MENTAL HEALTH IN THE WORKPLACE

A practical guide to supporting mental health & wellbeing in the workplace

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WHAT TO EXPECT

After reading this guide you should:

➡️ Have a better understanding of what mental health is and how it relates to the workplace

➡️ Know how to support your own mental health & wellbeing

➡️ Feel more comfortable reaching out to and supporting a colleague in distress

➡️ Have stronger knowledge of where you can signpost individuals for support

➡️ Have a better understanding of how you can make your workplace more mentally healthy for everyone

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CONTENTS

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What is mental health?

Mental health is the way we think, feel and deal with ups and downs in life. When we are mentally healthy, we enjoy our life, our environment and the people that we interact with. The World Health Organisation defines mental health as not just the absence of mental disorder but 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 her or his community."

Poor mental health can therefore negatively impact the way we live our lives and deal with challenges and uncertainties. However, suffering from poor mental health is not a reflection of our ability to perform our jobs or care for ourselves and others. It rather highlights areas were we might benefit from additional support so we can realise our full potential.

Risk versus resilience

Our mental health and wellbeing consist of both risk factors and protective factors. Protective factors can improve our ability to cope with challenges to our mental health, for example our hope or happiness levels. Risk factors, on the other hand, can pose a threat or challenge to our mental health, such as our levels of self-criticism, anxiety or depression.

Key Takeaway Points

1) Everyone has mental health.
2) Just like our physical health, we need to take care of it.
3) Our mental health exists on a continuum, from good to poor.
4) Our mental health influences how we think, feel and act.

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Mental health on a continuum

Mental health is not a binary state – we are not either mentally healthy or ill. Quite the opposite, we all have days where we feel better than others. Our mental health does not always stay the same - it changes as we manage our days, as circumstances change and as we move through different stages in our life. It is important to realise when we or others drop into lower zones (e.g. surviving or struggling) so we can take action to prevent the symptoms from getting worse.

IN CRISIS	STRUGGLING	SURVIVING	THRIVING	EXCELLING
Very anxious	Anxious	Worried	Positive	Joyful
Very low mood	Depressed	Nervous	Calm	Energetic
Absenteeism	Presenteeism	Irritable	Performing	High performance
Exhaustion	Low self-esteem	Sad	Sleeping well	Flow state
Isolation	Tiredness	Self-doubting	Eating well	Full potential
Sickness	Low productivity	Trouble Sleeping	Focused	Engaged
Very poor sleep	Poor sleep	Distracted	Socially Active	Connected
Weight change	Poor appetite	Withdrawn		

Source: Delphis, 2020; Mental Health Coalition, 2020.

Why it matters

The absence of mental illness does not equal mental health. Our mental health is something that continuously needs to be looked after and intentionally improved upon. Having good mental health is what builds our resilience and ultimately helps us to cope with life's challenges.

Benefits of good mental health

- Positive thinking
- Increased productivity
- Stronger relationships
- Higher self-esteem
- More energy
- Increased motivation
- Happiness
- Higher sense of purpose

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Consequences of poor mental health in the workplace

The mental health and wellbeing of a workforce also has a significant effect on the business. Employees with good mental health are more productive, engaged and loyal. Poor mental health, on the other hand, comes with huge economic costs for employers:

Absenteeism
- An employee is habitually and frequently absent from work due to poor health
- Cost: ~£7 billion

Presenteeism
- An employee comes to work despite mental ill health
- Resulting in a lack of engagement, reduced productivity and poor decision making
- Cost: ~£27 billion

Staff turnover
- Loss of valued employees
- Cost: ~£9 billion

Staff attitudes and behaviours
- Loss of motivation and commitment
- Burnout

Progress
- Lack of collaboration & innovation
- Poor decision making

Relationships at work
- Poor communication
- Conflict between colleagues

Source: Deloitte, 2020.

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Causes of poor mental health in the workplace

A common, yet inaccurate, assumption is that poor mental health is only caused by issues within an individual's personal life. However, most often a person's mental health issues are a combination of challenges they are facing both inside and outside of the workplace. The work environment can have a huge impact on someone's mental health – it can either promote well-being or trigger and amplify existing problems. It is therefore important to understand the factors that cause poor mental health - both at home and in the workplace.

