



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Building Workplace Resiliency

Karen Seward

President

SCM Health Solutions

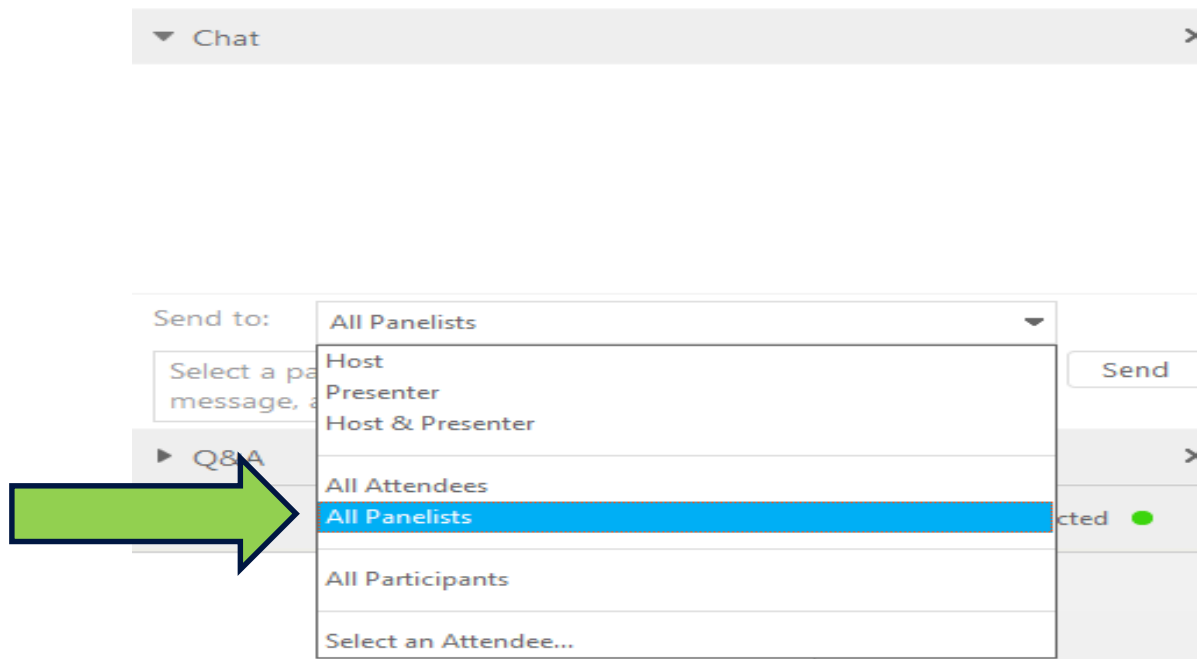
November 25, 2015, 12:00 - 1:00 p.m. ET



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Important! Send questions/comments to
'All Panelists'



@mhcc_ #workplaceMH #StandardCda



Presenter



Karen Seward
SCM Health Solutions



RESILIENCY

OBJECTIVES

- Understand resiliency
- Understand contributing factors that make us resilient
- How to identify resiliency issues in the workplace
- How to develop your personal resiliency plan



LIFE CAN CHANGE IN A MOMENT...

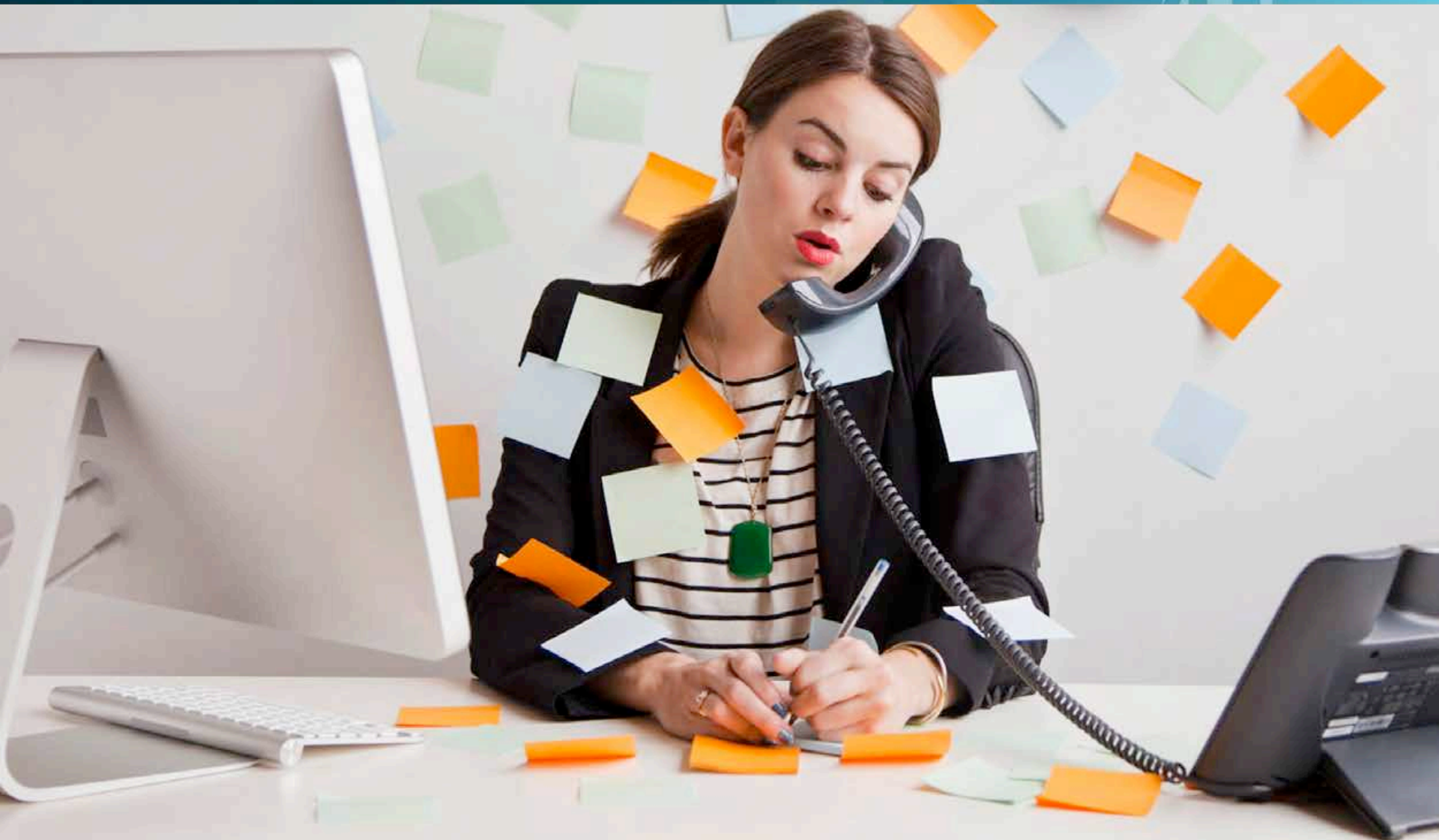
...when it does do you have the:

