



Employee Mental Health

Strategies for a Resilient Workplace

The webinar will begin soon



Employee Mental Health

Strategies for a Resilient Workplace

ICW Group Risk Management Services



Today's Presenter:

Terio Duran, CHST

Sr. Risk Management Consultant



Every Life Has A Story

“Every life has a **story**...
If you take the time to **read it.**”

Job Stress Defined

Harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.



Important Statistics

- 83% of US workers suffer from work-related stress.

The American Institute of Stress (2022). Workplace Stress.

- Stress causes around one million workers to miss work every day.

The American Institute of Stress

- 50% of US workers are not engaged at work as a result of stress.

The American Institute of Stress



Personal Factors



Family problems



Medical problems



Substance abuse



Financial problems



Legal problems



Marital problems

Job Factors



Reorganization



Demotion



Harassment/bullying



Overworked



Hazardous
surroundings



Fear of being
replaced or let go



Supervisor
relationship

**Why should we
be concerned?**

Job Stress Can Result In...

Health Issues

- Cardiovascular disease
- Substance abuse
- Musculoskeletal disorders
- Psychological disorders
- Suicide, cancer, ulcers, impaired immune function
- Workplace injuries

Work Issues

- Job concentration disrupted
- Self-initiative reduced
- Trust in others diminished
- Resentment
- Depression
- Burn-out

Adversely Impact an Organization

- Poor attendance
- Low employee morale
- Decrease in productivity
- Quality defects
- Poor customer service
- Workers' compensation fraud
- Safety workplace injuries
- High employee turnover
- Difficulty qualified candidates



Costs to Organization

U.S. businesses lose up to **\$300 billion** yearly as a result of workplace stress.

American Institute of Stress

Depression leads to **\$51 billion** in costs due to absenteeism and **\$26 billion** in treatment costs.

Mental Health America

Work-related stress causes **120,000** deaths and results in **\$190 billion** in healthcare costs yearly.

Goh, J., Pfeffer, J., & Zenios, S. A. (2015)

“At least **85%** of all work accidents are caused by the inability to cope with emotional distress.”

– E.M. Gherman,
Stress and the Bottom Line



“The **vast majority** of accidents contain a substantial human factor, often irrational or irresponsible action, indicating the involvement of mental or emotional duress in accident causation.”

– *University of Texas*

Fall Accident Case Study



How do we manage the stressed employee?



Management Approaches

- Recognize the Signs
- Open Communication
- Offer Resources
- Adjust Workloads
- Encourage Self-Care
- Set Realistic Expectations
- Regular Check-Ins
- Foster Supportive Environment
- Seek Professional Help



Most Common Workplace Stressors

American Institute of Stress – 2022

39%

Amount
of work

23%

Supervisor
relationship

19%

Work-life
balance

6%

Job security

Stress Warning Signs

- Isolation
- Deterioration of personal appearance
- Loss of interest
- Carelessness
- Poor work quality
- Increased absenteeism
- Lowered productivity



Stress Coping Methods

- Talking to a friend/colleague/spouse (55%)
- Exercising (40%)
- Eating (35%)
- Stepping away from work (35%)
- Taking a day off (32%)
- Drinking after work (24%)



Powerful Lesson on Empathy

Supervisor Role

1. Practice empathy
2. Make yourself available
3. Know what you can offer
4. Check in regularly to make sure they're doing OK
5. Consider workload
6. Be transparent and consistent
7. Listen first, suggest second

The Art of Listening To Others

Senior Management Role

- Planning, organizing, and leading
- Policies and procedures
- Supervisor training
- Personal commitment



Senior Management Role

- Manager/team member relationship
- Design of work tasks
- Interpersonal relationships
- Managing workloads
- Career concerns
- Environmental conditions



7 Steps to Help Manage Stress

1. Eat a balanced and nutritious diet starting with breakfast
2. Get a good night's sleep
3. Volunteer time and services
4. Seek professional help
5. Keep moving – Exercise 30 minutes a day
6. Express your feelings – you're not alone
7. Get to the root of it – remove the stressor or try new coping strategies

A Few Ways Organizations Can Help

- Allow some control over schedules
- Include employee input in decision making
- Balance responsibility & authority necessary for tasks
- Set reasonable limits & timelines
- Recognize a job well done
- Resources – health club membership, elder-care & on-site or near-site childcare
- Employee Assistance Programs and Wellness Programs
- Review work distribution process – Fair & effective?
- Social interaction among workers
- Compatible work schedules

Stress Management Checklists



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Supporting Mental Health in the Workplace

Checklist for Supervisors

There has been a reported rise in the number of individuals experiencing symptoms of anxiety and depressive disorders in the United States. This checklist provides recommendations for supervisors to help support mental health and alleviate stressors for workers.

