

Mental Health Awareness

Presented by ComPsych® Corporation



Stay Ahead of Performance, Productivity and Health Issues

COMPSYCH®
GuidanceResources® Worldwide

Agenda

Overview of mental health issues
Common reactions to mental illness
How to be supportive
How to respond to suicidal thoughts



Facts About Mental Health

- 1 in 5 people will experience some type of mental health issue
- 1 in 25 will experience a serious mental illness that will substantially impact their work performance and capacity to function in life
- Mental illnesses are more common than cancer, diabetes or heart disease
- About 50% of people think about taking their own life at some point

Definition of Mental Health

- Ability to enjoy life
- Ability to have a productive life
- Ability to achieve work/life balance
- Ability to cope with stressors
- Ability to adapt to sudden changes
- Having self-awareness and the ability to regulate emotions
- Having resilience to deal with distress



Signs of Possible Problems

- Persistent anxiety, depressed or irritable mood
- Highly reactive mood – e.g. happy then angry then sad
- Withdrawn and isolative
- Lethargic, unable to self motivate
- Deterioration of personal hygiene
- Using illegal drugs or alcohol at work
- Interpersonal problems and/or excessive conflicts
- Bizarre and/or irrational thinking
- Antisocial acts – stealing, lying, threatening or intimidating behaviors
- Suicidal thoughts and gestures

Common Responses to Illness

Confusion and Fear – avoidance

Judgement – behaving dismissively, gossiping, exclusion

Frustration and Anger – blaming, conflict, disrespectful behavior

Compassion – support and possible enabling

Confusion and Fear

“What happened? Why are they behaving that way? Is it something I did? Will I make it worse by talking to them?”

- You don't know what to do and you fear the consequences of getting involved
- Strong emotions and unusual behaviors cause immediate distress in most people

People seek explanations:

“Why is this happening? Who is to blame? When will someone do something to fix this? Why isn't anyone doing something about this?”

- Ask instead: “What can I do in this situation? How can I use my skills to ease the tension?”
- “What” or “How” questions promote problem solving responses

Judgement

“If that were me, I’d never do that! They should be able to control themselves.”

- Signs
 - Being dismissive of someone, complaining, gossiping
- Why it happens:
 - Ignorance of that person’s situation or what they are experiencing
 - Unrealistic expectations of the other person
 - A belief in your superiority to the other person
 - A belief that you don’t need to learn anything else
 - A belief that you can’t really help the situation

Let Go of Judging

- Be aware of doing it
- Ask yourself:
 - “What expectations do I have that are unrealistic?”
 - “What can I guess about what the other person is really going through?”
 - “What do I appreciate about the other person?”
 - “Was there a time when I was going through something similar?”
 - “How can I help? What does this person need?”

Frustration and Anger

“They are behaving that way just to get a rise out of me!”

- Personalizing their actions, they are doing it intentionally
- Recognize it's not personal
- Their behavior is an extension of their own problems
- You just happen to be the person that they are interacting with at moment
- Ask yourself:
 - “Why would a reasonable person behave this way?”

Compassion

“I can imagine this must be difficult for them.”

- Compassion is a product of empathy with someone who is in pain
- Be supportive but recognize you cannot fix the problem or relieve their pain
 - Don't argue about how bad things are or challenge expressions of hopelessness
 - Don't insist that depression or sadness are the wrong feelings to be experiencing
 - Don't expect to “cheer up” a depressed person
 - Don't become angry even though your efforts may be resisted or rejected
 - Avoid critical or shaming statements
 - Avoid becoming an enabler by taking on their responsibilities or covering up for performance issues

Comments to Avoid

- Don't offer a pep talk
- Resist telling them how strong they are
- Statements that begin with "You should" or "You will."
- Don't try to be profound:

"Don't cry!
You'll be
fine."

"I **know**
how you
feel."

"God will
never give
you more
than you can
handle."

"Look at what
you have to be
thankful for."