- Information
- Skills
- Support

To minimize impact on your life and others?



WHAT IS RESILIENCY?



WHAT IS RESILIENCY?

“Resiliency is the process of adapting well
in the face of adversity, trauma, tragedy, threats and stress”

Stress can be:

- relationship problems serious health problems workplace/financial stress

Resilience **is ability** bouncing back from difficult experiences

WHAT IS THE ROLE OF RESILIENCY IN WORKPLACE?

When we hire someone we screen for factors that enable us to evaluate the fit of an individual for a role.

- Experience
- Competency



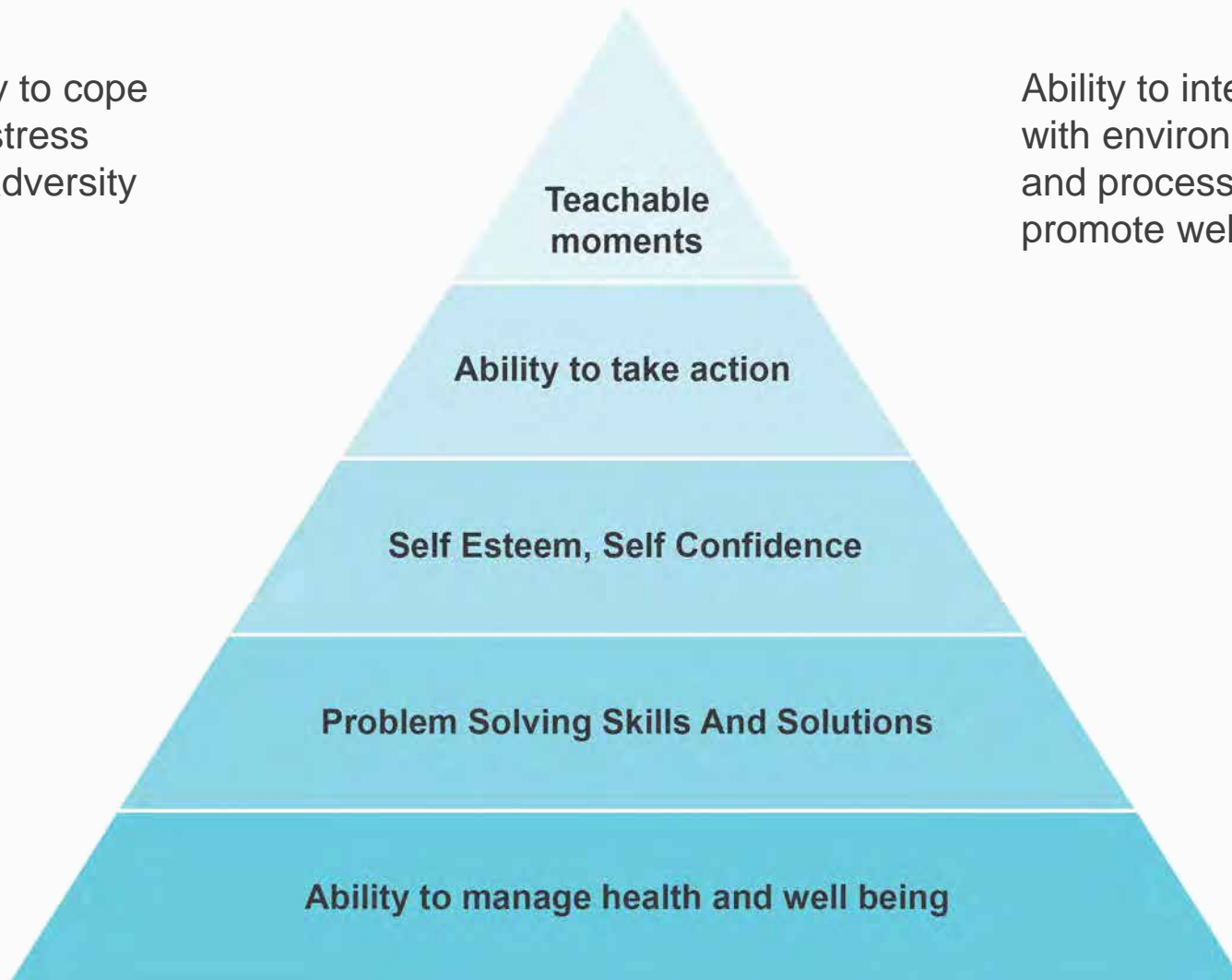
...BUT WE DON'T
OFTEN SCREEN FOR RESILIENCY



