



## PROMOTING MENTAL HEALTH WELLNESS IN THE WORKPLACE & COMBATING MENTAL HEALTH STIGMA



### About Our CEO & Co-Founder

#### Marjorie Morrison

CA Licensed Marriage Family Therapist | Licensed Professional Counselor | PPS-Credentialed School Psychologist | Founder & Former CEO of PsychArmor

I'm a licensed therapist with over 30 years experience in mental health

- Over a decade in private practice seeing many different types of symptoms, issues, and diagnoses
- Over a decade working with military and veterans, including developing and implementing a mandatory proactive counseling program for US Marine Corps
- 5 years as Founder and CEO of a non-profit, PsychArmor that trains people on how to support military veterans
- Over 4 years as Co-Founder and CEO of Psych Hub

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## Growing Challenges In Mental Health

1<sup>in</sup>5

U.S. adults experience mental illness each year.

2/3

Psychologists report an increase in severity of symptoms among patients in 2022.

6<sup>in</sup>10

Americans have experienced concern about either their own mental health or the mental health of family and friends.

41%

OF PSYCHOLOGISTS SAY THEY CANNOT MEET THE DEMAND FOR TREATMENT FROM THEIR PATIENTS.

[Source: American Psychological Association 2021 COVID-19 Practitioner Survey]

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## Global Mental Health The Numbers

264M

People experience depression, one of the leading causes of disability, and many also experience anxiety symptoms, as the World Health Organization estimated.

1T

Depression & anxiety cost global economy 1T each year in lost productivity.



## Current State Of Mental Health

### Biggest Issues Are Access & Quality

**ACCESS:** Average consumers of mental health services don't know how to find care. Health insurance companies don't have adequate provider registries which complicates navigating getting help.

**QUALITY:** We currently don't measure how well mental health treatment works

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## Trends

Investors poured \$5.5 billion into mental-health technology startups globally last year, of that, \$4.5B was spent on US firms, up 139% from 2020. Resulting in an influx of mental health provider group "roll ups"

- Helping the system because they typically take insurance and have single scheduling
- It's estimated that "single shingles" will be obsolete in 10 yrs

# Mental Health Is a Black Box!

**Everybody** at one time or another, needs help understanding and navigating the broken mental health system, either for themselves or someone they care for.

## Our Approach



COURSES



PODCASTS



TEXT RESOURCES



VIDEOS

### SOME OF OUR SUBJECT MATTER EXPERTS



COLUMBIA

COLUMBIA UNIVERSITY  
DEPARTMENT OF PSYCHIATRYHARVARD  
UNIVERSITY

UCLA Health



Penn



Yale University

**2K+**

### MENTAL HEALTH RESOURCES

Psych Hub has developed courses, modules, videos, resources, podcasts, and more.

**1M+**

### MONTHLY YOUTUBE VIEWS

Official mental health partner

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# Mental Health & Stigma

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## What Are Your Reactions To The Following Statements?

People with mental health conditions are as capable as others in the workplace.

.....

I would talk to someone if I were experiencing depression or anxiety.

.....

People with mental health conditions are as capable as others in the workplace.

## What Is Stigma?



### Have You Heard Some Of These Statements Before?

"Mental illness makes you violent."

"If they really wanted to, they could snap out of that depression."

"Anxiety is all in your head. You have to just learn to control your thoughts."

"They have a mental illness because of bad parenting."

"If people know I go to therapy, they'll think I'm weak."

## Impact

Stigma can cause shame and compound the impact of mental health conditions. Stigma can negatively impact a person's willingness to seek help. Stigma can result in discrimination in the workplace and in general. Biases can impact our public policies and systems and, in turn, affect an individual's opportunity to receive the care they need.



## Risks To Mental Health in the Workplace



### World Health Organization Cites the Following:

- Inadequate health and safety policies
- Poor communication and management practices
- Limited participation in decision-making or low control over one's area of work
- Low levels of support for employees
- Inflexible working hours
- Unclear tasks or organizational objectives



## How Can Workplaces Combat Stigma?

- Create psychologically safe workplaces
- Employ good communication behaviors
- Support healthy boundaries
- Protection against burnout



## Psychological Safety



## What Is Psychological Safety?

Psychological safety is a condition in which a person feels *included* and *safe* to learn, contribute, and challenge the status quo *without fear* of being embarrassed, marginalized, or punished.

The presence of fear in an organization is the first sign of weak leadership (Clark, 2020).