Potential workplace triggers:

- Unmanageable workload
- Poor work-life balance
- Unrealistic expectations or deadlines
- High-pressure environments
- Poor communication or negative staff relationships
- Workplace bullying
- Unsupportive workplace culture
- Lack of autonomy over workload/working hours
- Job insecurity or poor change management
- High-risk roles
- Lone working
- Financial concerns

Source: CIPD, 2018.

Potential external triggers:

- Social isolation or loneliness
- Experiencing discrimination and/or stigma
- Social disadvantage, poverty or debt
- Bereavement
- Having a long-term physical health condition
- Being a long-term carer for someone
- Drug and alcohol misuse
- Domestic violence, bullying or other abuse as an adult
- Childhood abuse, trauma or neglect

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Most common mental health conditions

When supporting your staff, it is important not to label them or exclusively focus on a diagnosis (if there is one). Instead, talk to them about how this impacts their work and life in general. Nevertheless, it can be helpful to gain more understanding of the most common mental health conditions and their respective symptoms. These are the mental health conditions you are more likely to see in the workplace:

- **Depression:** a persistent feeling of low mood that affects the way a person thinks, feels and behaves. It can lead to feelings of hopelessness, despair and guilt, as well as a loss of motivation and exhaustion. It can also affect sleep, appetite and physical health.

- **Anxiety:** often unrealistic or exaggerated feelings of worry, tenseness or fear. Whilst some anxiety is normal, excessive or prolonged anxiety can negatively impact your ability to function in your daily life and cause physical symptoms such as difficulty sleeping.

- **Panic attacks:** sudden, unexpected experience of intense terror leading to difficulty breathing, a rapid or pounding heartbeat, choking sensations, chest pain and trembling.

- **Obsessive-compulsive disorder:** a type of anxiety disorder that involves **a) obsessions** (unwelcome thoughts, images, urges, worries or doubts that repeatedly appear in the mind), and **b) compulsions** (repetitive activities or rituals that a person believes need to be carried out in order to reduce their anxiety).

- **Phobias:** an extreme form of anxiety triggered by a particular situation or object. A fear becomes a phobia when it is disproportionate to the danger, it lasts longer than six months and has a significant impact on day-to-day life.

- **Bipolar disorder:** extreme changes in mood varying from excitement and elation (mania) to depression and despair.

- **Post-traumatic stress disorder (PTSD):** emergence of several symptoms such as flashbacks, nightmares, intense distress, pain or nausea after experiencing a traumatic event.

- **Psychosis:** perceiving or interpreting reality in a very different way to others. Experience of hallucinations and/or delusions.

More detailed information on these and other mental health conditions is available from Mind.

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Indicators of poor mental health

As a manager, and even as a colleague, it is important to be able to spot any early signs of distress or lack of protective factors amongst your team. Most often, poor mental health is accompanied by a change in a number of these physical, psychological or behavioural warning signs. However, it is important to remember that symptoms will vary as each person's experience of poor mental health can be very different. Similarly, the presence of one or more of these symptoms does not automatically imply that the person is experiencing a mental health issue. It is essential to avoid making assumptions and instead use these signs as a way of noticing when you should check in and initiate a conversation with that person.

PHYSICAL	PSYCHOLOGICAL	BEHAVIOURAL
- Fatigue - Headaches - Digestive problems - Appetite and weight changes - Joint and back pain - Changes in sleep patterns - Changes in or neglect of personal hygiene	- Anxiety - Distress - Mood changes - Loss of humour - Feeling low - Increased sensitivity - Poor concentration - Being easily distracted - Worrying more - Struggling to make decisions - Feeling overwhelmed - Loss of confidence - Loss of interest - Difficulty relaxing - Tearfulness	- Social withdrawal - Irritability or anger - Increased smoking or binge drinking - Engaging in self-harm or self-injury - Restlessness - Lateness or leaving early - Working far too long - Impaired performance - Increased absence/calling in sick - Uncharacteristic errors - Talking less or more - Jumping between topics and ideas - Difficulty remembering things - Excessive risk taking

