

# Mental Health Awareness Week: Manager Resource



Mental Health Foundation

# STRESS

: ARE WE COPING?

MENTAL HEALTH AWARENESS WEEK  
14-20 MAY 2018  
[mentalhealth.org.uk](http://mentalhealth.org.uk)

**Mental Health Awareness Week is a national campaign organised by the Mental Health Foundation, and this year the theme is “STRESS: are we coping?”**

Stress has a significant impact on employees and also on organisations. The latest UK Health & Safety Executive (HSE) annual ill-health and injury statistics show that Stress, Anxiety and Depression in the workplace has increased, and that in 2016/17 there were 12.5 million days lost to Work-Related Stress, Anxiety and Depression totaling 49% of all days lost due to ill-health, with an average of 23.8 days per case. The report highlighted that the main work factors were ‘workload pressures’ and ‘a lack of managerial support’.

Often, managers simply don't have enough information about, or experience of, dealing with Mental Health issues and this can leave them uncertain on how to best support the employee. Conversations about Mental Health issues can be challenging and because of concerns about saying the wrong thing, or fears about making matters worse, the most important conversations are ineffective or avoided.

The Manager Support element of the Validium service is a source of confidential support and guidance for managers, HR and other key stakeholders from a team of specialist counsellors. The Manager Consultation is business-focused support and is available by selecting *Option 5* on the Validium 0800 telephone number.

From the annual utilisation data our clinical team has identified five issues likely to cause stress that could have a significant impact on employee performance at work. These five issues also pose a potential risk to an organisation if managers are not well equipped to support and manage the employee effectively.

## **The Validium Five Mental Health at Work Predictions And How A Manager Consultation Can Help**

### **1. Impact of Mental Health on Productivity**

This could include support around managing performance: information about Mental Health conditions: Duty of Care concerns

### **2. Supporting victims of Domestic Abuse and Domestic Violence**

This could include support and information on managing absence: requests for flexible working: allegations of sexual harassment at work

### **3. Destigmatising the impact of birth trauma**

This could include understanding the symptoms and effect of PTSD: preparation for conversations and meetings: managing absence

### **4. Addressing Loneliness at Work**

This could include team dynamics; Bullying at work: effectively managing lone / remote / agile workers

### **5. Supporting employees affected by disordered eating**

This could include information about bulimia or anorexia: having difficult conversations: managing team events and activity

**Manager Support - Option 5**

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## Manager Consultation Helpline

The Validium service also offers a range of support, guidance and information specifically for managers, HR or other stakeholders in their role at work.



### Did you know?

This confidential, external expertise forms part of the 'tool-kit' of resources and support available to you which can be particularly helpful in your role when managing or supporting others. The Manager Support team can also help you to develop the 'soft skills' necessary for effective leadership.

### What is it?

A 'Manager Consultation' is with one of our specialist Counsellors who offer help and guidance that focuses specifically on the 'human aspects' of difficult situations, conversations, incidents or events. The support line is:

- a confidential resource where you can explore issues, options and approaches
- a robust resource to assist with managing change and 1:1 communications
- a source of guidance with issues affecting staff
- a tool to assist with self-development
- a professional resource

### Why would I use it?

Managers can find independent, non-judgemental support especially helpful:

- as a 'sounding board' to consider an alternative viewpoint or a different perspective
- to gain an understanding of the likely impact on team members

- to consider the possible reaction of others and the likely outcomes
- As part of your professional development
  - ◆ to build self confidence
  - ◆ to develop personal resilience
  - ◆ to become more assertive in dealings with others
  - ◆ to enhance people-management skills

### When would I use it?

Before, or after, difficult conversations with members of the team about:

- absence, performance, discipline, conflict, alcohol/drugs

Managing a specific situation or people-related problem for the first time, for example:

- accident on site, traumatic event or near miss
- death of a colleague, team member diagnosed with a critical illness

Concerned about a member of the team in relation to:

- mental health, stress, conflict with colleagues

### How do I use it?

Call the number below and select **Option 5**.

# 0800 3 58 48 58

Outside UK: +44 141 271 7179

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