

# PSYCHR

Mental Health Training in the Workplace



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# About Us



PsychHR combines Psychology and Human Resources knowledge to deliver leading mental health training in the workplace.

Uniquely we offer 10 modules with 62 content areas, so that you can choose what is right for your organisation. Our vast range of topics include Understanding Mental Health, How to Communicate as a Manager, Tools and Coping Mechanisms and Legal Obligations for an Employer. We can even include your policies and procedures. Other than our tailor made learning experiences, we offer popular packages, and consultancy services.

PsychHR understands that there is a personal, organisational, and societal benefit in improving the culture around mental health in the workplace, and so we are committed to helping you achieve the balance between employee wellbeing and commercial productivity.

# Develop Motivate Retain



Our Philosophy, is to not erroneously invoke capability, disciplinary or performance management procedures when there is an underlying issue which could be resolved.

PsychHR promotes that organisations should instead look to Develop, Motivate, and Retain members of their workforce. Natural attrition should occur, especially if people are under performing, however employers should be mindful of their talented and high performing employees who might be experiencing a dip.

Cost benefit analyses show that adaptations for mental ill health outweigh expensive recruitment costs, minimise frequent absenteeism, reduce long term sick leave costs, hold existing knowledge within a company, and decrease the risk of employees being demotivated or eventually quitting.

Contact us now to work with PsychHR to better understand effective mental health management on 0208 350 9591 or [hello@psychr.co.uk](mailto:hello@psychr.co.uk)



# Business Importance



Often a **workforce** is hugely **diverse**, and many **successful organisations** **harness talent, skills and creativity** from a range of **people**. Particularly in service based industries, people are often regarded as **"a company's most important asset"**, and with an increase of **mental health research** over the past two years, particularly in the workplace, an organisations ability to **adapt is crucial**.

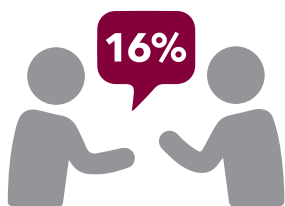
In a recent government commissioned report, which was the first review of its kind to look at the **overall effects** of mental health in the workplace; Stevenson and Farmer (2017) found that mental ill health costs the UK economy **£74 billion per year**. A follow up study by Deloitte (2017), identified **£42 billion**

of this as a direct cost to UK employers. This approximates an average of **£1,300 per employee** per year (Centre for Mental Health, 2019). This includes **70 million days** lost at work per year, present but **not productive** employees, short and long term **absence**, statutory and company sick **pay**, and other factors.

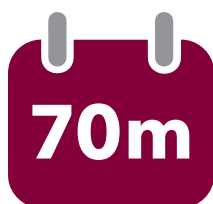
**Legal proceedings** can also not be ignored with **109,706 claims** being made to **employment tribunals** last year alone (HR4UK, 2018), and so the risk of **litigation** remains.

Furthermore, literature has highlighted not only the **financial cost**, but also the **intangible impact** such as to the **team, culture** and **reputation** of an organisation.

# Information and Statistics



**Only 16% of employees** feel able to disclose a mental health issue to their manager. (BIC, 2017)



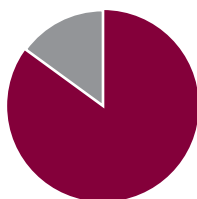
**70 million** working days are lost per year due to mental health. (MHF, 2019)

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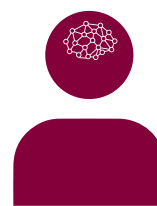
**1 in 6 employees** will experience mental ill health in the workplace. (Mind, 2019)

**30%**

**Only 30% of line managers** report that they have received training in mental health. (BIC, 2018)



**85% of managers** acknowledge that employee wellbeing is their responsibility. (BIC, 2018)



**Depression, Stress and Anxiety** are the 3 most common workplace mental health issues. (Mind, 2019)



**109,706 legal claims** were submitted to an employment tribunal in 2018. (HR4UK, 2018)



**61% of employees** have experienced a mental health issue due to work or where work was a contributing factor. (NHS, 2018)

# Modules and Content

## 1. Understanding Mental Health

- Defining Depression, Stress and Anxiety
- Understanding symptoms, causes and treatment
- Mental ill health vs Mental health conditions
- Sub-threshold mental ill health in the workplace
- Acute (sudden) or Subacute (long term/ burnout) onset
- Recognising mental ill health in yourself or others

## 2. Communication Skills

- How to raise mental ill health in the workplace if you are experiencing it and who to raise it to?
- What to do if you suspect a colleague is experiencing mental ill health?
- How to communicate as a manager if someone reports an employee might be experiencing mental ill health, or if an employee reports it themselves?
- Having difficult conversations
- Important Do's and Don'ts

