If the employee agrees to the FMR, they give the Onsite Clinical Team permission to let you know whether or not they have made and attended an initial appointment with the Onsite Team.



Please go to the following links to learn more about FMRs and to obtain an FMR Agreement Form. Please note that you must consult HR before initiating an FMR, and HR must sign the FMR Agreement Form.

Facilitated Management Referral (FMR) Paperwork

Links to the following documents:

[FMR FAQs for Managers and HR](#)

[FMR FAQs for Referred Faculty and Staff](#)

[FMR Agreement Form](#)

To Reach mySupport, 24/7:

Call 443-997-7000;
Option #2

JOHNS HOPKINS

UNIVERSITY & MEDICINE

mySupport Onsite Clinical Team