

# Mental Wellness in the Workplace

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Who we are.....

## We are part of the National Alliance on Mental Illness (NAMI)

NAMI is the nation's largest grassroots mental health organization providing advocacy, education, support and public awareness to individuals and families affected by mental illness.

The mission of NAMI Wisconsin is to improve the quality of life of people affected by mental illnesses and to promote recovery.

3-tiered Organization: National | State | Local Affiliates



NAMI National



NAMI Wisconsin

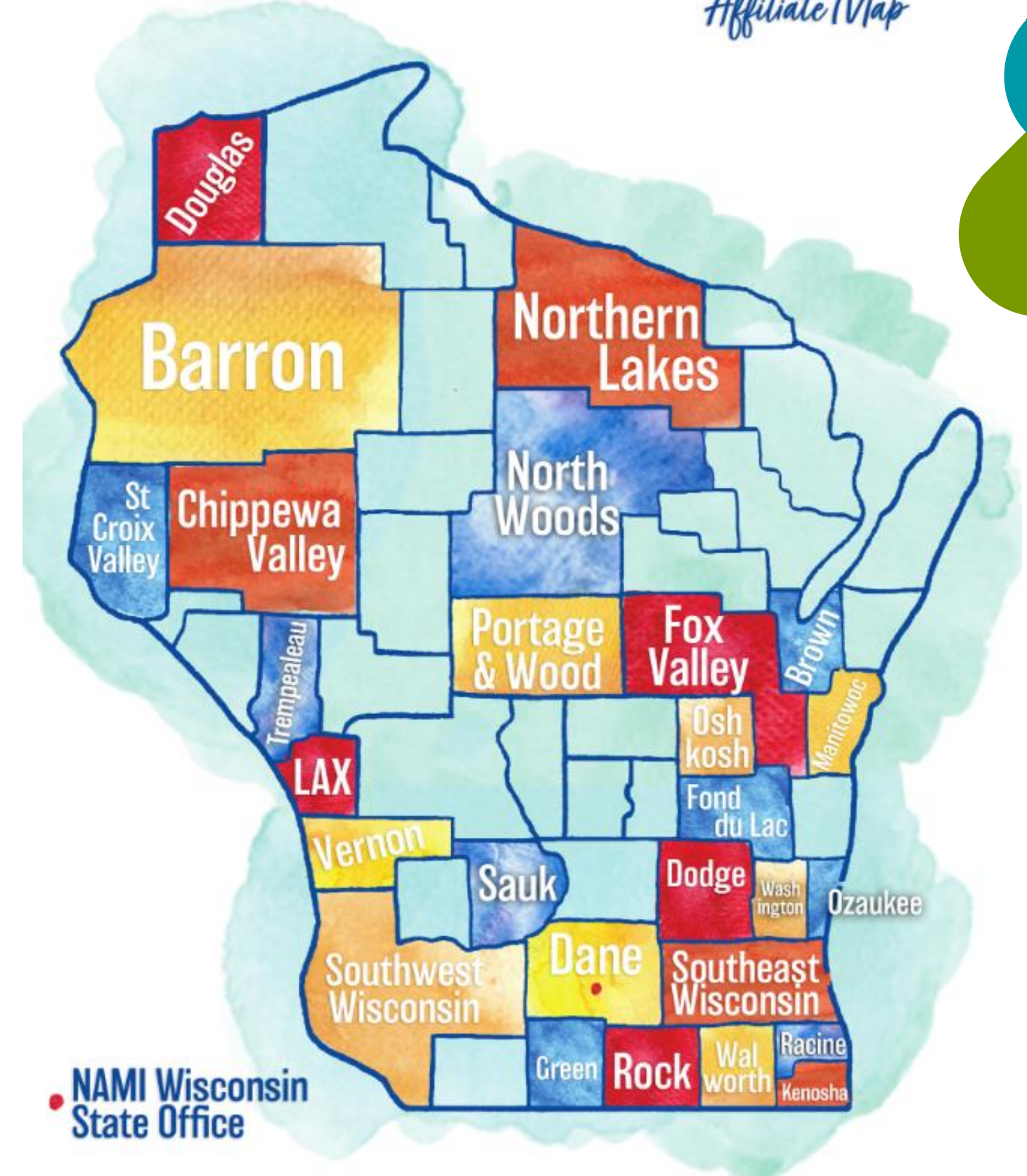


NAMI WI Affiliates



# NAMI Wisconsin

*Affiliate Map*



# Support & Education: *Local NAMI Affiliates*

## NAMI Support Groups & Educational Classes

### NAMI Support Groups



PEER SUPPORT GROUP 

Specialty Support Groups:

- Parent/Caregiver
- Young Adult & Teen
- Women
- Bi-polar/depression
- Survivors helping Survivors
- Adult Autism

### Educational Classes



[Find & Connect with your local NAMI Affiliate](#)

# NAMI PRESENTATIONS



- In-school presentation to students
- Given by one young adult living in recovery who tells their story and one adult who gives factual information



- Mental Health Chat is a newly developed presentation whose target population is **third to five** graders  
And the goals are to
- Reduce stigma,
  - Understanding what your moods and feelings are,
  - How to ask for help if not feeling well,
  - And who at school or home can you tell your not feeling well.



Family Experience is a new NAMI Wisconsin Program from the Family Experience. One family member and one affiliate representative provide this presentation. It can be presented to churches, colleges, adult organizations, and has a 60- and 90-minute version.



- 2 Trained presenters who are living in recovery from mental illness
- This presentation is given in a 60- or 90-minute format.

# Crisis Intervention Training



## Crisis Intervention Training

CIT is a 40-hour Training

Training for **law enforcement** on how to better understand and respond to people in a mental health crisis

## Crisis Intervention for Partners

CIP is a 16-hour Training

