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## **Anonymised tips shared in the “chat” during the “State of the Nation’s Mental Health” webinar**

It would be helpful in the 2 examples and real users to be aware of occupational roles from an OH viewpoint.

I recently came across this website hub of hope, you add your postcode and find services in your areas <https://hubofhope.co.uk/>

It is essential that people at the top share life experiences as this gives others permission to talk openly.

As ex forces i used to think that talking about "it" was not on, rest assured that it is vital.

We do collect data but it is held by HR so not seen the results as yet

There was on excellent programme on BBC2 yesterday evening, now available on BBC iPlayer - Horizon 2018 : 6. Stopping Male Suicide

We did a wellbeing survey at the start of the pandemic and then again 6 months later and it gave us loads of great data

We use Pulse surveys to check in with teams - the most recent one was just focused on wellbeing

We have over 20 trained MHFA's in our organisation (and are training more) who are available for other staff to contact when they need support. It has been really appreciated by staff.

Engagement surveys and absence data

<https://www.gov.uk/government/publications/voluntary-reporting-on-disability-mental-health-and-wellbeing/voluntary-reporting-on-disability-mental-health-and-wellbeing-a-framework-to-support-employers-to-voluntarily-report-on-disability-mental-health-an>

Some suggested questions to ask when looking to collect data on mental health and wellbeing.

I have 5 sites and have 4 MHFAs at each. they have been so valuable this last 18 month. highly recommended.

We have mental health first aiders and have been sending a lot of information to all staff throughout the pandemic

Can you find out what systems attendees use to collect mental health data? We have designed in-house pulse surveys (anonymous) and a daily check-in tool as well as 2 cohorts of trained Mental health First Aiders who provide feedback as does (on an anonymous level) the EAP

The What Works Centre for Wellbeing has a free snapshot survey that you can also use.

<https://whatworkswellbeing.org/category/employee-snapshot-survey/>

I agree with Sir Norman that it can be advantageous to have people who have experienced mental health issues in the work place. At The CDI (Career Development Institute - UK professional body for Career Development Professionals) our members are used to helping people who have had such issues develop their careers and make successful career / job moves.

Frazzled cafe has been fantastic. run by Ruby wax and very relaxed.

We have a network of MH first aiders and champions In my organisation (professional services company), but there seems to be a reluctance to formally collect any data because - I think - the company is nervous about shining a light on the extent of the problem. This applies pre-pandemic as well as 2020 onwards.

We have done the MIND Wellbeing Index

We have noticed that there is an increase in anxiety when lockdown has been lifted and people are able to start to mix more

How to prepare the leadership for leading remotely?

<https://whatworkswellbeing.org/blog/remote-management-can-make-you-better-manager/>

I would also recommend segmenting employee population by demographics -age/gender/location as well as role as ONS stats show clear disparities between different groups

'Open mind' requires a growth mindset which needs to be trained.

If anyone faces the challenge of getting resources from their finance managers, read the Deloitte report showing for every one pound invested there is a five pound return

See the 'Eudaimonia Machine' Chapter of Cal Newport's Book 'Deep Work' for the optimal balance of belonging and deep work and what that means for physical spaces

We conducted a pulse survey within our organisation to ASK our employees how they wanted to work going forward & the majority response was 75% home working & 25% in office. Nearly all our employees wanted a 'hybrid' way of working.

I think there's an assumption here that remote versus office based working is a root cause of wellbeing. Mental health issues over the last year has been much deeper than this, I believe.

I don't have the answers to your questions Carol, of that the future holds, but what I do know is that looking into the future regarding home working - trust and flexibility is key

We've found absence rates have reduced partly due to colleagues responding positively to home working - it helps their mental wellbeing

For some people - perhaps mothers in particular - there are mixed feelings about the home/work balance. In addition to the visibility that comes from being in the office, as Dame Carol said, there are many people who like the separation that comes from their identity as a worker, rather than being 'Mum' all day.

Important that leaders/managers act as role models

What kind of participation rate do you have to those surveys?

Leading and engaging remote teams isn't a natural gift (some managers are great, some terrible) so needs to be assessed and developed through training :-)

The Pulse needs to be measured much more often so that action can be taken quickly

We have also found that absence rates reduced during lockdown however, our main reason for absence is still Mental Health issues and the absence rate is now starting to increase to pre-lockdown levels.

The hybrid workforce may create some real pressures on those in the office who can't keep up with their colleagues working from home who don't have the commute, the office distractions and wasted time in physical meetings/coffee meet-ups. I worry we will see office workers working even later in the office to keep up

It is not so simple to change people's feelings, thoughts and behaviours. Guilt, shame, and other uncomfortable emotions will take some guidance yes, but also the person having to get out of their own mindset, change their daily habits, and manage the emotions they feel. This doesn't and shouldn't fall to the NHS, but rather take the form of personal development. This is not easy - the same as the discipline needed to get fit, learning an instrument, or take part in active learning. Not everyone is motivated to put that work in.