Be a compassionate leader and establish a supportive tone.

- Raise awareness about depression and reduce the stigma surrounding mental health issues and substance use by:
 - Talking about the types of specific depression that relate to your particular workforce and sector, as well as their impact on mental health (e.g., high rates of depression and anxiety disorders in that workers' line of work).
 - Sharing [relevant statistics](#) on that workers' line of work.
 - Sharing a story about stress for you and what you are doing to address it to demonstrate mental health or substance use issues.
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 - Telling workers that it's normal to feel stressed and encourage them to seek help if important to assure workers their jobs will not be negatively impacted if they seek help.
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- Implement an "open door" policy for workers to express their problems and concerns.
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- Meet with workers periodically to ask them how they are doing and whether management can do to support them.
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- Hold frequent group meetings to provide connectedness and provide a safe space for concerns, ask questions, and receive information about who to "go to" if you need additional support if necessary.
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- Build connections and encourage coworkers to be supportive of one another.
 - Building peer support networks around common issues. The goal is to create a safe space for workers to share their stories and seek common solutions.
 - Encouraging coworkers to check in on each other for signs of stress.
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- Planning informal in-person or virtual social activities.
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- Be a good role model by:
 - Demonstrating healthy coping strategies.
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Reducing workplace stress benefits **everyone** and can lead to improved morale, increased productivity, fewer sick days, better workplace safety, an elevated quality of life, and improved physical health (e.g., better sleep, lower blood pressure, stronger immune system).

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Supporting Mental Health in the Workplace

Checklist for Senior Managers

There has been a reported rise in the number of people experiencing symptoms of anxiety and depressive disorders. This checklist provides recommendations for senior managers to help support mental health and alleviate stressors for workers.

Be a compassionate leader and establish a supportive tone.

- If you are committed to supporting their mental health, consider an organizational-wide statement about the importance of mental health and well-being.
 - Identifying specific staff in your organization whom workers can contact with concerns about job-related stressors.
 - Promoting a judgement-free workplace where workers can seek help without being judged.
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Reducing workplace stress benefits **everyone** and can lead to improved morale, increased productivity, fewer sick days, better workplace safety, an elevated quality of life, and improved physical health (e.g., better sleep, lower blood pressure, stronger immune system). However, **Coastal** estimates that for every dollar U.S. employers spend treating mental health issues, they receive \$4 back in improved health and productivity.

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Managing Stress at Work

We will never completely remove stress from our life, but identifying and managing stress factors can help maintain a positive and healthy lifestyle for our team members and ourselves.



Safety Resources Available to You

Policyholder Website

- Injured Worker Resources
- Safety Webinars on demand
 - Plus additional resources from today's webinar!
- Safety *OnDemand*[®]
- And More!!

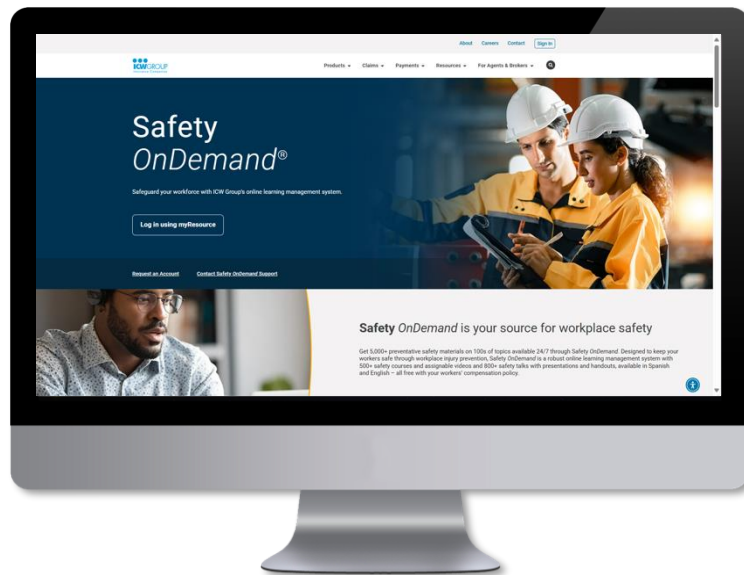
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2026 Safety Training Webinar Series – What's Next!

- **May 14** – Accident Investigations (this name will change, copy TBD)
- **May 28** – Sprains & Strains: Why Your Prevention Efforts Aren't Working!
- **6 Part Certificate Series** - Risk Management for Leaders
- **Kickoff** on August 27

Register at www.icwgroup.com/webinar



Questions?

Contact us:

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Thank You!

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