



Working Well in Fast Paced Stressful Environments

AMICCUS, May 30, 2019
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168 hours/week

Average 52 hours sleep
Waking hours 116

On average, people spend 50 to 70% of waking hours working, preparing for work, thinking about work.



Love and work are the cornerstones
of our humanness”

Sigmund Freud

Welcome



What are we going to cover?

- Tools, concepts, and frameworks
- Approaches to impact employee/workplace wellbeing
- Programs and resources
- Your opinions....
- Pathway and journey to employee wellbeing

Mindful Breathing



<https://www.youtube.com/watch?v=SEfs5TJZ6Nk>

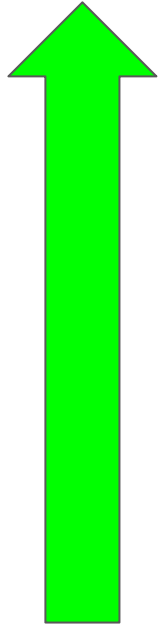
<https://www.realsimple.com/health/mind-mood/stress/breathing-exercises-for-anxiety>

Why focus on employee health and wellbeing?



<https://www.instructables.com/community/How-to-spy-with-binoculars/>

How does the organization benefit?

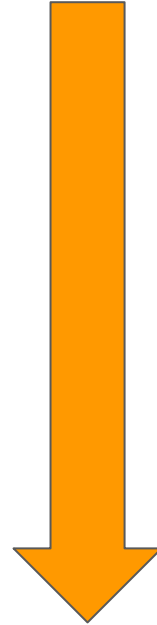


Performance,
productivity

Hiring, retention

Customer satisfaction

Financial savings



Illness, absenteeism

Accidents, injury rates

Conflicts, complaints

How do employees benefit?



Mental wellbeing

Physical wellbeing

Employee morale

Motivated

Climate

Ecological, Settings, Environmental Approaches



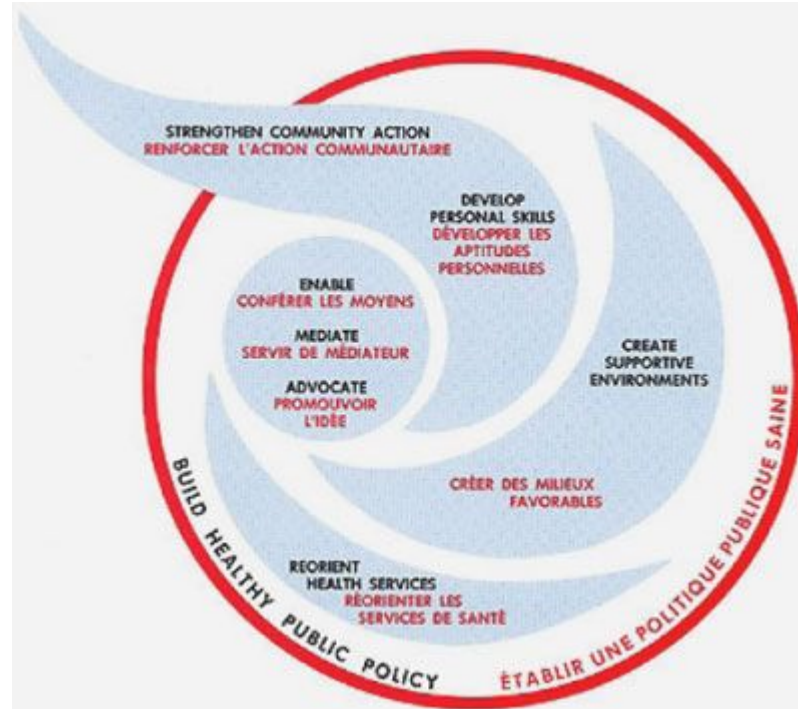
https://upload.wikimedia.org/wikipedia/commons/8/8d/Frogs_in_our_pond_-_2_-_geograph.org.uk_-_1765524.jpg

Ecological Approach

An **ecological** approach focuses on both population-level and individual-level determinants of **health** and interventions. ... **Health** is determined by influences at multiple levels (e.g., public policy, community, institutional, interpersonal, and intrapersonal factors) (

McLeroy, Bibeau, Steckler & Glanz, 1988, p. 355).