"I've been
there."

"Be strong
for..."

"There is a
reason for
everything."
"

Appropriate Comments

- “I wish I had the right words.”
- “How are you feeling?”
- “I’m here for you.”
- “Although I can’t know exactly how you feel, I understand how difficult this must be for you.”
- “We all need help at times like this, I’d like to help.”
- “Would you like to talk?”



Being Supportive

- **Listen:** acknowledge feelings of sadness, grief, anger and frustration
- Emphasize that professional help is available as needed
- Stress confidentiality
- Be supportive of counselor or doctor suggestions
- Take seriously any suggestion or talk of suicide



Warning Signs of Suicide

- Talking or writing about death or dying or making comments like *“What’s the point of living?” “Life is meaningless” or “No one would miss me if I were gone”*
- Threatening suicide
- Seeking lethal means such as saving pills, buying or asking to borrow a gun
- Giving away possessions
- Asking about details of their life insurance policy, especially as it relates to cause of death
- Showing interest in end-of-life affairs such as making a will or discussing funeral preferences

What to Do

If someone is thinking about suicide, the situation must be taken seriously!

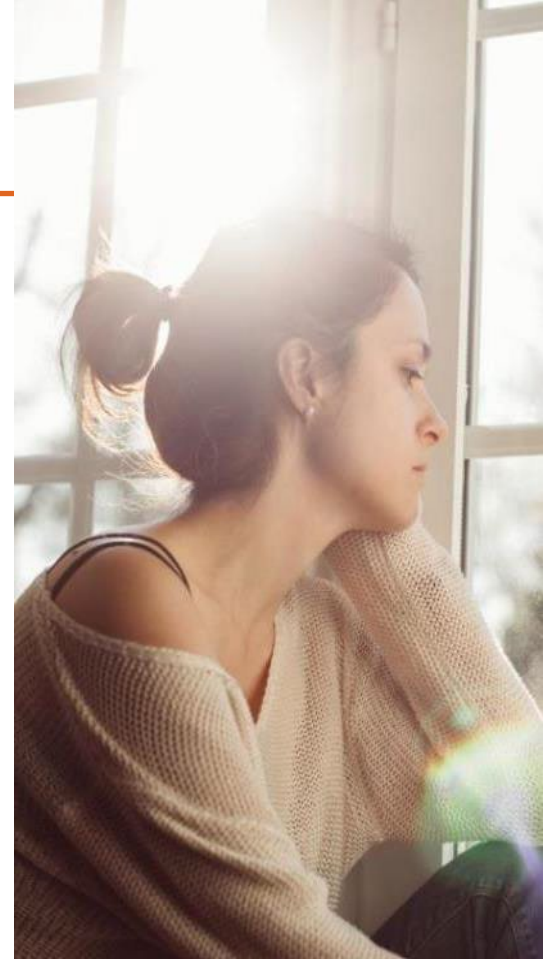
- **Ask** – ask the person about suicidal thoughts
- **Agreement** – get their agreement to accept help
- **Arrange** – help them to connect with resources

Maria

Your friend Maria hasn't been her usual self the past couple of months:

- Her appearance has become disheveled and she's not as animated as she once was.
- She hasn't been sleeping well and barely eats.
- You've asked her before how she's doing and her usual reply is, "Eh, I'm ok."
- You're worried about Maria and want to help.

What would you do?



Self Care: What to Do?