## Psychological Safety Maslow's Hierarchy of Needs





## Signs Psychological Safety is Lacking

Employees stop speaking up

Morale is low

Turnover is high

Competition is supported over cooperation

Feedback isn't shared or requested

No one challenges the status quo



## Strategies For Leadership to Create Psychological Safety at Work

### Be a Role Model For What Psychological Safety Is!

"Walk the talk" by modeling the attitudes and behaviors that contribute to psychological safety:

- Set clear boundaries
- Challenge the status quo
- Take accountability
- Reflect on mistakes with compassion towards self and others
- Amplify diverse voices



# Communication

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## Language Matters

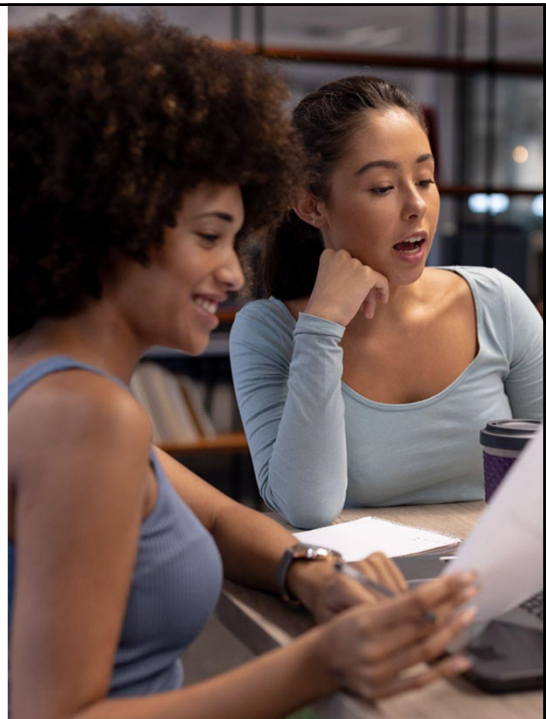
This is particularly true when building and maintaining psychological safety, reducing stigma, fostering inclusion, and opening up and sustaining dialogue on mental health.

The language and imagery we use are powerful and shape how we see the world, others, and ourselves. An important first step to effective communication on mental health is reflecting on the language you use.

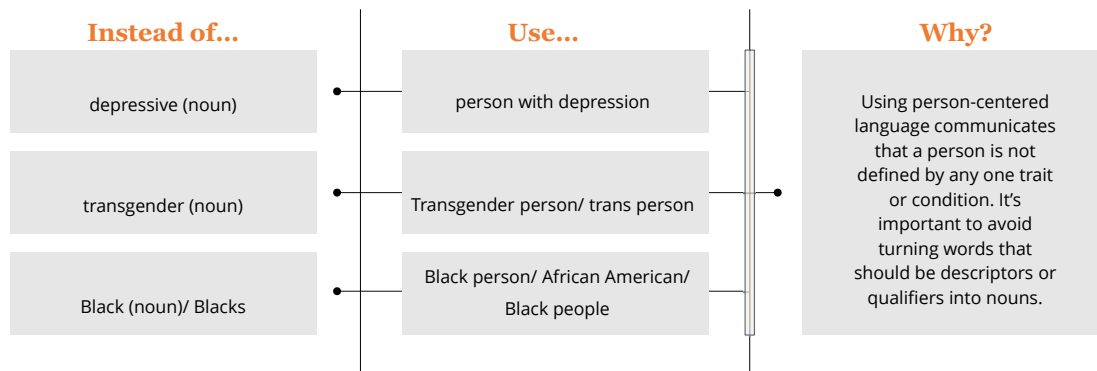
Best practice is to ask the person you're speaking with their preference on language and honor that in future conversations.

If not possible, consider these recommendations:

- Person-Centered Language
- Identity-First Language
- Strengths-Focused Language
- Avoid Giving Direct Advice



## Person-Centered Language



### Identity first language

- Some communities like deaf, Autistic, Disabled, have rejected person first language

### Strength-Focused Language

- Language should be used that focuses on strengths, positive attributes, abilities, and the inherent worth and dignity of each person.

### Avoid Giving Direct Advice

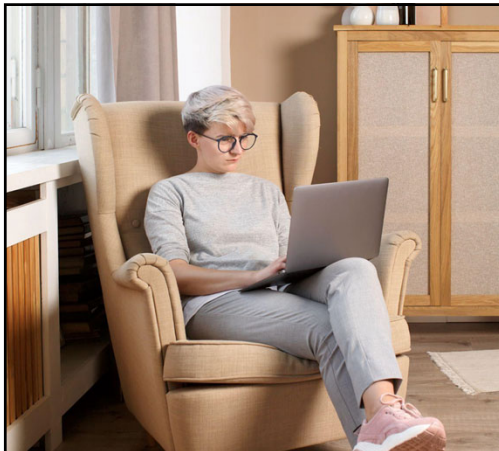
- Avoid using prescriptive language, giving direct advice, or guaranteeing outcomes regarding mental health.