Ottawa Charter-Health Promotion



<https://www.who.int/healthpromotion/conferences/previous/ottawa/en/index1.html>

Cornerstones of the Ottawa Charter

Create supportive environments for health

Develop a planning process that is NEEDS-based

Full engagement of the people

Coordination of services

Review processes

The Ottawa Charter (1986)

"Health is created and lived by people within the **settings** of their everyday life; where they learn, work, play, and love."



Healthy Work Settings Approach



...involve a holistic and multi-disciplinary **method** which integrates action across risk factors.

Systemic Approach, CACUSS

Institutional structure: organization, procedures and policy

Supportive and inclusive campus environment

All students
and employees

**Awareness, education, prevention
and skill building**

Community capacity to respond
to early indicators of concern

Needing support
and coping
strategies

**Self management, competencies
and coping skills**

Accessible services

Accessing/needing
services

**Crisis
management**

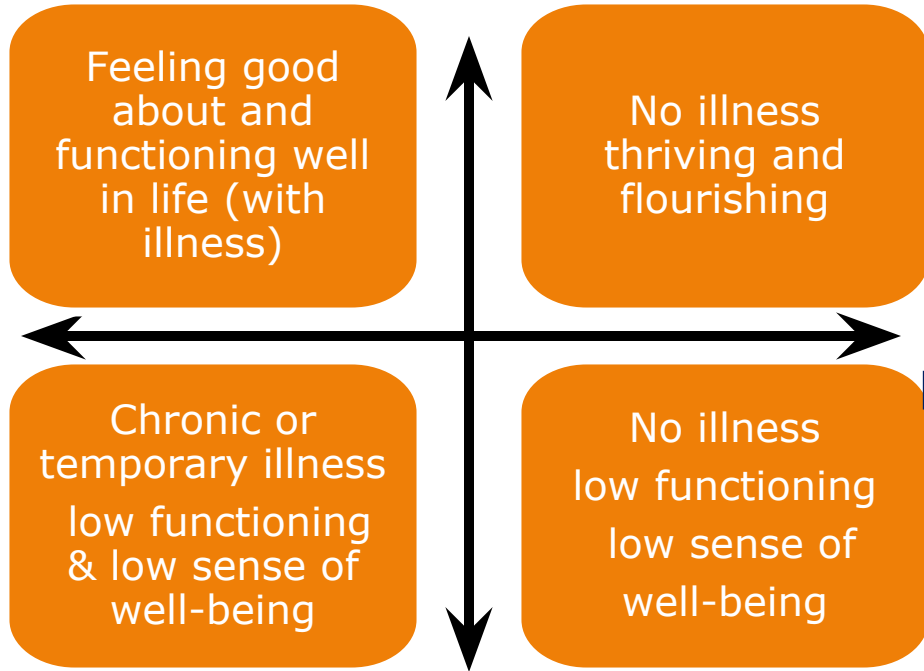
Conceptualizing Mental Health and Mental Illness

**Increasing
Mental Illness**



**Increasing
Mental Health**

Increasing Mental Health (Flourishing)



Decreasing Mental Health (Languishing)

Adapted from
Keyes, C. (2002)

National Standard for Psychological Health and Safety in the Workplace, MHCC

Voluntary although **psychological injury** is recognized by the Occupational Health Safety Act

Based on.....

