This training is designed to help you:

• Become aware of the prevalence of mental health concerns
• Identify common signs and symptoms
• Know how to help someone with a mental health concern
• Discuss the importance of stress management
PERCEPTIONS

MENTAL HEALTH
MENTAL ILLNESS
DEPRESSION
ANXIETY
STRESS
1 in 4 Americans experience a mental health issue
## WORKPLACE SIGNS AND SYMPTOMS

<table>
<thead>
<tr>
<th>Symptoms of distress</th>
<th>Signs that affect work productivity</th>
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<tbody>
<tr>
<td>Sleep problems</td>
<td>• Lower quality work, lateness to work</td>
</tr>
<tr>
<td>Lack of concentration</td>
<td>• Procrastination, more accidents on the job</td>
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<tr>
<td>Slowed thoughts</td>
<td>• Indecision or trouble making decisions</td>
</tr>
<tr>
<td>Aches and pains</td>
<td>• Trips to the doctor, increased healthcare costs</td>
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<tr>
<td>Forgetfulness</td>
<td>• Poor quality of work</td>
</tr>
<tr>
<td>Alcohol/Substance abuse</td>
<td>• Missed deadlines, absenteeism</td>
</tr>
<tr>
<td>Irritability or tearfulness</td>
<td>• Poor relationships with coworkers, boss or clients</td>
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<tr>
<td>Low motivation or morale</td>
<td>• Decreased productivity</td>
</tr>
</tbody>
</table>
### COMMON SIGNS OF RISK

<table>
<thead>
<tr>
<th>IS PATH WARM?</th>
<th>Description</th>
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<tbody>
<tr>
<td>I Ideation</td>
<td>Talking of wanting to hurt or kill him/herself</td>
</tr>
<tr>
<td>S Substance Abuse</td>
<td>Increased substance use (alcohol or drug)</td>
</tr>
<tr>
<td>P Purposelessness</td>
<td>No reason for living; no sense of purpose in life</td>
</tr>
<tr>
<td>A Anxiety</td>
<td>Anxiety, agitation, unable to sleep/sleeping too much</td>
</tr>
<tr>
<td>T Trapped</td>
<td>Feeling trapped (like there’s no way out)</td>
</tr>
<tr>
<td>H Hopelessness</td>
<td>Feelings of hopelessness or helplessness</td>
</tr>
<tr>
<td>W Withdrawal</td>
<td>Withdrawal from friends, family and society</td>
</tr>
<tr>
<td>A Anger</td>
<td>Rage, uncontrolled anger, seeking revenge</td>
</tr>
<tr>
<td>R Recklessness</td>
<td>Acting reckless or engaging in risky activities</td>
</tr>
<tr>
<td>M Mood Changes</td>
<td>Dramatic mood changes</td>
</tr>
</tbody>
</table>

**Seek help. Contact our EAP, the National Suicide Prevention Lifeline at 1-800-273-TALK, or call 911.**
BE PREPARED

Am I willing to genuinely listen?

Can I give as much time as needed?

Do I understand that I can’t fix it?

Do I accept they may not be ready to talk?

Have I chosen a private place?

Am I the right person?
R U OK?

Meaningful connections
Sense of responsibility
Sense of belonging
ASK “R U OK”

You don’t seem yourself lately…
How are you doing?
How have you been lately?
What’s going on?
Is there something on your mind?
Do you want to talk about it?

How are you doing, really?
# Alternatives

<table>
<thead>
<tr>
<th>What not to say</th>
<th>Try instead</th>
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</thead>
<tbody>
<tr>
<td>“You seem depressed.”</td>
<td>• “You’re not your usual self.”</td>
</tr>
<tr>
<td>“Snap out of it.”</td>
<td>• “Do you want to talk about it?”</td>
</tr>
<tr>
<td>“Think positive.”</td>
<td>• “It’s always OK to ask for help.”</td>
</tr>
<tr>
<td>“I know exactly what you’re going through.”</td>
<td>• “I can see that it’s distressing for you.”</td>
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</table>
LISTEN

- Take what they say seriously
- Don’t interrupt
- Don’t rush the conversation
- Encourage them to elaborate
- Stay calm
- Don’t take their reaction personally
ENCOURAGE ACTION

• How can I help?
• What have you done in the past?
• Where do you think we go from here?
• What would be a good next step?
• What do you need from me?

• In the potentially harmful category: putting off the conversation until later in the week, suggesting they simply work it out with their manager, or telling them to “just hang in there.”
Scenario

Michelle has been late to team meetings. When you speak to her about work on the phone, she seems out of it, unable to focus on the topic at hand and frazzled. She then starts crying.

How do you proceed?
RESOURCES

Mental Health, legal, or financial consultation and other resources
- Your Employee Assistance Program
  P: 1.888.881.5462

Domestic Violence
- National Domestic Violence Hotline
  P: 1.800.799.7233

Sexual Assault
- National Sexual Assault Hotline
  P: 1.800.656.4673

Suicide Prevention
- National Suicide Prevention Lifeline
  P: 1.800.273.8255
CHECK IN

• Check back in a few days
• Ask how they’re doing
• Ask if they pursued help
• Provide encouragement
• Offer assistance
• Be patient but gently persist
Coping Skills

Exercise
Counseling
Hobby or Activity
Social Connection
Healthy Diet
Quality Sleep
Meaning and Purpose
The SupportLinc Employee Assistance Program (EAP) is a health benefit, separate from your medical insurance, offered by your employer to help you manage life’s daily challenges.

SupportLinc can refer you to professional counselors, services and resources that will help you and your eligible family members resolve a broad range of personal and work-related concerns.