## 3. Absence Management

- How to report sickness (e.g. company absence policy)
- How to communicate with an absent employee suffering with mental ill health and how often?
- The importance of communicating with an absent employee
- Return to work meeting and integration
- Reasonable adjustments
- Monitoring

## 4. Team Management

- Understanding the impact of mental ill health on a team
- How to manage resources during mental ill health absence
- Absenteeism vs Presenteeism
- Cultural change and integration for return

## **5. Tools and Coping Mechanisms for Mental ill Health**

- CBT
- Talking therapy
- Medication
- Support and sign posting

## **6. Malingering**

- Suspecting falsification or exaggeration of mental ill health
- Impact on the organisation
- Risk of misidentification and case studies
- Practical steps to take and when to take them

## **7. Dealing with Underperformance**

- Recognising the difference between Capability and Conduct
- When to act or support
- Performance management process (informal)
- Company Performance, Disciplinary, Capability policy (formal)

## **8. Legal Obligations**

- Equality Act 2010 and HASAWA 1974
- Discrimination (s.13,15,19), Harassment (s.26), Victimisation (s.27)
- Defining disability and reasonable adjustments
- Assessing substantial adverse effect and test of reasonable practicability
- Legal case studies and workshop examples
- Best practice

## **9. Company Performance and Productivity**

- Motivating, developing and retaining staff with mental ill health
- Importance of mental health management and impact on company performance
- The purpose and benefit of a diverse workforce
- Cost benefit analysis of reasonable adjustments vs New costs

## **10. Company Cultural Change**

- Challenging the stigma
- Top down and bottom up change of mindset for cultural shift
- Ambassadors, communication, marketing and pledge
- Mental health policy and procedure
- Training
- Data analytics and reporting



# Packages

You can tailor make all of our learning experiences by selecting any of the previous modules or content. However if you need a little more guidance, chose from our popular packages below. Our consultation can also help you decide on what might best suit your organisation.

## **Mental Health Awareness for All**

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- Understanding the stigma and destigmatisation
- Definitions and symptoms of Depression, Anxiety and Stress
- Acute and Subacute onset
- Recognising how mental ill health might manifest itself in the workplace
- How to raise mental ill health in the workplace if you are experiencing it?
- How to communicate if you suspect a colleague is experiencing mental ill health?
- Important Do's and Don'ts
- Support and sign posting

## **Mental Health Culture & Strategic Change for Senior Managers**

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- Understanding the stigma and destigmatisation
- Defining Depression, Anxiety and Stress
- The Law
- The Risk
- Case study
- Statistics
- Company impact and productivity
- Cost benefit analysis
- Purpose of a diverse workforce
- Develop Motivate Retain
- Cultural change, top to bottom communication, marketing, policy and pledge
- Ambassadors, training, data analytics and reporting

## **Mental Health Practical Skills for Managers**

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- Understanding the stigma and destigmatisation
- Definitions and symptoms of Depression, Anxiety and Stress
- Acute and Subacute onset
- Threshold functioning
- Presenteeism vs Absenteeism
- Recognising symptoms of mental ill health at work
- How to communicate if an employee tells you they are suffering with mental ill health?
- Having difficult conversations
- Important Do's and Don'ts
- Absence management
- Team management
- Resources and cultural change
- Return to work and integration
- Reducing the risk of frequent short term or long term absence

## **Mental Health Practical Skills, The Law & Strategy for Managers**

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- All of the above plus
- The Law
- The Risk
- Case studies and working examples
- Reasonable adjustments
- Statistics
- Cost benefit analysis
- Company impact and productivity
- Purpose of a diverse workforce
- Cultural change, top to bottom communication, and work life balance

# Services



## Workshops & Training

Our workshops are delivered onsite typically for a half day, 1 day, 2 day or 3 days, and usually for up to 10 delegates, training can be consecutive or non-consecutive. Attendees are considered mental health ambassadors improving the understanding, assimilation and practical application of mental health in the workplace.

## Seminars & Talks

Our talks have been as short as 10 mins on topics such as “why the culture around mental health should change” and “is mental health training driven by Millennials and Gen Z’s?”. Whilst our seminars range from 1 hour to 3 days and are typically delivered to 50-300 people.

## Case Management & Consultation

We have supported both employers and employees with complex and risky cases. We offer advice, and also carry out popular risk assessments, providing recommendations, and full assessment reports.

## Project Management

PsychHR has also helped to guide mental health policies and procedures, build wellness hubs, and support and lead new projects.



# Consultation

## Contact Us

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0208 350 9591

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87-91 Newman Street, Fitzrovia, London W1T 3EY

PsychHR can meet at your offices or we can carry out a telephone consultation. Our consultation will consider what you already have in place and what might best suit your organisation. For workshop bookings we will also discuss company shape, size, possible dates, duration, course structure and style.



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The background of the entire page is a close-up, soft-focus photograph of pink flowers, likely peonies, with delicate petals in various shades of pink and light red.

# PSYCHR

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