RESILIENCY - HIERARCHY OF NEEDS

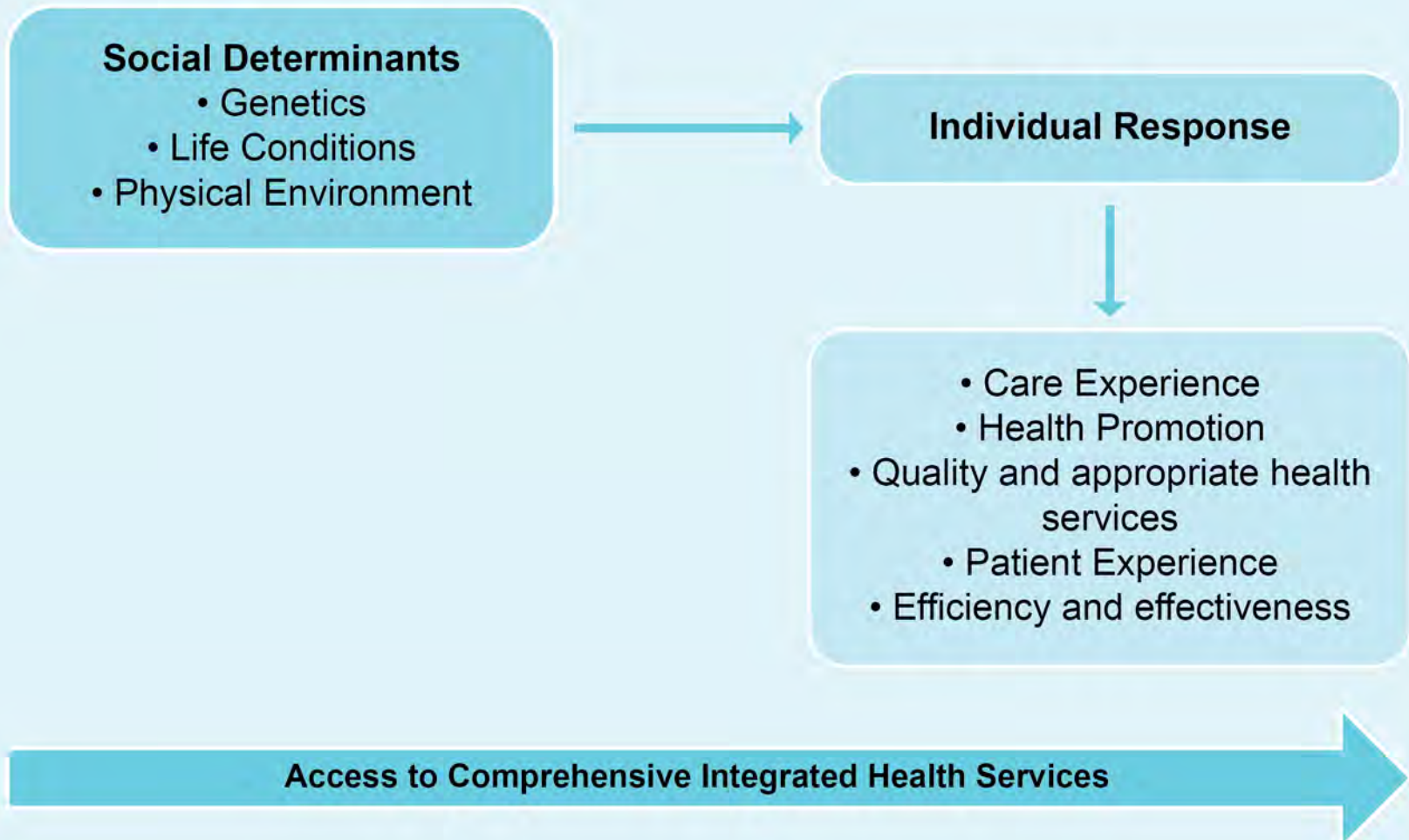
Ability to cope
with stress
and adversity