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The 3 Stages
to improving mental health at work

| PROACTIVELY PROMOTING WELLBEING FOR ALL STAFF | → | TACKLING THE CAUSES OF POOR MENTAL HEALTH IN THE WORKPLACE | → | REACTIVELY RESPONDING TO AND SUPPORTING STAFF WHO ARE STRUGGLING |

The mental health charity Mind has developed three stages representing strategic guiding principles that organisations should strive towards in order to create mentally healthy workplaces. The next sections outline these stages and give explanations and practical tips on how to achieve each stage.

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Promoting wellbeing in your organisation

Often employees hesitate to tell their manager that they are feeling unwell. Organisations are responsible for sending a clear message to their staff that their mental health matters and that support is available. Creating such an open culture allows employees to speak up without fearing that they will be judged or discriminated against. A simple way to communicate this is to explain that mental health *will be treated in the same way as physical health.*

There are a few things you can do to create the right culture within your team:

Build your confidence and knowledge.

Ask for line manager training on mental health in the workplace to better understand the various mental health conditions and their potential causes. Familiarise yourself with your organisation's mental health policies and practices and have a clear understanding of how staff can seek confidential advice and support.

Get senior leaders on board.

It is important for staff to see that their leaders take mental health seriously and are willing to provide support. Leaders need to send a clear message that staff wellbeing matters. For example, senior leaders can speak about their own mental health, support mental health campaigns or make pledges.

Raise awareness and normalise mental health.

Encourage open conversations on mental health within your organisation. For example, add staff wellbeing as a standing item on your agenda at team meetings. This could involve giving your employees an opportunity to ask questions, talk about how they are feeling and raise both work and private issues if they wish.

Implement peer support or buddy systems.

Sometimes your staff might find it easier to speak to someone who isn't their manager. Peer support or buddy systems allow colleagues to check-in and support one another outside of the line-management structure. It is also a great opportunity for your team to maximise their range of skills and experience.

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Setting up a
Wellness Action Plan (WAP)

A *Wellness Action Plan* is a personalised, practical tool to help you and your employees share what keeps you well at work, when and why you might become unwell and what support they would like to receive from you. Implementing a WAP can be a good way to start regular conversations about mental health and wellbeing within your team and it can be used by everyone to boost their well-being, whether they have a mental health concern or not.

What does it include?

A WAP is a personal document written by employees and shared with individual managers. It should explain that the document is confidential unless the employee consents to it being shared further. The WAP should include guiding questions and suggestions to encourage employees to think about:

- What they are like when they are well or unwell at work
- How they can support their own mental health and wellbeing
- What has worked (or hasn't worked) for them in the past
- Personal warning signs of declining mental health to look out for
- What might trigger poor mental health or stress at work
- What steps they will take to manage their own mental health
- What support they need from their manager and their team

In the further resources section (page 29) you can access two example WAP templates, developed by Mind and the CIPD, that you may find useful.

How does it help you as a manager?

It can help you:

- Open up the conversation about mental health
- Better understand your team's needs and experiences
- Better support individual and team well-being
- Increase productivity, performance and job satisfaction in your team
- Identify useful support and/or reasonable adjustments for employees returning to work after absence
- Show new employees that you are committed to their wellbeing

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How does it help your employees?

It can help them:

- Take ownership of the actions and support they need to either stay well or manage a mental health concern
- Think about and share what makes them unwell at work
- Review their experience regularly and make sure the support they receive is the best for them right now
- Feel empowered and in control

How to set up a WAP

If your organisation doesn't already offer a WAP template and guidance, you may want to consider setting up a template with your team. One-to-one sessions may be a good starting point to introduce WAPs to your employees and encourage them to engage with them. Plan some time to discuss the WAP and any reasonable adjustments with them before it is finalised and signed off. Make sure you review it regularly. Lastly, consider making the case for company-wide adoption.

Source: Mind; BUPA.