Picking up on your comment Stacy about motivation, I find often suffering is a great motivation to engage in personal development (My personal bias is in the area of Compassion at work)

Working from home can lead people work extra hours as it is felt that they have to reply to emails etc whenever they are sent

Absolutely, Karen.... this actually has a name. It is called post traumatic growth. Not something which is often talked about as it is a positive thing to come from the difficulties we face. But 40-70% of people experience it.

Young people's willingness to talk about their mental health may be impaired in the workplace, depending on work culture and financial issues - many many workers do not have opportunity to raise those issues due to the nature of employment and employer demands

How can you make it within a company so that you are showing compassion and support without ramming it down their throats? We have recently trained a few MH first Aiders, but it's about making it genuine and not just paying lip service as it's seen as the right thing to do?

Just 37% of students with pre-diagnosed mental health declare this before applying to university. Possible reasons: 1) it will count against me; 2) it's categorised as 'disability'; 3) anecdotal evidence of schools needing to encourage that disclosure. UCAS are working on this following a Prevention Of Future Deaths notice from 2018

As RMN, and a person who work across the corporate sector we are breeding perfectionism. As adults, we also have to consider our role in role modelling to our young. In addition, our narrative. The narrative has been incredibly negative, this can be projected across to our children. Children are not understanding the range of emotions they can experience... anxiety is becoming a common term for worry, concern, disappointment and we need a broader spectrum of emotions and also normalising the human condition.

Hiding and shame exacerbates mental health suffering; I would like to see a culture in the workplace and beyond where we all "come out as human beings" and normalise our emotional suffering

There is a great video called 'man-up' which you can find on youtube which helps men to share their concerns

Much of the recent support seems geared to the young. Those who have had to isolate for 12 months or more are often in the older age brackets and are the bread winners for the families. They need support as well

@Dame Carol Black. Absolutely agree. Ask the young people themselves as they have the inner wisdom to say what will work for them

Good mental health depends on Compassion at Work (my bias)

I work in the nhs, we have structured training for all managers to support them to have a structured 'wellbeing' discussion with their direct reports.

Although I am not keen on anything been compulsory, I am open to the idea of compulsory Compassion at Work sessions (to include the silent suffering)

Mental Health awareness training for line managers is so important, as is the need for skills development in how to have a sensitive, compassionate person-centered conversation.

Yes to Compassion Focused Leadership Coaching (my bias)

We train managers in having empathetic conversations but many find this too difficult

I think there's a big piece in here also in educating the workforce on what is an unhealthy stress and what is a healthy stress so that the right intervention is implemented

<https://www.pointofcarefoundation.org.uk/our-work/schwartz-rounds/about-schwartz-rounds>

I guess compulsory compassion is a challenge, but duty of care is a legal requirement....

I speak with and chat to my 8 year old twins a lot about feelings, worries, emotions, it has become a normal conversation for them and I can see the compassion in them for others which is lovely to see. We have lots of fun books such as 'Ruby's Worry' 'Big Boys Do Cry' 'Happiness Bucket' they love reading them and they really use them

Unilever hold their line managers to account for soft skills as well as sales target. They are offered training etc but ultimately to be an effective manager they need to have the skills

Impact of physical disability, and also better understanding of neurodiversity is needed

Now is the time to do a personal SWAT analysis, looking into your strengths/ weaknesses

Deliberate practice.... Not everyone has the skills or the personality for this to come naturally. If they don't, they need to learn the skill.

Wellbeing was a small part of my role, it's now my fulltime role. Team of three as well.

If you have a wellbeing lead in the organization you have consistent messaging across the entire organization and can embed it into the culture frameworks

I'm the wellbeing lead at St John Ambulance. i'm a team of 1 but we have been incredibly effective during the pandemic at supporting people

I think depending on the needs it needs to be a mixture of peer group and 1:1 support

What extra support is given to the wellbeing champions and first aiders? What's the best way to support this wellbeing 'army'?

Flexibility is key - we also can't flood people during this process. If we do, then we will create more fear. Be support, tag team to come in, delayed start times etc.

I had said "Although I am not keen on anything been compulsory, I am open to the idea of compulsory Compassion at Work sessions (to include the silent suffering); These are wellbeing sessions, ; even though people might be resistant, they may likely find that they work

No assumptions, regular dialogue, individualistic approach!

Agree with Carol. The leader needs to be understand in what state the team member is. I like the change model from Kuebler -Ross which helps to understand that everyone can be in a different stage of the process

I work with Mind's pilot Mentally Healthy Universities Programme and we have developed Staff Mental Health Champion networks and Peer Supporter groups within 9 universities in the UK. The funding is due to end this year but it's been successful so far and is a model that could be rolled out nationally as more universities sign up to the MH at Work Commitment. The peer support model is particularly effective to reduce stigma and allow mutually beneficial support.

The ability and the time. This needs that project works needs to re-prioritised.