Ability to interact
with environment
and processes that
promote well being



FACTORS IMPACTING HEALTH

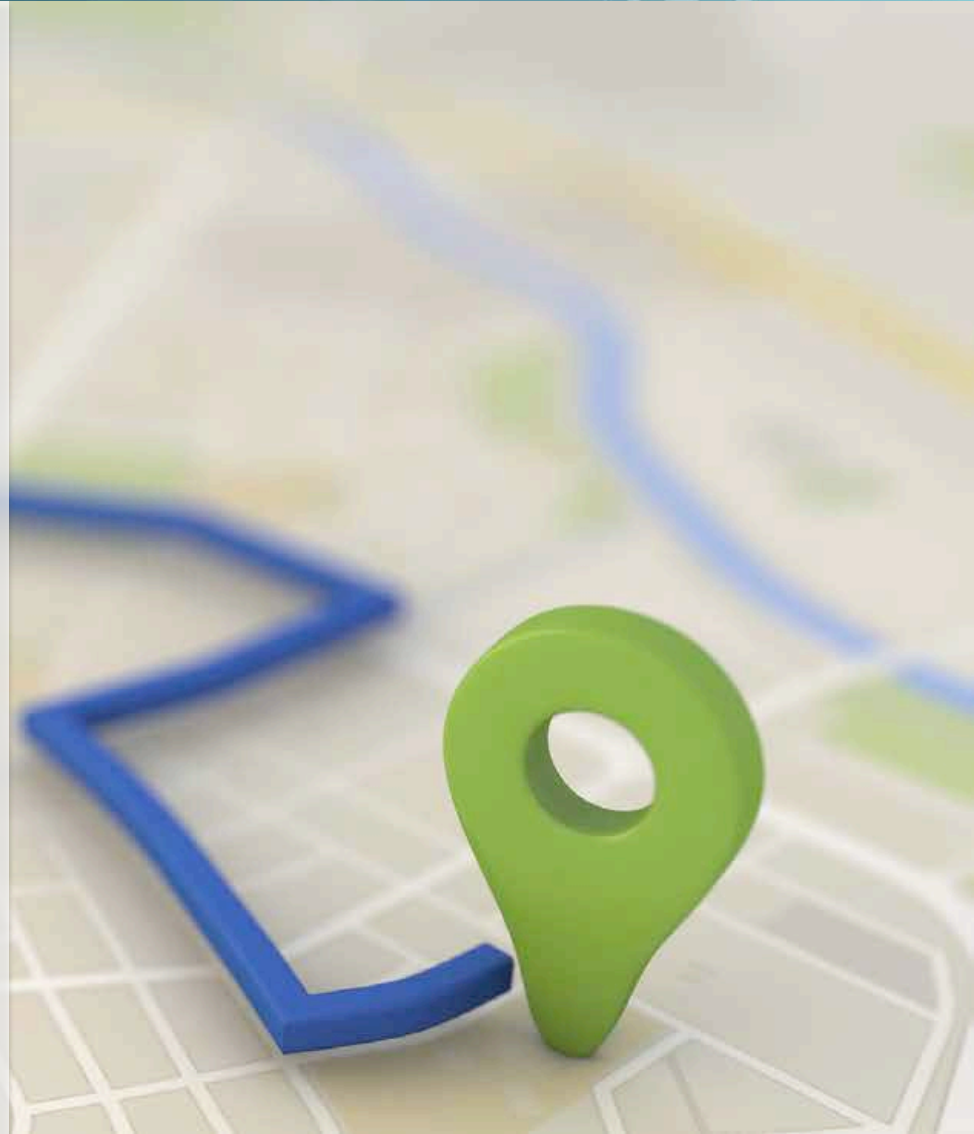
AND PRODUCTIVITY OF EMPLOYEES



ITS ABOUT OUR OWN GPS...

How do we know....

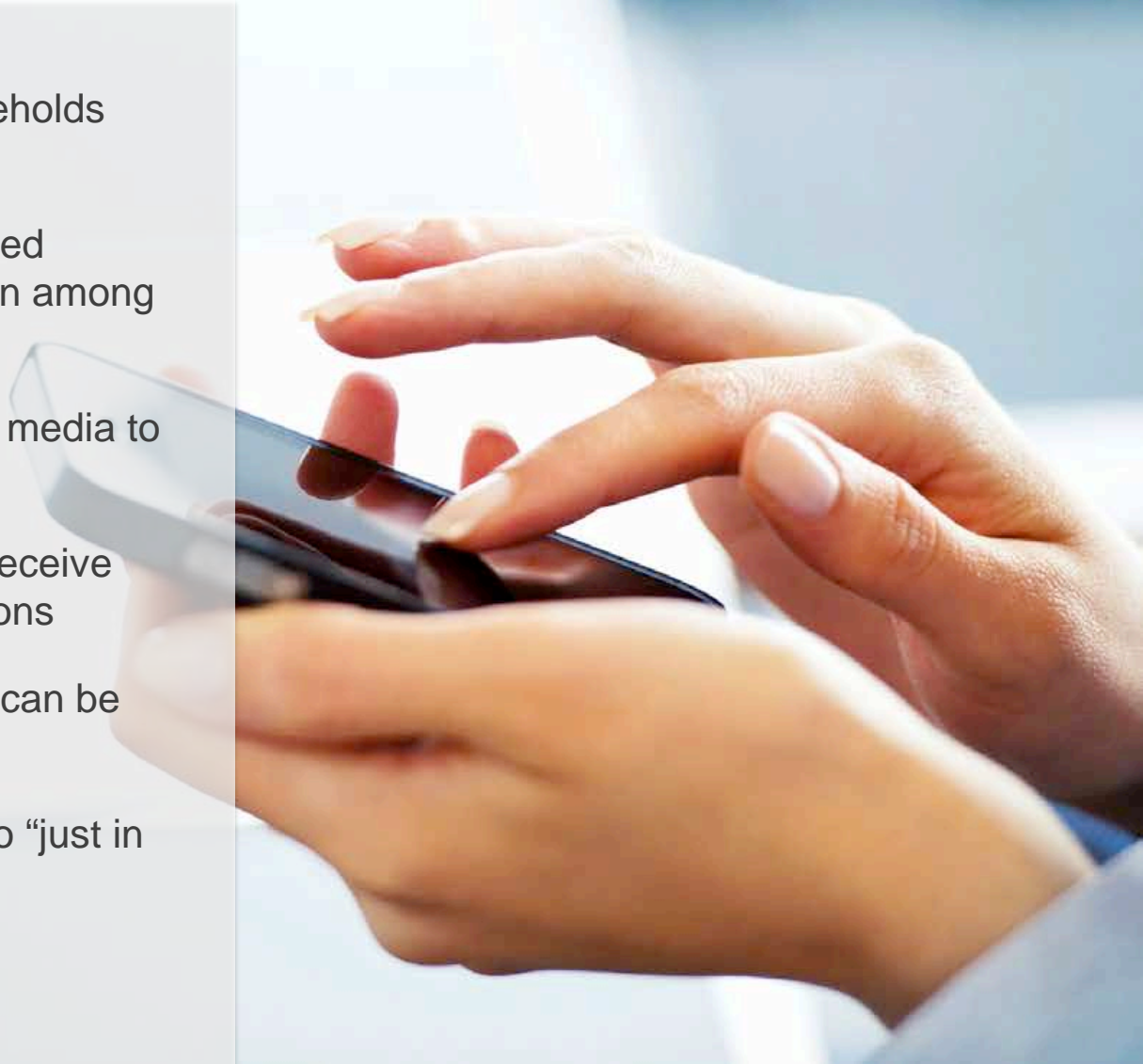
- Where we should be going
- Are we in the right direction



