



Managing Mental Health Matters with Confidence

PRESENTED BY:

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Why Talk About Mental Health?

- 🔑 In 2021, estimated 57.8 million US Adults 18 or older reported **any mental health illness (22.8% of all U.S. adults)**
- 🔑 **Serious mental illness** estimated in 14.1 million adults 18 or older **(5.5% of all U.S. adults)**
- 🔑 Estimated to cost the global economy **\$16 trillion** by 2030.

National Institute of Mental Health



Why Talk About Mental Health?

- 🔑 **69% of employees** report work is a **significant source of stress** (APA 2009)
- 🔑 Towers Watson report – most effective health programs
 - 11% higher revenue per employer
 - 28% higher shareholder returns
 - Lower medical trends
 - Fewer absences per employee



Guidelines

- 🔑 Be mindful – sensitive nature of the subject
- 🔑 **Guard confidentiality**
- 🔑 Respect boundaries
- 🔑 Avoid diagnosing – very important



What is Mental Health?

A state of well-being which:

- 🔑 Every individual realizes his or her own potential
- 🔑 Can cope with the normal stresses of life
- 🔑 Can work productively and fruitfully
- 🔑 Is able to contribute to her or his community

- Definition: World Health Organization



Let's Talk

How do you experience mental health issues in the workplace?

- 🔑 What behaviors do you see?
- 🔑 What is the impact on your team?

TASK: In small groups of 3 or 4 discuss the above questions.



Learning Bites

- 🔑 Acknowledge the **impact**
- 🔑 Recognize **common conditions** impacting work
 - Substance misuse
 - Anxiety
 - Depression
 - Suicidal thoughts
 - Complex conditions
- 🔑 **Know resources** and **how to respond** effectively
- 🔑 Prioritize **self-care**



Acknowledge the Impact – The Stress is Real

- 🔑 Managing an employee experiencing mental health issues can be stressful
- 🔑 Consider the impact on your workload
- 🔑 Think about how it impacts the team
- 🔑 Be aware of any prior experience with the issues your employee is facing



Acknowledge the Impact – Maintain Realistic Expectations

- 🔑 Acknowledge you **are not responsible to solve** their issue
- 🔑 Offer **empathy** and **support** while maintaining **boundaries**
- 🔑 Your role is to support them professionally to be successful in their job



Cultivate Empathy

- 🔑 **Pay attention**
- 🔑 See things from the other person's point of view
- 🔑 Validate their perspective
- 🔑 Listen actively, offer encouragement, refrain from problem solving until the right time



Compassion with Accountability

CAUTION

Enabling – Unwittingly empowering or aiding a person's negative behavior



Mental Health Conditions – Consider

- 🔑 All mental health conditions are on a continuum
- 🔑 The impact on a person's ability to perform their role can range from none/mild to severe



Mental Health Conditions – Common Signs

- 🔑 Attendance issues
- 🔑 Decreased memory or **focus**
- 🔑 Inability to **respond quickly** to requests or changes
- 🔑 Difficulty regulating emotions
- 🔑 Appearing sleepy or tired
- 🔑 Negative reactions to noise and external distractions
- 🔑 **Change** in **appearance** (E.G. Dirty clothes, disheveled appearance, poor personal hygiene)



Substance Abuse – What is It?

National Institute on Drug Abuse definition of **addiction**:

- 🔑 A **chronic**, relapsing disorder characterized by compulsive drug-seeking, continued use despite harmful consequences, and long-lasting changes in the brain



Substance Abuse – Some effects

- 🔑 **Performance problems** – mistakes, missed deadlines and events
- 🔑 Poor social interactions and **loss of control** – isolation, sarcasm, irritability, outbursts
- 🔑 Physical effects: sleep disruption, low energy, liver disease, diabetes, overall physical health
- 🔑 Poor memory, judgment, and decision-making
- 🔑 Financial consequences



Substance Abuse – Some Effects

- 🔑 Noticing negative effects when **not** using the substance such as:
 - **Depression**
 - **Anxiety**
 - Irritability
 - Headaches
 - **Withdrawal!!!**
- 🔑 Continued use **despite** negative consequences



Treatment for Substance Abuse

- 🔑 Behavioral approaches including therapy
- 🔑 Self-help groups for ongoing support
- 🔑 Structured outpatient treatment programs
- 🔑 If severe, medications may be used
- 🔑 **If very severe, inpatient treatment in a facility that specializes in addictions**



Summary – A Manager's Role

- 🔑 Set expectations
- 🔑 Give feedback
- 🔑 Hold accountable for performance
- 🔑 Provide support and resources – HR, EAP

AVOID: Diagnosing, offering personal advice and opinions



Let's Talk – Substance Use

What challenges have you experienced in your workplace with substance use?