Top tips to raise awareness

- Address the importance of mental health in employee induction and onboarding
- Implement regular wellbeing check-ins
- Hold monthly or quarterly wellbeing review meetings
- Rolemodel positive behaviours
- Use internal communication channels to promote mental health
- Plan 'away days' or 'mental health days'
- Encourage mental health champions in your organisation
- Make a pledge e.g. see TTC Action plan
- Set up a Wellness Action Plan

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Role modelling as a manager

1. Building your own resilience

As a manager, your focus is largely on supporting your team. However, before you can support others, you need to look after yourself. Being a manager does not mean you are immune or not 'allowed' to experience poor mental health. Resilience means that you can act calmly under pressure, are able to control your emotions, can cope and recover from setbacks as well as adapt where necessary. Being a resilient manager also reinforces healthy performance in your team members.

There are a few signs that can suggest you would benefit from some support and guidance:

- You feel less able to support your team
- Your management style has changed
- You lack energy, engagement or focus
- You feel less able to define goals and expectations
- You feel like you cannot handle your workload or pressure
- You regularly make last minute changes to meetings or plans
- You often feel generally unprepared
- Your mood changes; you become more withdrawn

Things you can do to build your own resilience:
- Set yourself realistic goals
- Practice regular self-care
- Identify your emotional triggers
- Build positive connections
- Learn healthy coping skills

You can find tools and resources for building your resilience in the MyMynd Wellness Centre. The wellbeing apps listed at the end of this guide can also help you.

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2. Leading by example

It is essential that senior leaders and managers role model positive behaviours. Only by behaving in a way that is in accordance with the behaviours you want to promote in your employees, can you create a culture of trust, integrity and healthy working habits. Your team will feel better about taking a lunch break if you take it with them. Equally, role modelling requires leaders and managers to speak up about their own mental health. Everyone has bad days and sharing that with your team encourages open communication and will reduce the pressure they experience.

Positive behaviours include:
- Working sensible hours
- Taking lunch breaks
- Taking annual leave
- Resting after busy periods
- Speaking about your own mental health
- Engaging in flexible working practices
- Be aware of sending e-mails out of hours

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Tackling the causes of poor mental health in the workplace

Among the most common causes of poor mental health at work are excessive and unmanageable workloads, workplace bullying or discrimination and job/financial insecurity. While it is often a combination of both work and personal issues that take their toll on employee mental health, it is essential for employers to ensure their everyday working culture is as mentally healthy as possible. This not only supports employees and establishes an ongoing culture of openness around mental health, but also comes with significant financial benefits to the organisation.

Taking stock

Taking stock of your employees' mental health enables you to get a clear picture of their overall wellbeing, so you can take the appropriate action and support them. A good way of doing this is to run a staff survey on mental health every quarter or so. This could then form the basis of an ongoing discussion on the team's well-being, what factors are affecting this and what support is needed. Finally, a planning session can then look at the issues in detail and develop a team action plan to address these. Mind has developed a 'taking stock of mental health' resource pack which you can access in the further reading section of this guide *(page 29)*.

MyMynd provides a scientifically validated and completely confidential assessment for measuring your overall employee health and wellbeing. This ensures that employees can trust for their individual results not to be discussed with the company while reassuring them that significant main concerns will be presented to the employer along with suggestions to create a more mentally healthy workplace.

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Reasonable workplace adjustments

Reasonable adjustments are changes to your employee's working environment and conditions to help them overcome any challenges they might face. They can support employees with mental health issues to improve their wellbeing and work to their full capacity. They are especially useful for employees who return to work after absence. Below is a list of potential adjustments provided by Mind. This list is not exhaustive, but meant as a prompt - employers and line managers should always discuss and agree with the individual what support is best for them.