TOP FOUR REASONS

PEOPLE MISS WORK ARE FOR PERSONAL REASONS

- 78% of Canadians households have a cell phone
- Technology is the preferred method of communication among many age groups
- Heavy reliance on social media to receive information
- Provides opportunity to receive just in time communications
- Written communications can be misinterpreted
- Stress and anxiety due to “just in time”
- Inability to disconnect



ABILITY TO MANAGE HEALTH AND WELLBEING



Awareness

- Be Aware of emotions and how they affect you

Empathize

- Pay attention to the feelings of others
- Ask questions – active listening

Mindful

- How you express strong feelings

Feeling bad

- Remind yourself that feeling bad can be just a moment and that dealt with effectively will move ahead

Invest

- Invest in your emotional well-being by making time for activities and social networking

TOP HEALTH ISSUES

IMPACTING PEOPLE

Top 3 drivers for STD claims in Canada:

- Mental health
- Musculoskeletal/back issues
- Accidents

Top 3 drivers for LTD claims in Canada:

- Mental health
- Musculoskeletal/back issues
- Cancer

Source: Towers Watson, "Investing in workforce health generates higher productivity", November 21, 2012.



STRESS OVERVIEW

- Stress occurs when you have to handle more than you are used to
- When you are stressed, your body responds as though you are in danger
 - Hormones are produced that speed up your heart, make you breathe faster, and give you a burst of energy
 - The fight-or-flight stress response
- Some stress is normal and even useful (need to work hard or react quickly)

WORK-RELATED STRESS AND ILLNESS

- 10,308 civil servants in the UK
- Work stress = poor work social support, high job demands, and low job control
- Associated with increased risk of BMI obesity (odds ratio, 1.73), and waist obesity (odds ratio, 1.61)
- Men were more likely than women to suffer the negative effects of job strain in terms of obesity
- Women did not experience a significant increase in waist obesity with stress.

Brunner et al. (2007) Am J Epidemiol 165:828-837

STRESS: ACUTE VS. CHRONIC

Acute (short-term) stress:

- The body's instant response to any situation that seems demanding or dangerous.
- Stress level depends on how intense the stress is, how long it lasts, and how one copes with the situation
- The body normally recovers quickly from acute stress
- Problems occur if it happens too often or if the body doesn't have a chance to recover
- In individuals with cardiac conditions, acute stress can trigger an arrhythmia or heart attack.

Chronic (long-term) stress:

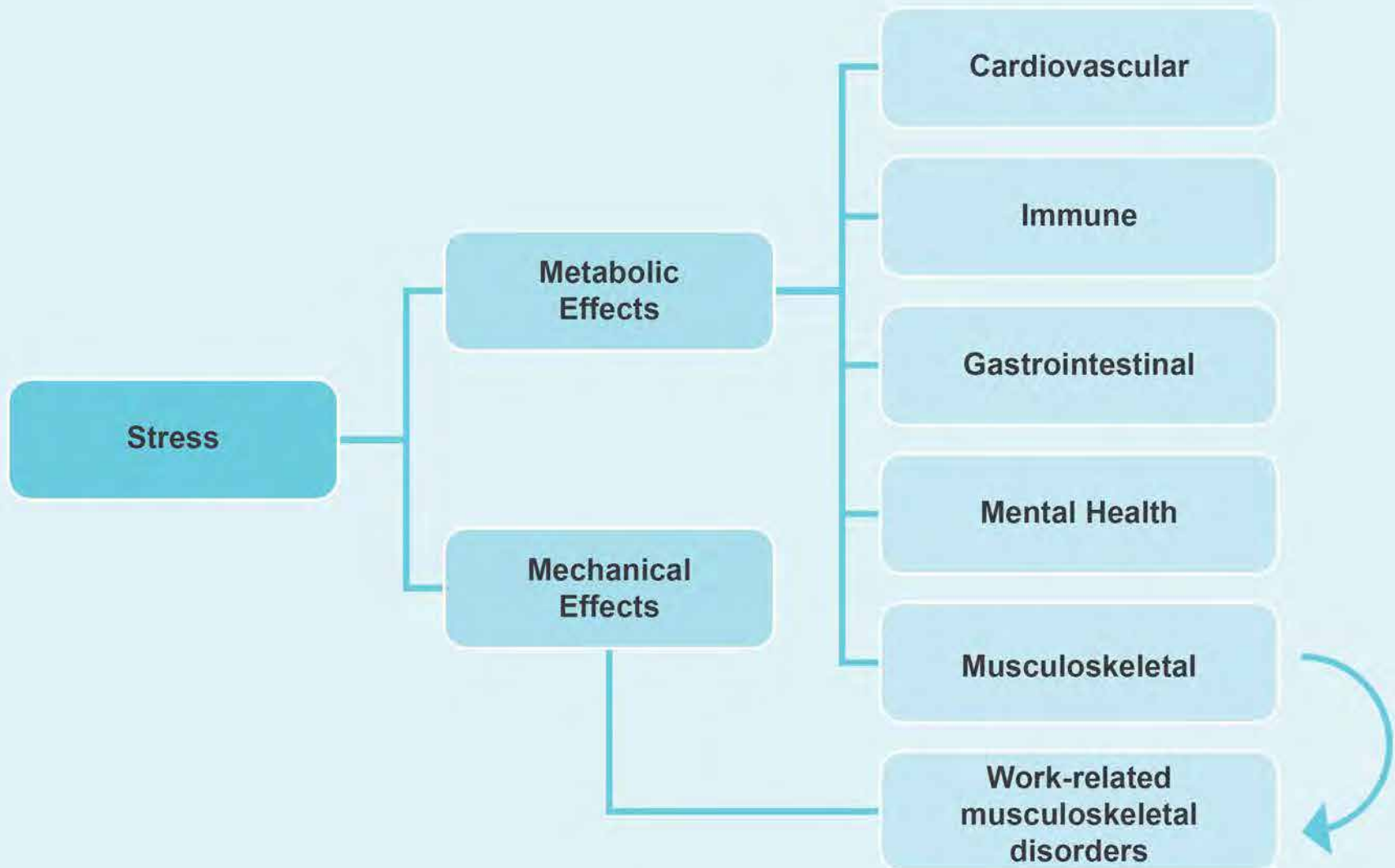
- Caused by stressful situations or events that last over a long period of time
- Examples include a difficult job or dealing with a chronic disease
- Any pre-existing health issues can be made worse with stress