Self worth, esteem and social justice

Self efficacy, accomplishment and autonomy

Belonging

13 Standards-Psychological Health and Safety Workplace, MHCC

1. Psychological Support
2. Organizational Culture
3. Clear Leadership and Expectations
4. Civility and Respect
5. Psychological Competencies & Requirements
6. Growth and Development
7. Recognition and Reward

8. Involvement and Influence
9. Workload Management
10. Engagement
11. Balance
12. Psychological Protection
13. Protection of Physical Safety

Guarding Minds @ Work

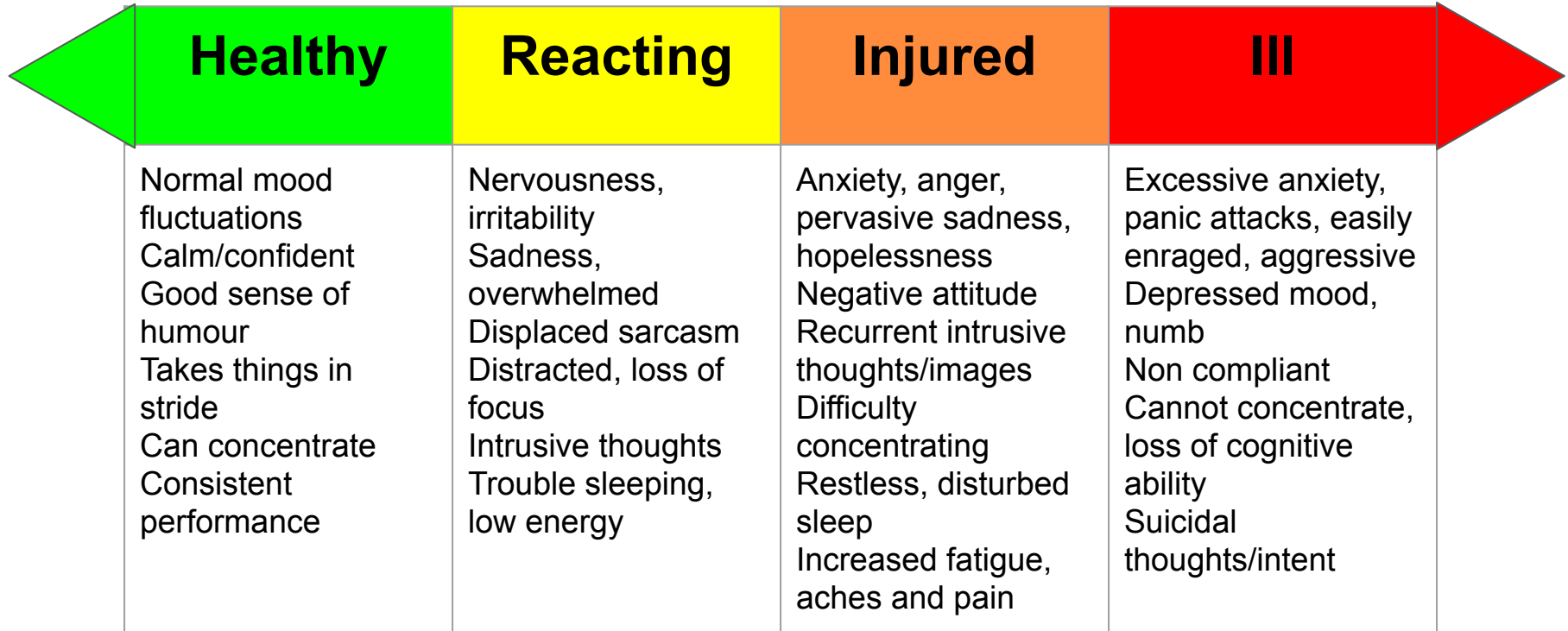
A psychologically healthy and safe workplace is one that promotes employees' psychological well-being and actively works to prevent harm to employee psychological health due to negligent, reckless or intentional acts.

<https://www.guardingmindsatwork.ca/about/about>

The Working Mind-MHCC

- Stigma and barriers to care
- Health coping strategies
- Mental toughness
- The Mental Health Continuum Model

The Mental Health Continuum Model, MHCC



Workplace Strategies for Mental Health--Great-West Life

Free resources for Employees and Employers such as....