Changes to how the individual performs their role

- Flexible hours or changes to start/finish time
- Change of workspace – e.g. quieter, more/ less busy, dividing screens
- Working from home (but with regular online catch ups so people remain connected and don't feel isolated)
- Changes to break times
- Provision of quiet rooms
- Light-box or seat with more natural light
- Return-to-work policies e.g. phased return (reduced hours gradually building back up to full-time)
- Agreement to give an employee leave at short notice and time off for appointments related to their mental health, such as therapy or counselling

Changes to the role itself (temporary or permanent)

- Reallocation of some tasks or adjustment to the individual's job description and duties
- Redeployment to a more suitable role
- Training and support to apply for vacancies and secondments in other departments
- Temporarily changing duties, for example changing the balance of desk work and customer-facing work

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Workplace adjustments

Further support

- Increased supervision or support from manager, buddy or mentor
- Extra help with managing and negotiating workload
- Extra training, coaching or mentoring
- Debriefing sessions after difficult calls, customers or tasks
- Mediation can help if there are difficulties between colleagues
- Self-referral to internal support available
- Access to a mental health support group or disability network group
- Access to tools and resources to protect mental health, e.g. MyMynd
- Identifying a 'safe space' in the workplace where the person can have some time out or access support
- Encouraging employees to work on building up their resilience and doing things that support good mental health such as exercise, meditation or eating healthily
- Providing regular opportunities to discuss, review and reflect on people's positive achievements

Source: Mind,

Whether an adjustment is 'reasonable' or not depends on its effectiveness, practicality, cost, your organisation's resources and whether any additional financial help is available.

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Supporting staff who are struggling

Listen.

Allow the person to speak without interruptions. Don't worry about silences. Listen actively and non-judgementally. Maintain an open and friendly posture. When appropriate ask simple, open questions.

Reassure.

Make sure they feel comfortable and at ease. Reassure them that you understand what they have said and that you will help them. Tell them that everything they say will be treated in confidence.

Signpost.

Advise appropriate resources and support services that are available for everyone. Make sure that you know how to access them. Encourage individuals to speak to their GP, mental health organisations, family or friends. Signpost to MyMynd where trained responders will follow up any concerns directly.

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Starting the conversation

It is essential to be open and honest and not to avoid talking about mental health with your employees as this can increase both the fear of stigma and feelings of anxiety. Further, it is inaccurate to assume that someone who does not ask for help must be coping. There are many reasons why employees do not reach out for help when they need it. It is vital that you actively seek opportunities to engage in conversation with an employee if you think they might be struggling. A good way of doing this is to implement regular catch-ups or supervisions. Something as simple as 'how are you?' is a good place to start.

Questions to ask

- How are you doing at the moment?
- You seem to be a bit down/upset/ under pressure/frustrated/angry. Is everything okay?
- I've noticed you've been very quiet recently. I wanted to check if there is anything going on that I can help with?
- What would you like to happen?
- What support do you think might help?
- Have you spoken to your GP or looked for help anywhere else?

Questions to avoid

- You're clearly struggling. What's up?
- Why can't you just get yourself together?
- What do you expect me to do about it?
- Your performance is really unacceptable right now – what's going on?
- Everyone else is in the same boat and they're okay. Why aren't you?
- Who do you expect to do all the work that you can't manage?

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Reasons why someone does not ask for help

- I'm too embarrassed to tell my manager how I am feeling...
- There's no point as there is nothing anyone can do about it...
- I'm afraid that I will be judged or discriminated by others...
- I'm ashamed that I can't handle this on my own...
- I don't want people to think I am weak and can't cope...
- My manager isn't interested...
- I'm worried it will affect my career prospects...

Setting the tone

- Choose a private and confidential setting
- Be open and non-judgemental
- Make the person feel equal and at ease
- Ask simple, open questions and let them talk
- Don't interrupt or impose your opinions or ideas
- Avoid external interruptions – e.g. switch off phones, ensure no one can walk in and interrupt
- Listen actively
- Focus on the person, not the problem

Examples

- I'm really sorry to hear that things have been so hard.
- It sounds like you've been having a difficult time lately.
- I'm really pleased you've taken time to speak to me about this.