THE STRESS RESPONSE:

ABILITY AND DEMANDS



STRESS EFFECTS



AT TIMES PLAN MEMBERS

DO NOT GET THE SUPPORT THEY NEED

Work related Ill health study:

- Musculoskeletal and psychological ill-health were rarely referred to secondary care
- Skin and respiratory cases were referred more often

“About 10% of workers have a mental health condition, and mental health issues represent one-third of all short-term disability (STD) and long-term disability (LTD) claims. They also account for 70% of STD and LTD costs”

“...a mental health claim can last 65 days and cost \$18,000, on average.”

Journal of Occupational and Environmental Medicine.

Plan Members Need:

- Clarification of the diagnosis at onset – early intervention
- Identification of treatment options and a return to function plan
- Focus on cost avoidance (eg. Drug Costs)

PROBLEM SOLVING SKILLS



Importance of problem solving

- Better functioning
- More satisfying relationships with friends, family and coworkers
- Higher self esteem
- Higher life satisfaction

If problems are difficult/complex

- Can create stress and impact our health
- Coping can be done by doing what we have done in the past
- Solution though must work. If it doesn't the problem won't be resolved

What helps in fixing a problem that is difficult or complex?

PROBLEM SOLVING SKILLS



Building Relationships – Strong relationships

- Listening Skills
- Realizing conflict is normal part of relations
- Spend with those who inspire you

Competence – building competence

- Ask for training or support when you need it
- Don't be afraid to ask questions
- Take advantage of informal and formal learning opportunities – networks, charities, webinars
- Talk to people who know more than you do

PROBLEM SOLVING SKILLS



How will I know when I get there?

- Specific
- Measurable
- Attainable
- Realistic
- Time limited

Look at possible solutions

Decide on best solution



SELF ESTEEM AND CONFIDENCE



- What is difference between self esteem and confidence
- We can be confident about our abilities to perform a task or a job but we can lack self esteem



ABILITY TO TAKE ACTION



Resiliency dependent on ability to take action

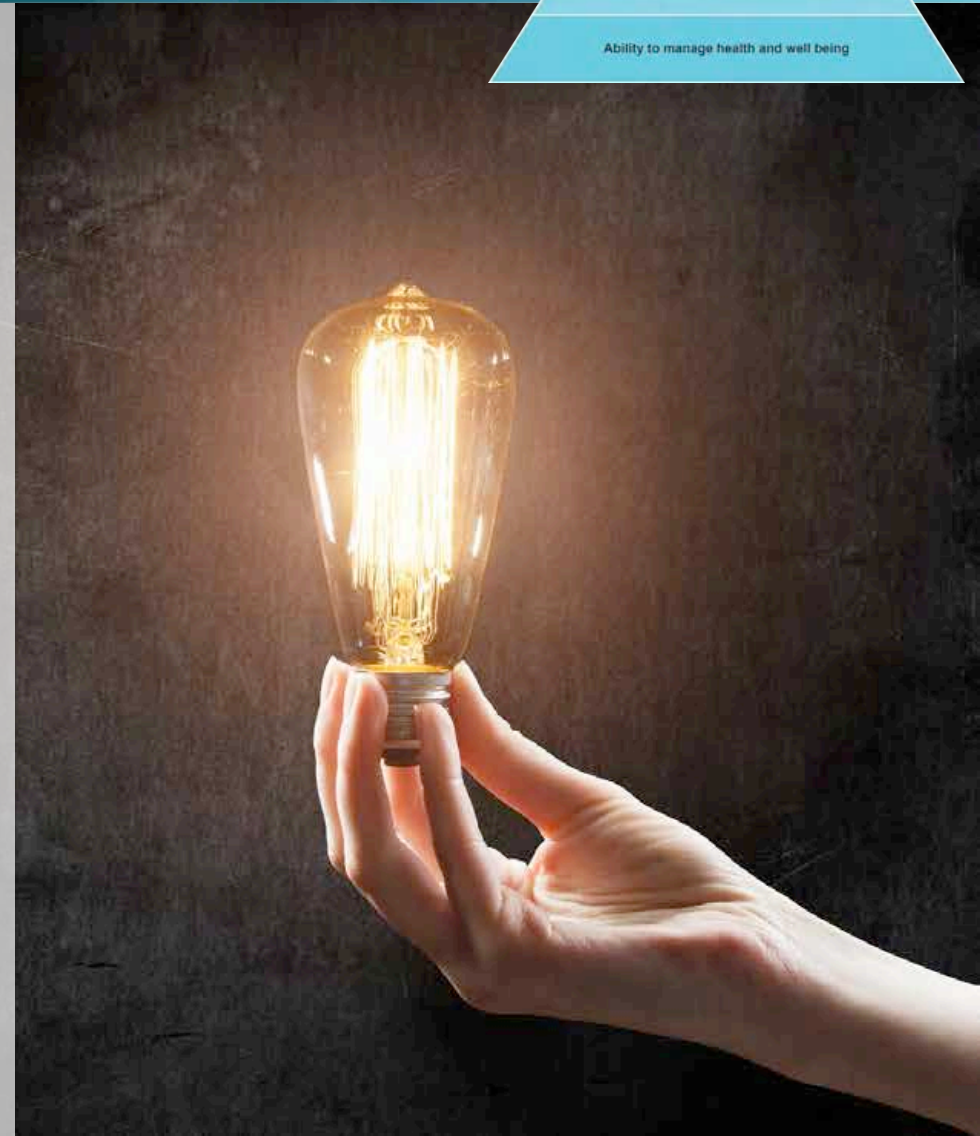
Two things affect ability to take action