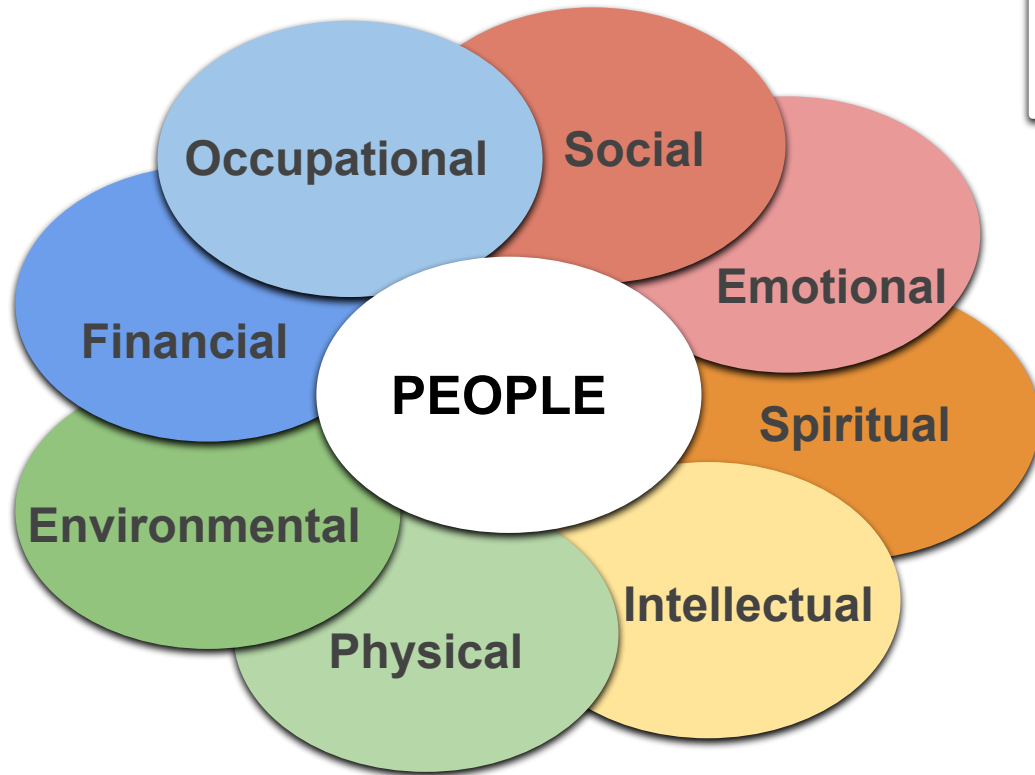
Improve psychological health and safety in your workplace.

Support employee success when mental health is a factor.

Learn about the National Standard

Psychologically safe leader assessment

Elements of well-being




“What contributes to employee / workplace well-being?”

Consider what is...

Consider what could be...

- **5 min** - Self-reflection - Write on 3 cue cards your top 3 responses (one response per cue card).
- **10 min** - Table sharing - Share individual responses with your table and together list your top 3 themes
- **5 min** - Sharing back to larger group - Three themes will be shared with overall group.

A scenic view of a rocky river flowing through a dense forest of evergreen trees. The river is shallow and clear, with white water rapids over the rocks. The forest is lush and green, with tall trees and dense undergrowth. The overall atmosphere is peaceful and natural.