Designed for **wide-ranging audiences** interested in better understanding and improving interactions with people who experience mental health crises

# **Mental Health & Mental Illness 101**

# What is Mental Health?

Mental health can be defined as the way we think, feel, and how we relate to others.

Each day your mental health can be good or bad. We all have bad mental health days but that does not mean we have a mental illness.

Everyone has mental health, but not everyone has a mental illness.



# When does Mental Health become Mental Illness?

A person may be diagnosed with a mental illness when their symptoms are

- ongoing for an extended period of time
- they are distressing and cause a significant disruption in ability to function
- decreases the quality of their life

It's helpful to think of mental health and mental illness as separate entities working independently.





# Mental Illnesses are...

Mental illnesses are **NOT** caused by personal weakness, lack of character or poor upbringing.

Mental illnesses **ARE** medical conditions.

Mental illness should be viewed and treated the same as a physical illness.



MENTAL  
HEALTH  
IS  
HEALTH.

# MENTAL ILLNESS IS COMMON

1 in 5 people live with a mental illness (1 in 25 live with a serious mental illness). The other 4 out of 5 people will know someone living with a mental illness.



**6.9%**  
**2.6%**  
**1.1%**  
**18.1%**

**Depression**  
**Bipolar Disorder**  
**Schizophrenia**  
**Anxiety Conditions**

# MENTAL ILLNESS IS TREATABLE

There are many tools that can improve the experience on the journey of recovery: medication, counseling (therapy), coping skills, social support and education.

- ✓ Education: learn about your diagnosis
- ✓ Support: professionals, peers, groups
- ✓ Understanding your health care options (insurance and medication)
- ✓ Involve family and friends in treatment
- ✓ Earlier the better!



# Mental Wellness & the Workplace

# Mental Illness in the Workplace

## Who?

- Employees may be living with a mental illness.
- Employees may have friends or family members who live with a mental illness.
- Customers/clients may live with a mental illness.