1. Motivation

- Awareness and reason

2. Perspectives

- Two views which often times can be extreme



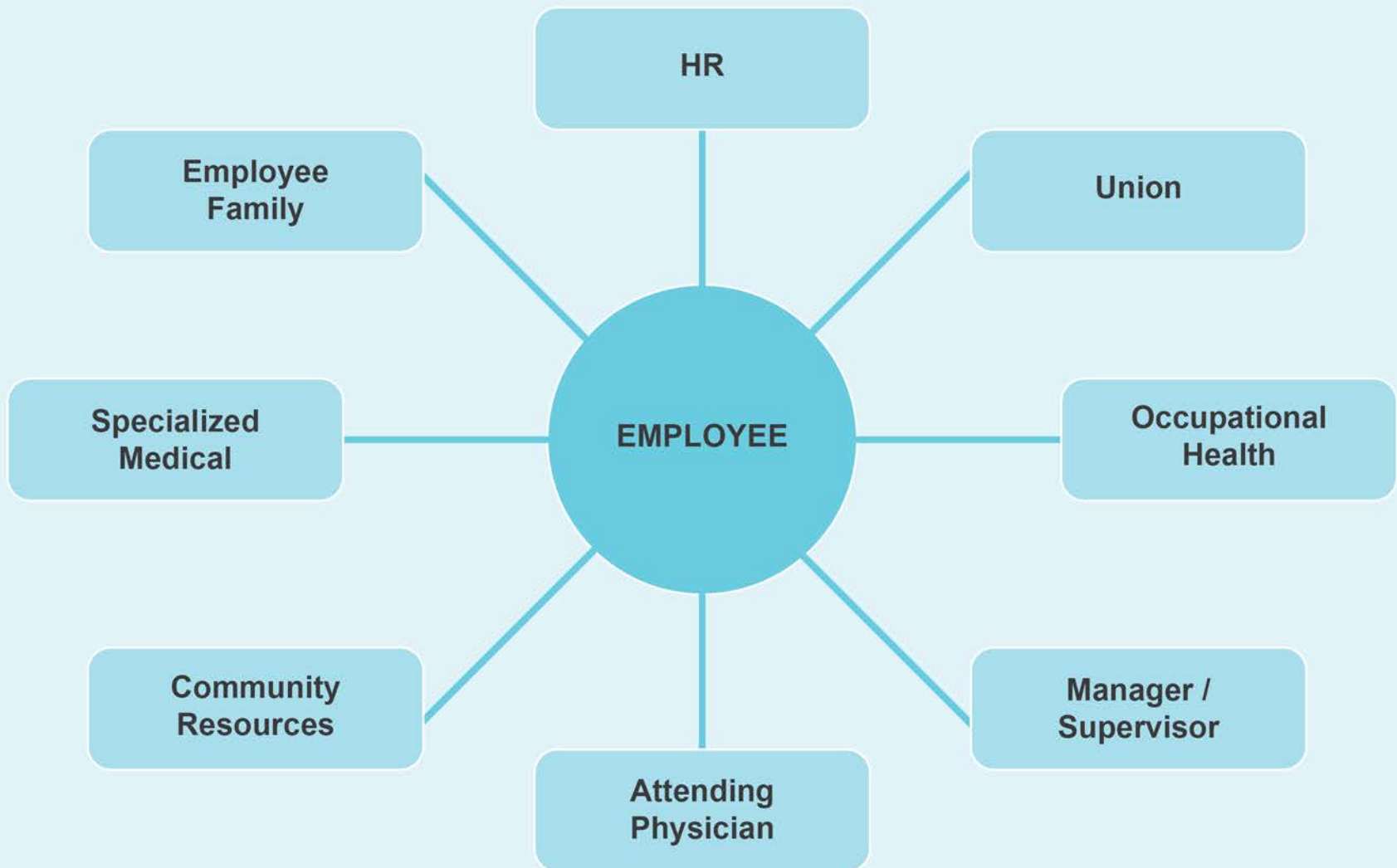
ABILITY TO TAKE ACTION



Optimism

- Keep a list of things that help you cope in difficult situations
- Stay connected to people who can help you cope
- Make time for self
- Break problems down into smaller parts
- Make a plan to change things you have power and influence to change
- Celebrate success as change happens

MULTIPLE STAKEHOLDERS



TEACHABLE MOMENTS

What is a teachable moment?