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Top tips for conversations

1. Choose an appropriate location.
- The location should be confidential, private and neutral
- Pick the most comfortable place for the individual

2. Be confidential.
- Have strict policies in place about who is made aware of disclosures
- Reassure them that their information will be treated confidentially
- Discuss what (if anything) they would like shared with colleagues and how

3. Be non-judgemental.
- Avoid making assumptions and keep an open mind
- Give the individual space to talk without guessing their symptoms and how these might affect their work

4. Develop an action plan.
- Develop an individual action plan together
- Identify the individual's signs of distress, potential triggers for such stress and the possible impact on their work
- Discuss who they can contact in a crisis and what support they need
- Follow up in writing, include agreed actions, next steps, follow ups or support

5. Reassure.
- Outline that support is available and that you will ensure they get the support they need
- Reassure the individual that your door is always open and they can speak to you at any time

6. Encourage to seek support.
- Look at the resources available in your organisation and signpost
- Examine the resources at the end of this guide to learn what support is available

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Stress in the workplace

Work-related stress refers to how individuals feel and react to excessive pressure or other types of work demands that exceed their coping ability. Prolonged exposure to stress can heavily impact employee wellbeing and contribute to mental health conditions such as anxiety or depression.

Contributors to stress

Work demands

Workload, unrealistic deadlines, work patterns, the working environment.

Support

The encouragement, mentoring and resources staff receive from their managers and colleagues.

Control

How much say the individual has in how do their work, where they work and when they work.

Change

How organisational change is managed and communicated, how secure individuals feel in their role.

Relationships

How individuals and teams relate to and behave towards each other, how isolated or connected individuals feel within their teams.

Role

Whether individuals understand their role within the organisation, do not have conflicting roles and are in the right job for their skills, abilities and expectations.

Culture

How the organisation treats employees, deals with conflict and unacceptable behaviour such as sexual harassment or discrimination.

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Signs that someone is stressed

Work-related stress can have mental, physical and behavioural effects on an individual. These signs are very similar to those of poor mental health that were covered earlier in the guide. This is because stress is one of the largest contributors to poor mental health in the workplace and can therefore indicate when an individual might struggle with their wellbeing. It is important to note that everyone reacts differently to stress so the impact and signs of work-related stress can vary.

PHYSICAL	PSYCHOLOGICAL	BEHAVIOURAL
• Headaches • Frequent colds and infections • Chest pain • Upset stomach • Aches, pains and muscle tension • Breathlessness • Constant tiredness • Feeling sick or dizzy • High blood pressure • Restlessness • Tendency to sweat	• Overwhelm • Difficulty concentrating or remember things • Lack of motivation or commitment • Being indecisive • Feeling depressed • Feeling anxious • Feeling more emotional • Mood swings • Low energy • Loss of sense of humour	• Self-isolation • Using alcohol, cigarettes or other drugs to relax • Decline in performance • Uncharacteristic mistakes at work • Irritability • Missed lunch breaks • Working longer hours • Increase in sick leave

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Pressure, performance and stress

Pressure and performance are highly correlated. 'Good' pressure can be positive and motivating, helping individuals to achieve their goals and perform well. It essentially drives personal growth.