## Impact on the Company

- More sick leave
- Lower morale
- Decreased productivity

**Untreated mental illness costs the US economy  
\$200 billion in lost earnings each year.**

# THE COST OF STAYING SILENT

- Employers can't afford to not talk about this issue.
- Mental illness is the single greatest cause of worker disability worldwide.
- 62% of missed workdays can be linked to mental illness.
- Turnover rates are higher for depressed employees who are approximately 30% more likely to become unemployed due to their condition.

# What to watch for in THE WORKPLACE

- Missing work often and unexpectedly, sometimes near deadlines or large projects
- Not following typical safety protocol
- Extreme fatigue
- Change in productivity and personality
- Increase in alcohol or drug use in or outside of the workplace
- Exhibiting anxious behavior sometimes with lack of eye contact
- Agitation
- Change in personal appearance, weight gain or loss, change in hygiene
- Fear of losing their job or, lack of care about losing their job

# WHY HAVE A “MENTAL WELLNESS” FRIENDLY ENVIRONMENT?

- Increased productivity and loyalty
- Improves recruitment
- Contributes to company success
- Employee morale will increase
- Company is dependent on a healthy workforce
- It the right thing to do for customers and staff



# LET'S START THE MENTAL HEALTH CONVERSATION

- ✓ Educate management and workforce
- ✓ Talk openly about mental health
- ✓ Promote a healthy work environment
- ✓ Provide training on ways to respond to customers in  
a mental health crisis

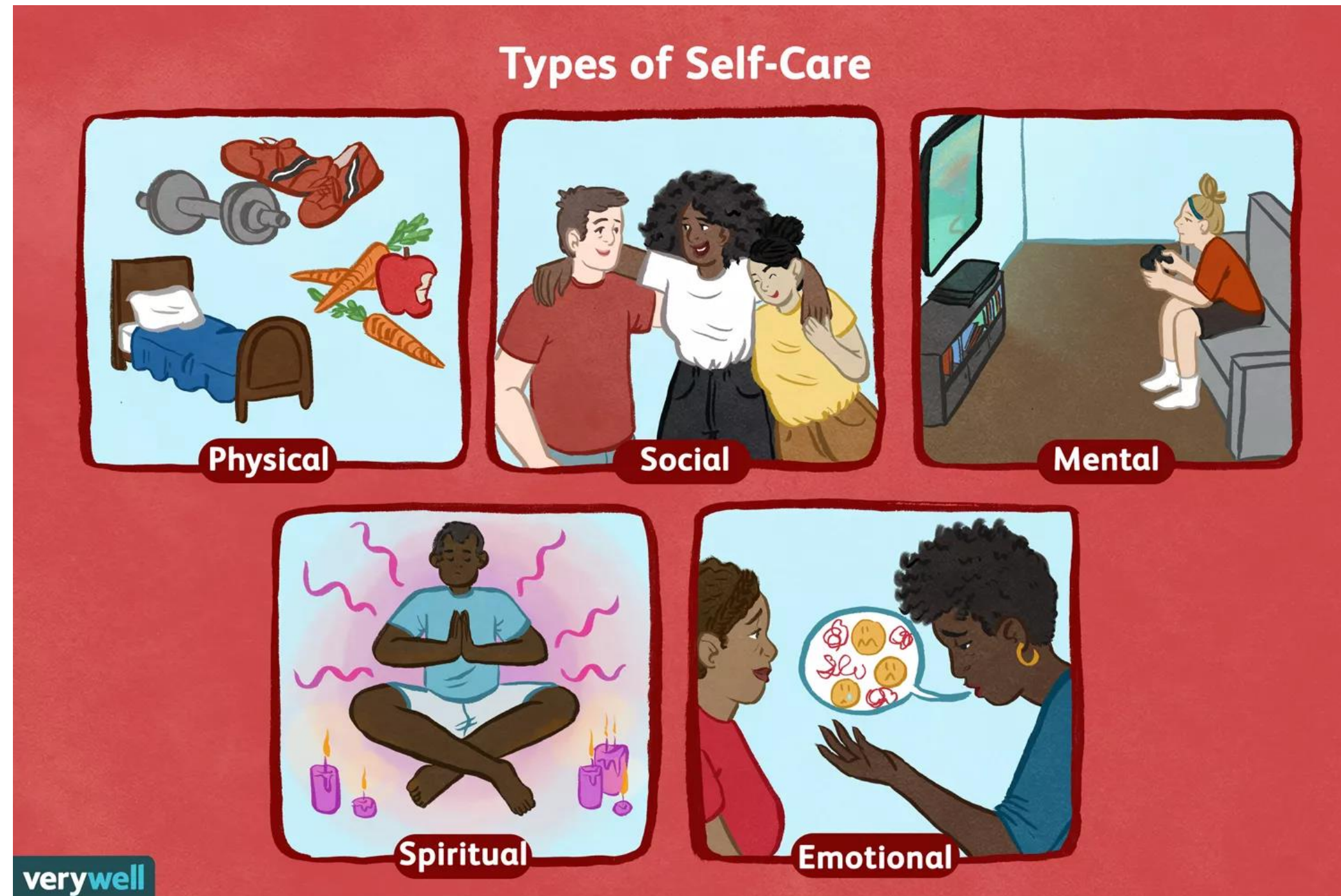
# CREATE A MENTAL HEALTH FRIENDLY WORKPLACE