🔑 Consider:

- Behaviors
- Impact on the work and team
- Managing

REMEMBER: Be careful about confidentiality!!!
Boundaries.



Substance Abuse – Last Word

**Never underestimate the
power of denial**

Anxiety Disorders – What are they?

- 🔑 Frequent intense, **persistent worry and fear** about everyday situations.
- 🔑 **Repeated episodes** of intense anxiety and terror that reach a peak within minutes.
- 🔑 **Interfere with daily activities**, difficult to control, out of proportion to the actual danger and can last a long time
- 🔑 **May avoid** places or situations to prevent these feelings



Mayo Clinic

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Anxiety Disorders – A Few Facts

- 🔑 Most common mental health condition in the US
- 🔑 Highly treatable
- 🔑 Many factors: brain chemistry, personality, life stressors, genetic
- 🔑 Anxiousness and worry are normal human experiences



Anxiety Disorders – Symptoms

- 🔑 Feeling anxious or on edge
- 🔑 Worry – preoccupied with anxious thoughts
- 🔑 Trouble relaxing
- 🔑 **Avoiding stressful situations**
- 🔑 Physical restlessness, agitation, or muscle tension
- 🔑 Sweating, trembling



Anxiety Disorders – Effects on Performance

- 🔑 Missed deadlines and more mistakes
- 🔑 Higher turnover
- 🔑 More sick days and increased absences from work
- 🔑 Avoiding stressful situations such as meetings
- 🔑 Interpersonal conflicts and negative effects on team cohesion



Anxiety Disorders – Treatments

- 🔑 **Counseling** to help identify cause and teach stress reduction strategies
- 🔑 Activities such as **yoga**, mindfulness, meditation, deep breathing, apps such as **calm** and headspace
- 🔑 Exercise
- 🔑 Medication, if needed (xanax, klonopin, diazepam, lorazepam)



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Depression – What is it?

Sadness vs Depression

- 🔑 **Sadness** – A short-term feeling in response to an event or specific circumstance
- 🔑 **Depression** – Pervasive, longer-lasting symptoms that interfere with normal functioning



Depression - Symptoms

- 🔑 Symptoms fall on a continuum from mild to debilitating
- 🔑 Depressed mood or feeling "down" on more days than not
- 🔑 **Cognitive difficulties** such as decreased concentration, ability to think clearly or make decisions
- 🔑 Loss of interest or pleasure in most activities
- 🔑 Disrupted sleep (too much or too little)



Depression – Effects on Performance

- 🔑 Decreased productivity & follow-through
- 🔑 Unable to multitask or concentrate effectively
- 🔑 Low motivation
- 🔑 **Social withdrawal**, isolating from others
- 🔑 **Irritability**
- 🔑 Fatigued appearance including **decreased self-care**
- 🔑 Low self-confidence
- 🔑 Agitation/restlessness (can include these effects)
- 🔑 **Extreme** - Talking about hopelessness to coworkers, active suicidal thoughts



Depression – Contributing Factors

- 🔑 Various medical conditions can create symptoms that mimic depression such as thyroid and other hormonal conditions
- 🔑 Hormonal and mood changes after the birth of a baby or seasonal changes (SAD)
- 🔑 Major life changes - death of a loved one, divorce, move, retirement
- 🔑 Diagnosis of a major personal or family illness
- 🔑 Some medications can create similar effects



Depression – Treatment

- 🔑 Combination of medication and behavioral health counseling can be very effective over time
- 🔑 Medications can take 4-6 weeks to be effective
- 🔑 **TMS**



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Let's Talk – Depression

What challenges have you experienced with **depression** in the workplace?

Consider:

- 🔑 Behaviors
- 🔑 Impact on the work and team
- 🔑 Managing

REMEMBER: Be careful about confidentiality!!!
Boundaries.



Hints of Suicide – What to Do?

- 🔑 Suicide rates are at all-time highs in America. It is a national health crisis.
- 🔑 **Don't manage it alone.** If you have concern for the wellbeing of an employee consult with your HR Team.
- 🔑 Contact your EAP for a consultation and support.

Use a team approach when you suspect the problem involves a mental health issue.



Hints of Suicide – What to do?