However, if pressure exceeds an individual's ability to cope, they may experience feelings of stress. This threshold is different for every individual as everyone deals with pressure differently. Continued or extreme pressures often lead to ill-health and individuals being unable to function at work.
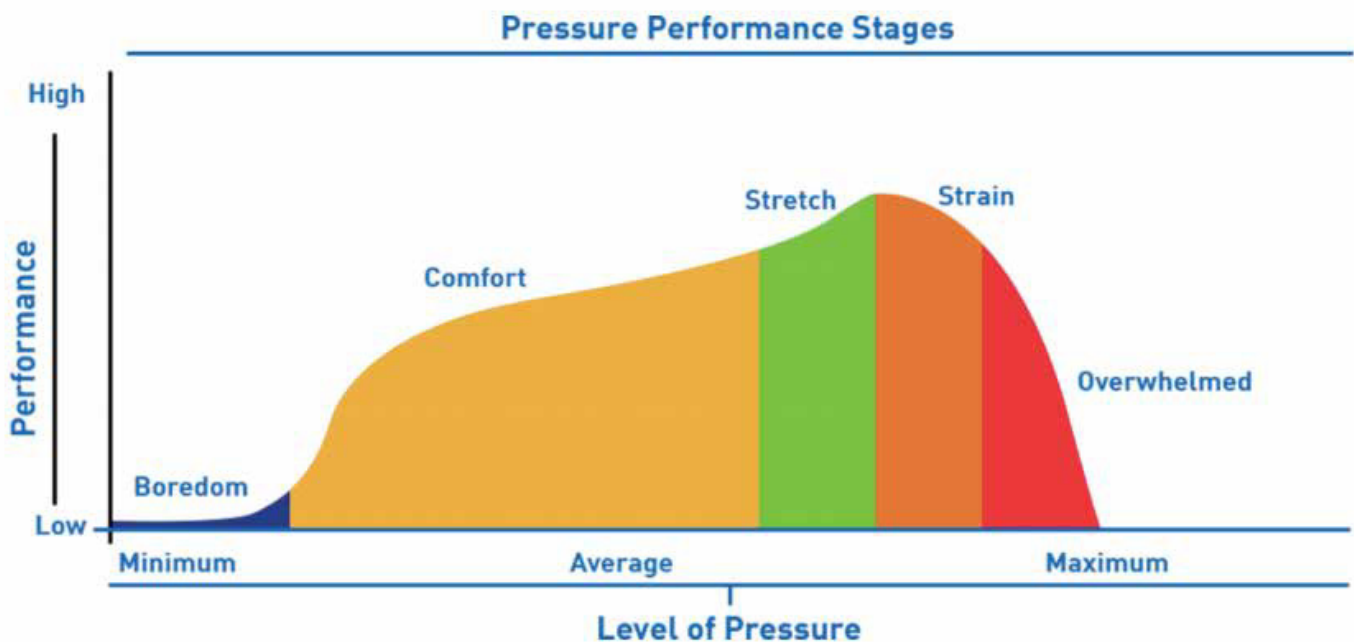
Pressure: What we feel when something is important to us, when we need to perform well or deliver something.

Stress: What we feel when there are too many demands on us, when we feel overwhelmed and unable to respond appropriately or cope with the challenges we face.

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The pressure performance curve

Pressure Performance Stages

Performance: High / Low

Boredom, Comfort, Stretch, Strain, Overwhelmed

Level of Pressure: Minimum — Average — Maximum

Source: Unilever.

The pressure performance curve illustrates how individuals perform under differing degrees of pressure. It demonstrates that as pressure increases so does performance until it reaches an optimal level (the 'stretch' zone). However, when pressure exceeds this 'stretch' threshold, performance begins to decrease and stress starts to occur. There are five key pressure/performance stages and ideally staff should move between the comfort and stretch zones.

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Boredom.

A lack of pressure or incentive to fulfil a task leads to low motivation, poor performance, disengagement and distraction.

Comfort.

Low pressure means an individual gets things done but likely does not perform to their full potential. Time in this zone is essential for recovery from high pressure.

Stretch.

A managed level of pressure leads to motivation, high performance and growth. However, it is not healthy to be stretched all the time, as that can easily lead individuals into the strain zone.

Strain.

Increased or sustained pressure may lead to low energy, a drop in motivation and engagement, and increased mistakes. Limited periods in the strain zone are ok as long as a return to the stretch or comfort zone can soon be achieved.

Overwhelmed.

Very high and sustained pressure puts employees at risk of exhaustion. Prolonged periods of time in this zone can cause an individual, or even an entire team, to experience burnout and difficulties coping with challenges, leading to poor mental and physical wellbeing.

Source: Unilever.

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How to manage stress in the workplace

As a manager, you are responsible for creating a working culture where your team do not spend large periods of their time working in the strain/overwhelmed zones. You need to continually assess and control the risk of disproportionate pressure at work.