- Readily available mental health resources in breakrooms or sent via email
- Include healthcare that incorporates mental illness/behavioral health - promote & support utilizing those resources
- Provide time off for employees to seek counseling, therapy, or activities that benefit their mental health
- Ask employees about the status of their mental health at work and at home.  
"I noticed you've seemed a little down this past week. Is everything ok? Is there anything I can do to help?"
- Do not make assumptions about one's mental illness. Two people with the same diagnosis can experience symptoms completely different.

# CREATE A MENTAL HEALTH FRIENDLY WORKPLACE

- Emphasize employees value through supportive work-life balance
- Form a mental health committee or group
- Encourage mental wellness through gym benefits, healthy eating benefits, etc.
- Allow staff to take 15-minute mental health breaks to go on a walk, sit in their car, or just step out of the workspace.
- Host a session on mindfulness or meditation- there is plenty that can easily be done while at work while not interfering with productivity
- Put mental wellness posters up in the workplace, on your office door, or on your e-mail signature.  
Send the message to employees that you are a **SAFE** person to come talk to.
- Lead by example by taking care of and talking about your own mental health.

# Self Care For HR employees



# MENTAL HEALTH Self-Care - Physical

## Physical Self-care

- Schedule
  - Sleep – Let your body heal
  - Eating Healthy – Fuel the body
  - Exercise – build your strength and move your body



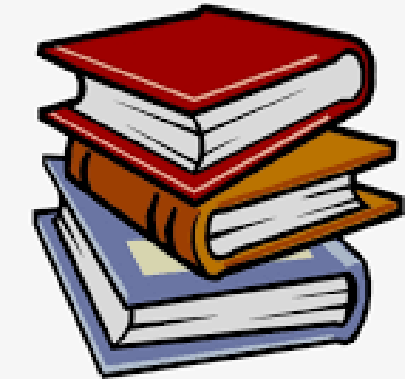
# MENTAL HEALTH Self-Care - Social

## Social Self – Care

- Are you getting enough face-to-face time with friends and family?
- Nurture your relationships with friends and family
- Are you involved with others outside of work, like clubs, classes, community gatherings?