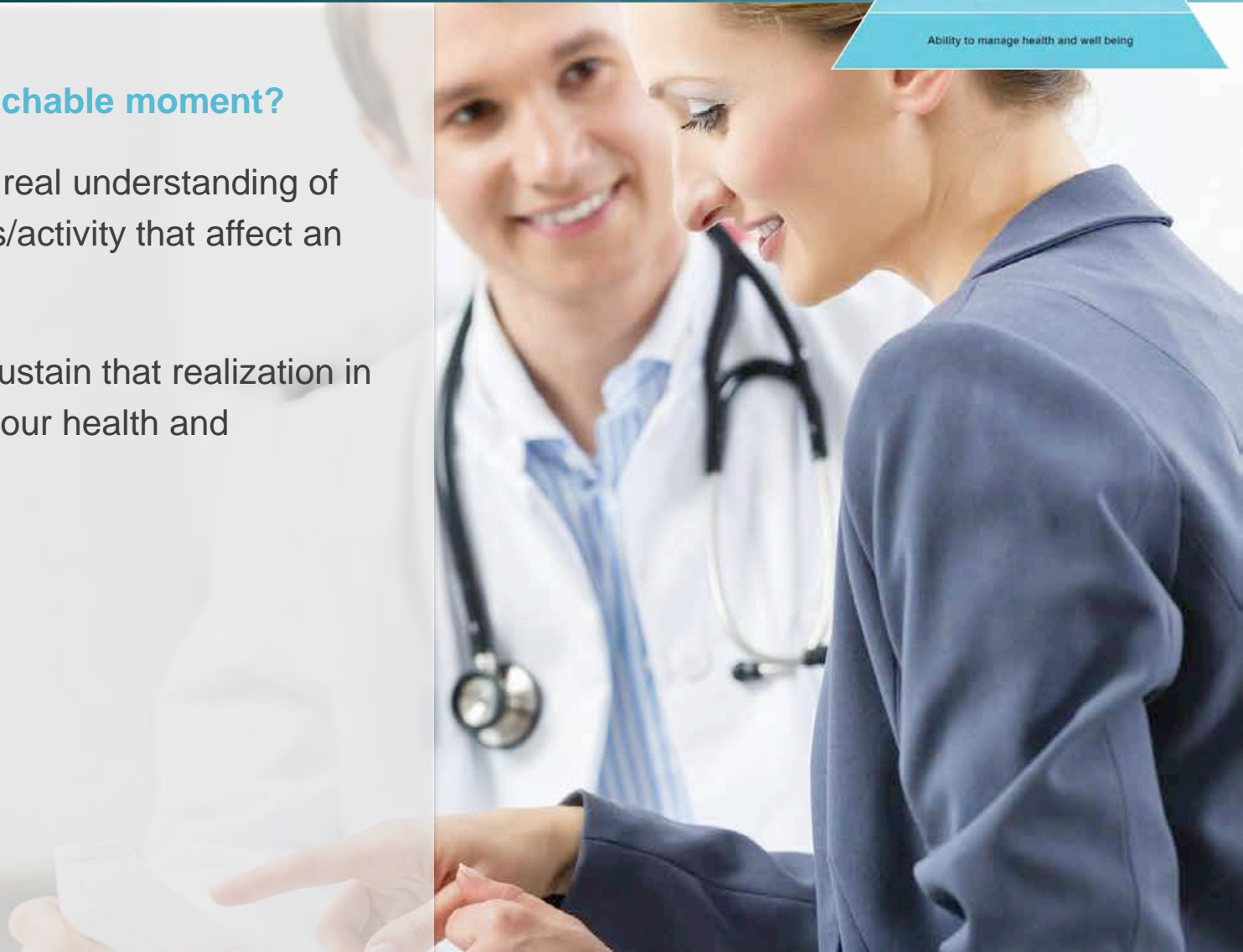


TEACHABLE MOMENTS



What is a teachable moment?

- There is a real understanding of the actions/activity that affect an outcome
- Ability to sustain that realization in managing our health and wellbeing



ROLE OF RETURN TO WORK

- A successful return to work is not the day the employee returns to workplace.
- Successful return to work is when an employee returns and is able to sustain level of engagement in workplace
 - Discussion with employee, manager and peers about return to work
 - Process for checking in
 - Health coaching or other programs to support employee
 - Transformational Leadership

RESILIENCY ISSUES

IN WORKPLACE

- Begin a dialogue on the importance of understanding resiliency of our coworkers
- Create an understanding of thresholds of resiliency of our staff
- Create ways to ensure we recognize and support those who are not as resilient



Resources

Resiliency / Workplace Mental Health

Five Quick Tips for Employers to Build Workplace Resiliency

www.ciramedical.ca/About/White-Papers-and-Resources/Five-Quick-Tips-for-Employers-to-Build-Workplace-Resiliency

Balancing Workplace Mental Health Issues and Employee Privacy Rights

www.ciramedical.ca/About/White-Papers-and-Resources/Balancing-Workplace-Mental-Health-Issues-and-Employee-Privacy

National Standard

National Standard for Psychological Health and Safety in the Workplace

www.csa.ca/z1003

Assembling the Pieces - An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace

www.csa.ca/z1003

The Working Mind

www.mentalhealthcommission.ca/English/initiatives-and-projects/working-mind

Contact: Claudia Canales at
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Questions



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Next Workplace Webinar

Date: January 25, 2015 at 12:00pm to 1:00pm ET

To watch our past webinars, visit our website at:
www.mentalhealthcommission.ca/English/workinar



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that opens **after** you leave
the webinar



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