A few things you can do are:

- Encourage well-designed, organised and managed work
- Promote a culture of 'working smart, not long'
- Clearly define employees' roles and responsibilities
- Promote a healthy work-life balance
- Develop policies that account for the link between stress and mental health
- Share information with your staff to reduce uncertainty about their jobs and futures
- Consult your staff about scheduling and work rules
- Be sure the workload is suitable to employees' abilities and resources
- Avoid unrealistic deadlines
- Show your staff that they are valued

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7. Support services and resources

Samaritans
Call: 116 123
www.samaritans.org

Calm
Call: 0800 58 58 58
www.thecalmzone.net

Mind
Call: 0300 123 3393
www.mind.org.uk

Switchboard
Call: 03003300630
www.switchboard.lgbt
for LGBTQ+

The Mix
Call: 0808 808 4994
www.themix.org.uk
for under 25s

Papyrus
Call: 0800 068 41 41
www.papyrus-uk.org
for under 35s

Anxiety UK
Call: 03444 775 774
www.anxiety.org.uk
for anxiety

Frank
Call: 0300 123 6600
www.talktofrank.com
for drug/alcohol misuse

Support Line
Call: 01708 765200
www.supportline.org.uk
for abuse/ trauma

We provide a list of many more helplines covering different needs and forms of support in the MyMynd Wellness Centre.

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7. Support services and resources

NHS Talking Therapies is a programme that offers a range of talking therapy services including guided self-help sessions, cognitive behaviour therapy and counselling.

» Take Me There

Who is it for? Anyone who is struggling or concerned about their mental health can self-refer for support.

What is Local Minds? Mind is a mental health charity with a network of approximately 125 local Minds across England and Wales offering talking therapies, peer support, advocacy, crisis care and more.
Who is it for? Anyone who is struggling or concerned about their mental health can find their local Mind and self-refer for support.

Local Minds
mind

» Take Me There

Pay What You Can Peer Support

» Take Me There

What is it? PWYCPS is an online mental health platform offering group support for a variety of topics including relationships, bereavement and stress management. Groups meet weekly via Zoom and are moderated by experienced mental health providers. *Who is it for?* Anyone who is struggling or concerned about their mental health can sign up to a support group.

What is Hub of Hope? Hub of Hope is the UK's leading mental health support database, bringing a range of local, national, peer, community, charity, private and NHS support services together in one place.
Who is it for? Anyone who is struggling or concerned about their mental health can use this database to access support. There is also a dedicated section for carers and family members of those affected by poor mental health.

Hub of Hope

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7. Support services and resources

Stay Alive — Suicide prevention and crisis resources

Bright Sky — Support and information for victims of domestic violence and abuse

Daylight — Support and information for people experiencing worry and anxiety

Headspace — Mindfulness and meditation app to help reduce stress, build resilience and aid better sleep

Cityparents — Support for working parents to develop skills, improve wellbeing and manage work/life balance

Liberate — Culturally sensitive and diverse meditations and talks on topics such as sleep, mindfulness, grief and anxiety for POC and the BAME community

Sleepio — Clinically evidenced and personally tailored sleep improvement programme

DistrACT — Information and coping strategies for self-harm and suicidal thoughts

EXI — Tailored 12-week exercise plan to improve overall health and manage long-term health conditions

Thrive — Support for preventing and managing stress, anxiety and related conditions

Better help — An online counselling platform offering affordable, professional support for a variety of topics

Movement for modern life — An online yoga platform to practice movement and mindfulness or join breathwork sessions and stress reduction classes

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Additional learning resources for managers

- [Mental health at work](#) - Search engine for mental health at the workplace resources.
- [Mental wellbeing training for managers](#) - guide by Unilever.
- [How to take stock of mental health in your workplace](#) - guide by Mind.
- [Line managers' resource](#) - guide by Mindout.
- [Supporting employee mental health in a post-pandemic world](#) - big read by Sanctus.
- [How to promote wellbeing and tackle the causes of work-related mental health problems](#) - guide by Mind.
- [Mental health toolkit for employers](#) - guide by Business in the Community.
- [Open up at work: a manager's guide](#) - guide by BUPA.
- [People managers' guide to mental health](#) - by CIPD.
- [How to support mental health at work](#) - guide by the Mental Health Foundation.

WAP templates:

1. [Guide for line managers: Wellness Action Plans (WAPs)](#) - by Mind.
2. Page 40-41 in '[People managers' guide to mental health](#)' - by CIPD.

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