# MENTAL HEALTH Self-Care - Mental



## Mental Self-care

- Make enough time for activities that stimulate your mentally like, books, movies, robust conversation, puzzles, video games.
- Mental self-care activities
  - Meditate
  - Yoga
  - Show self-compassion via positive inner dialogue; journal, self-talk, give yourself positive feedback like you would a friend, observe without speaking



# MENTAL HEALTH Self-Care - Spiritual

## Self-Care – Spiritual

- Nurture your spirit by engaging in spiritual practices that you find fulfilling
  - Religion
  - Nature
  - Anything that allow you to feel a deeper sense of meaning, meditation

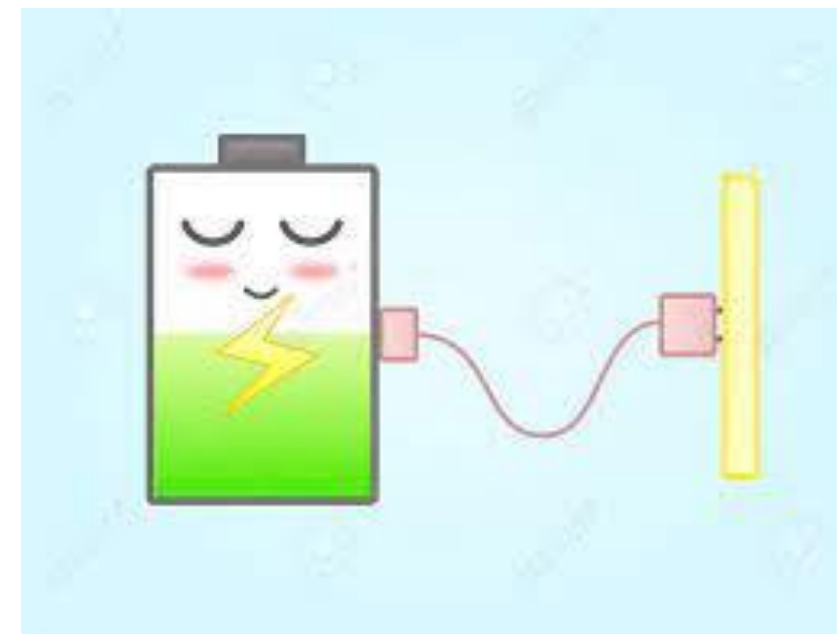




# MENTAL HEALTH Self-Care - Emotional

## Self-Care Emotional

- Recharge yourself
  - Do something that reminds you why you do what you do.
  - Professional Development that connects you
  - Personal development that recharges you
- Do you have healthy ways to process your emotions?
  - Humor
  - Physical
  - Box Breathing
  - Tapping
  - Talking to colleague, family, friend
  - Therapist, support groups

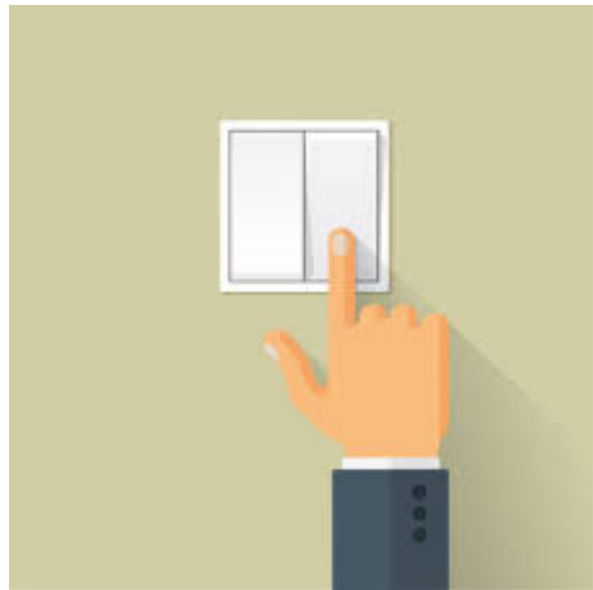


# MENTAL HEALTH Self-Care WORK LIFE Balance

Empower the word NO!