- Acknowledge your emotional stress and its impact - talk to self, write and/or talk with others about your experience
- Breathe and relax – develop a routine
- Connect with others socially – find a way to help others
- Maintain your normal routine – don't become isolative or avoidant
- Take care of your physical wellbeing – exercise, sleep adequately, drink in moderation
- Focus on accomplishing objectives:
 - *“What do I want to accomplish today? What is the obstacle?”*
- Speak up on your own behalf – be assertive about your rights/needs
- Seek professional help

LifeResources Program Overview



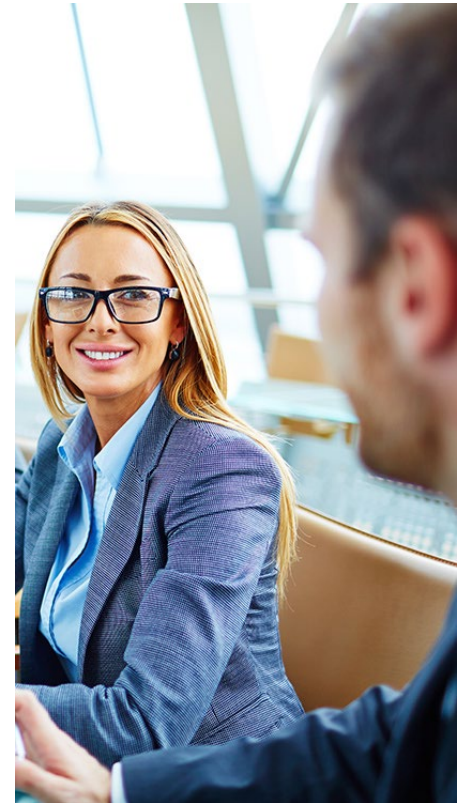
Confidential Counseling

Solution Focused Counseling

- 14 Onsite EAP Consultants at 20 RTX sites
- Includes 2 Virtual EAP Consultants
- **Confidential**
- No set limit to number of sessions
- Address issues early
- No cost
- Includes family living in home

And/Or

- Option for continued treatment with outside counselor
- 10 free sessions



Organizational Support

Management consultations

Critical Incident Stress Management (CISM)

Training opportunities

- Personal and professional development seminars
- Management development
- HR/organizational consulting



Integrated Work-Life Solutions



FamilySource

- FamilySource (North America: in-house)
 - ➡ Child care
 - ➡ Elder care
 - ➡ Education
 - ➡ Government programs
 - ➡ Health/wellness
 - ➡ Personal convenience
 - ➡ Moving/relocation
- Customized referral packets; full research and availability checks
- In-house FamilySource department for North America
- Work-Life kits available (baby, wellness, retirement, etc.)
- *Experience integrating with Bright Horizons
- Globally: in-the-moment support and follow-up from local teams along with website content and training resources

Integrated Work-Life Solutions



LegalConnect

- Consultations with in-country legal experts
 - Family law
 - ID theft
 - Custody
 - Real estate
 - Contracts
 - Tax questions
- US: unlimited consults with ComPsych in-house attorneys; referrals to local network with discounts
- Global: free 30-minute phone consults with local network attorneys
- Online content relevant to each country

Integrated Work-Life Solutions





FinancialConnect




- Consultations with in-country financial experts
 - Budgeting
 - Debt
 - Credit
 - Tax issues
 - Retirement planning
 - Real estate
 - Estate planning
 - Saving for college
- US: unlimited consults with ComPsych in-house financial experts
- Global: free 30-minute phone consults with local network financial experts
- Online content relevant to each country


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Digital Self-Care Tools

Included with your program is our digital self-care platform, myStrength®, which offers interactive behavioral health programs, tools and resources 24/7.

[myStrength >>](#)



BE HAPPY

Holiday Resource Guide

Stay merry and bright by preparing for the ups and downs of the holidays. Follow our guide to learn how to budget finances and manage stress this season.

[Guide >>](#)

LifeResources

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Final Comments

- Be aware of your emotional reactions
- Seek counseling for yourself to better equip you with working with others who may have mental illness
- Mental health issues can and should be addressed openly and respectfully
- Confidential resources are available to all employees in addressing personal issues
- Open communication prevents stigmatization and creates a supportive work environment

Thank You for Attending

Your single source for confidential support,
expert information and valuable resources, when
you need it the most.

Available 24 hours a day, 7 days a week

Online: guidanceresources.com