Pathway and journey to
employee wellbeing

13 Standards-Psychological Health and Safety Workplace, MHCC

1. **Psychological Support**
2. Organizational Culture
3. Clear Leadership and Expectations
4. **Civility and Respect**
5. Psychological Competencies & Requirements
6. Growth and Development
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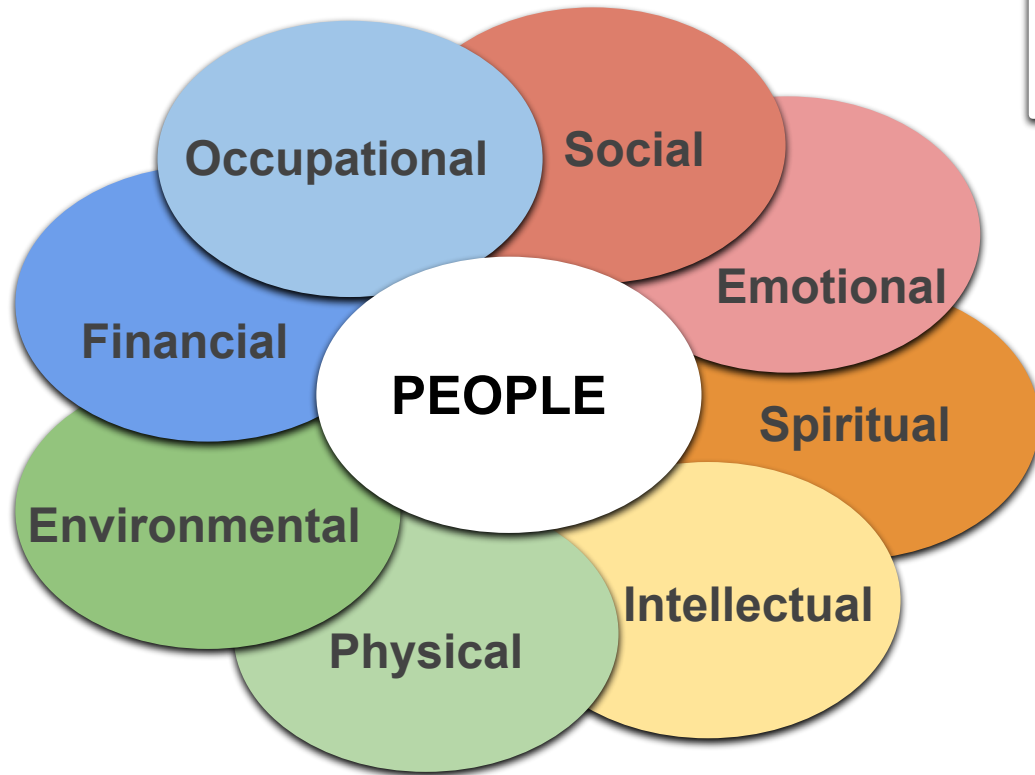
Landscape Scan

Personal Health	Respectful Community	Personal & Professional Development	Occupational Health and Safety
Committees			
Initiatives/Strategies			
Dept's./units/positions			
Related policies			
Gaps			

Collaborative, Consultative Approach



Elements of well-being



“What contributes to employee / workplace well-being?”

Consider what is...

Consider what could be...

- **5 min** - Self-reflection - Write on 3 cue cards your top 3 responses (one response per cue card).
- **15 min** - Table sharing - Share individual responses with your table and together list your top 3 themes (write one theme per large post-it).
- 10 min** - Sharing back to larger group - Three themes will be shared with overall group.

6 main themes emerged:

- Flexibility & Work-life Balance
- Leadership, Policy & Transparency
- Community, Diversity & Meaningful Relationships
- Access to Resources & Supports
- Professional & Personal Development
- Physical Spaces

We Asked Employees....

What can the institution do?

What can your department/unit do?

What can you do?

Physical Spaces

Organizational

- More consistent and comfortable temperatures
- Promote Universal Design to increase accessibility
- Integrate more colour and natural light into spaces

Departmental

- Promote ergonomic assessments
- Resolve equipment and space inequities between departments

Individual

- Incorporate walking meetings
- Respect each others' workspaces

Flexibility and Work-life Balance

Organizational	<ul style="list-style-type: none">-Establish manageable workload expectations-Establish a framework or policy to support flexible working hours
Departmental	<ul style="list-style-type: none">-Normalize and encourage balance - Respect and consider external life circumstances
Individual	<ul style="list-style-type: none">-Encourage colleagues to take breaks or use personal time - Create personal boundaries and don't overwork yourself

The Outcome.....



What we covered

- Tools, concepts, and frameworks
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- Programs and resources
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