### Normalizing Mental Health Conversations

- Leaders set the tone when communicating on mental health



# Setting Healthy Boundaries



## Key Boundary Domains

### 1. Emotional

Communication preferences and leading from a place of compassion and kindness. Sharing feedback preferences, being sensitive to other's feelings, and respecting other's needs for personal space and time away (including yourself).

### 2. Time

Specify when workers are on the clock and when they should log off and step away or disconnect from work.

### 3. Physical

How employees physically engage with one another and establish a safe environment, free from harassment or discrimination. Also, protects personal and work spaces.

### 4. Mental

Allowing personal time so to not feel constantly tied to their work. Respecting family time, relaxation/wellness time, and paid time off. Setting limits on how much they can mentally devote to their work during challenging times.



## Psychological Effects of Boundaries

### Having Boundaries

- Conserves emotional energy, creating a better mental state
- Develops autonomy, independence, and boosts self-esteem
- Creates healthy relationships and influences others in a positive way

### Not Having Boundaries

- Contributes to chronic stress, leading to burnout
- Personal needs are sacrificed over others
- Feelings of anxiety, resentment, or manipulation may occur

### When Boundaries Are Violated

- Self-doubt when making decisions
- Blaming self or making excuses for other's behavior
- Exhaustion and fatigue
- Irritability and anger

## Establishing Individual & Team Boundaries

Determine what your boundaries are, clearly and explicitly share them, have a plan to enforce them when they are inevitably crossed, and take time to re-evaluate them from time to time.

1

**ESTABLISH**

To establish boundaries you need to identify your values, priorities, and needs. What are the non-negotiables and why?

2

**SHARE**

Explicitly and clearly communicate your limits and ask others what they need. This requires finding time with others to intentionally discuss boundaries. Everyone should come to the meeting prepared with a list of their boundaries as outlined in Step 1.

3

**ENFORCE**

Have a plan of action for what will happen when the boundaries are crossed. Ideally, address it right away.

4

**EVALUATE**

What is working well? What is not working well? Are adjustments required? You might consider scheduling time to review this - maybe every six months or a year - with yourself AND your team.



# Burnout & Resilience

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## Burnout is About Work

**Per the ICD-11, burn-out results from chronic workplace stress that has not been successfully managed. It includes three elements:**

- feelings of energy depletion or exhaustion;
- increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- reduced professional efficacy.



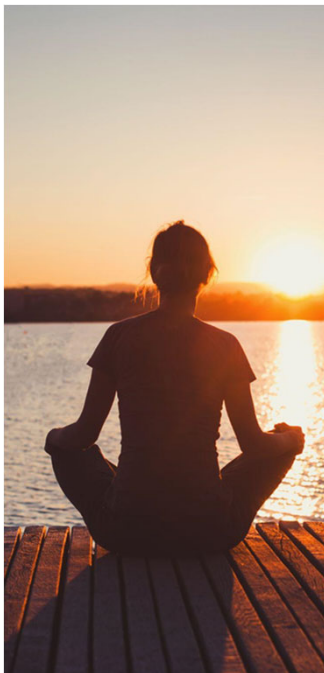




## Resilience - Supporting Teams & Navigating Stress

**Resilience** is defined as the ability to bounce back after a hardship or stressor ([Mason et al., 2019](#)). It has been compared to the concepts of “grit” and “hardiness” ([Webster & Rivers, 2019](#)). However, this definition is a bit limited.

Although resilience is often thought of as an individual trait, it cannot be understood or achieved in a vacuum. Resilience must be considered at not only the individual level, but also within the context of relationships, communities, and society.



## Self Before Service is Not Selfish

**If we expect our workers to be resilient and face demanding business goals, we must provide them the time and resources to proactively prevent and reactively heal from stress.**

Workplaces need to support their teams by prioritizing wellness and self-care as a part of the **culture**.

This means wellness and self-care are reflected in **policies** and **behavior**.

## New Curated Learning for Coaches

A tailored evidence-based learning experience empowering professionals who provide individuals with health & wellness and behavioral health coaching services.



### EDUCATION TO STRENGTHEN COACHING SKILLS

- Mental Health Competency 1
- Mental Health Competency 2:
- Common Conditions
- Mental Health Competency 3:
- Substance Use Awareness
- Suicidal Behavior Competency
- Helping in a Mental Health Crisis
- Fostering Resilience
- Safety Planning
- Diversity and Mental Health
- Trauma-Informed Care: Part 1
- Trauma-Informed Care: Part 2
- Understanding and Overcoming Bias
- Motivational Interviewing:
- Communication Basics
- DBT-Informed Therapy:
- Foundations

- Collaborative Care Model
- Supporting Provider Well-Being
- Telemental Health

### PLUS: ENGAGING VIDEOS TO EXPLORE HOW COACHES SUPPORT MENTAL HEALTH!

- Welcome to Psych Hub
- Coaches: My Experience
- Coaches: How We Work with Mental Health Teams