- 🔑 **Keep the lines of communication open**
- 🔑 Use 1:1 meetings to **check in** on how the employee is managing work responsibilities
- 🔑 Be structured around check-ins, but balance against “micromanaging”
- 🔑 Take care to **keep boundaries** around personal issues
- 🔑 **Vigorously guard confidentiality** around mental health issues within the team

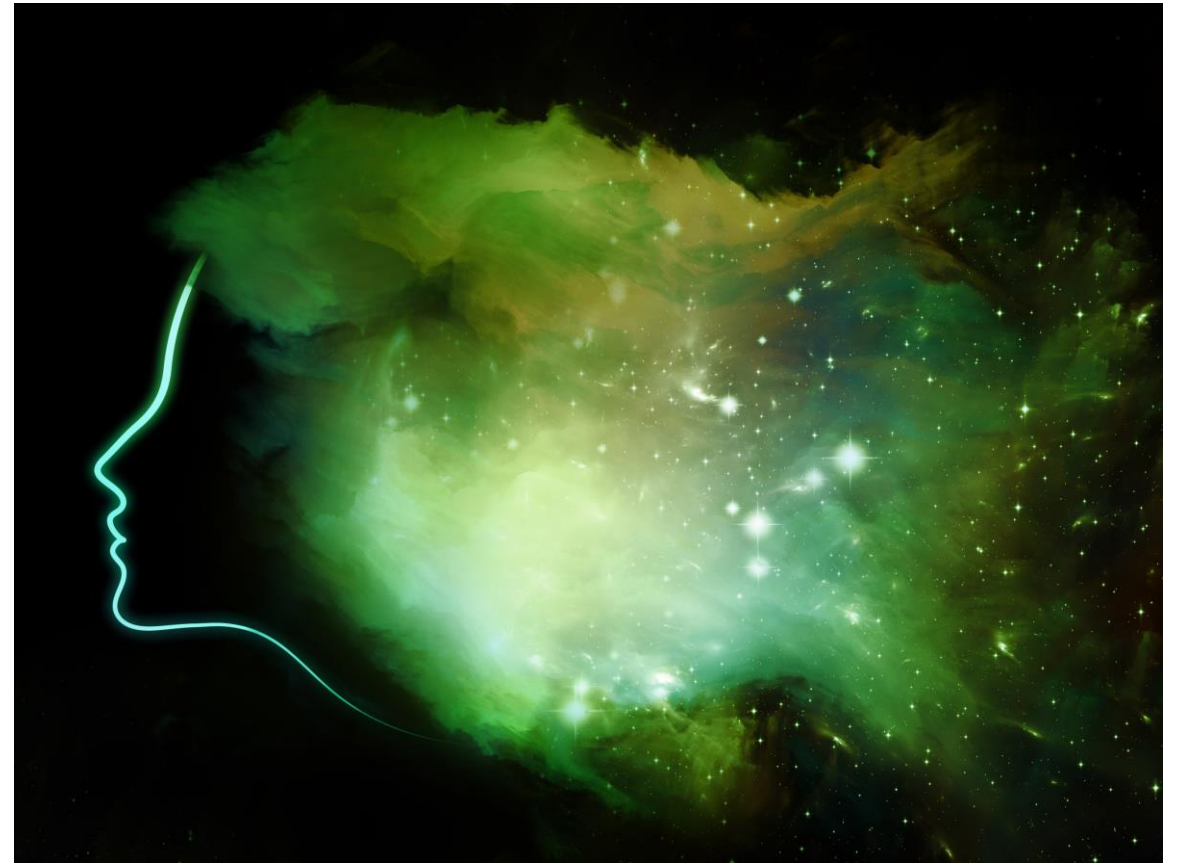
Warm transfer to your EAP.



Complex Issues

- 🔑 Paranoid thoughts and delusions
- 🔑 Bi-polar Disorder, Schizophrenia
- 🔑 Dissociative Identity Disorders
- 🔑 Anger Management

Fitness for Duty Evaluation



Prioritize Self Care

Recognize the Impact

- 🔑 Recognize the impact on you
- 🔑 Commit to life balance for yourself
- 🔑 Be willing and open to seek support
- 🔑 If not willing, explore what is the barrier

Take Action

- 🔑 Focus on health basics – nutrition, exercise, sleep, rest
- 🔑 Seek out support – friends, counseling
- 🔑 Enlists a partner to help with accountability for your self-care

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Winner will be drawn by end of next business day.

Thank You!

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