Turn off, Tune Out, Take a break



Let work be part of your life, Not All of it!

# MENTAL HEALTH Self-Care BOUNDARIES

Life is hard and in your role as HR professional you are a fixer. Remember you are there to assist, not fix.

Keep work at work and be realistic about what you can fix.



Personal boundaries

# Active Listening

# ACTIVE LISTENING

- Active listening is the process by which an individual secures information from another individual or group. The “active” element involves taking steps to draw out details that might not otherwise be shared.
- Use a calm reassuring voice when responding. Try not to show or express alarm. Have a nonjudgmental demeanor.
- Active listeners avoid interrupting at all costs, summarize and repeat back what they have heard, and observe body language (non-verbal cues) to give them an extra level of understanding.



# ***WHAT IS THE MOST COMMON THING PEOPLE ARE SEEKING?***

***Validation*** that what they are experiencing is difficult and there is someone on the other end that understands.

The most important thing you can do is **listen!**

They should feel that you **tried** to help them.

# ACTIVE LISTENING

## Steps to Active Listening

Stop : Listen : Respond : Ask

- 1. Stop** whatever you are doing physically and mentally--focus on the person in front of you.
- 2. Listen** mentally and physically to what they are saying.
- 3. Respond** physically and verbally.
- 4. Ask** open ended, who, what, where, and how.



# ACTIVE LISTENING

- 1. Stop** whatever you are doing physically and mentally and focus on the person in front of you. Turn off your phone, stand sit still, remove thoughts from your brain and direct all attention to them.
- 2. Listen** mentally and physically to what they are saying. Listen with your eyes, uncross your arms, lean in, be engaged.
- 3. Respond** physically and verbally. Nod your head, keep eye contact, make VALIDATING statements.
- 4. Ask** open ended, who, what, where, and how. How can I help you, what has helped in the past, who should we contact to help, what would help you, where would you like to go?







# ACTIVE LISTENING EXAMPLES

**Role #1: employee**

**Role #2: manager**

**Role Play:** You (employee) are going through a divorce. You can't think about anything else and it's hard to focus on work. You are depressed about the situation and don't feel like life will get better. You never thought you'd be divorced and are sad for yourself, your kids and parents.

You feel depressed and unable to focus on work or feel positive about any aspect of life.

**Role #1:** Stay in character as you explain your situation.

**Role #2:** practice active listening

# Resources

# Mental Illness Education for Professionals

- ✓ **Center for Workplace Mental Health (APA)** <https://www.workplacementalhealth.org/Employer-Resources/ICU>
- ✓ **Workplace Training and Resources (MHA training, info)** <https://mhanational.org/workplace-training-and-resources>
- ✓ **Empower Work (Text Hello to 510-674-1414)** Free work issue [www.empowerwork.org](http://www.empowerwork.org)
- ✓ **Mental Health First Aid (National Counsel on Wellbeing)** <https://www.mentalhealthfirstaid.org/>
- ✓ **QPR- Question, Persuade, Refer (suicide awareness)** <https://www.preventsuicidewi.org/qpr-gatekeeper-training>
- ✓ **NAMI Frontline Wellness:** initiative to support frontline health care and public safety professionals facing the adverse mental health effects. <https://nami.org/Your-Journey/Frontline-Professionals>



# NAMI RESOURCES

## Find your local NAMI

<https://namiwisconsin.org/find-my-nami/>

## Being Together Virtual Support Groups

<https://namiwisconsin.org/being-together/>

## NAMI Wisconsin Resource Guide

<https://namiwisconsin.org/resource-guide/>

## NAMI National's Navigating a Mental Health Crisis: (Spanish and English)

<https://www.nami.org/Support-Education/Publications-Reports/Guides/Navigating-a-Mental-Health-Crisis>

## NAMI National Resource Directory

<https://www.nami.org/NAMI/media/NAMI-Media/Images/FactSheets/2021-Resource-Directory.pdf>

