

# Positive Mental Health

Presentation

by

**Civil Service Employee Assistance Service (CSEAS)**

**September 2014**

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# Objectives

Promote positive mental health and well-being in the workplace

Increase awareness and understanding of the different types of mental health issues

Provide assistance and advice in understanding and supporting those with mental health issues

Give information, guidance and practical help on minding your mental health (Tips and Techniques)

Promote the CSEAS “Information Guide on Mental Health and Well-being in the Workplace” as a resource

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

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- Definitions

## Section 2

- Common Mental Health Problems

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- Minding your Mental Health – Individual Responsibility

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- Mindfulness and Building Resilience

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- What can you do as Line Manager?

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- What can colleagues do?

## Section 8

- Supports and resources

# Section 1

- **Definitions**

# Definitions

- I. What is mental health
- II. What is mental ill-health
- III. What is mental illness



# What is Mental Health

“A state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively, and is able to make a contribution to his or her community”

*(WHO, 2001)*

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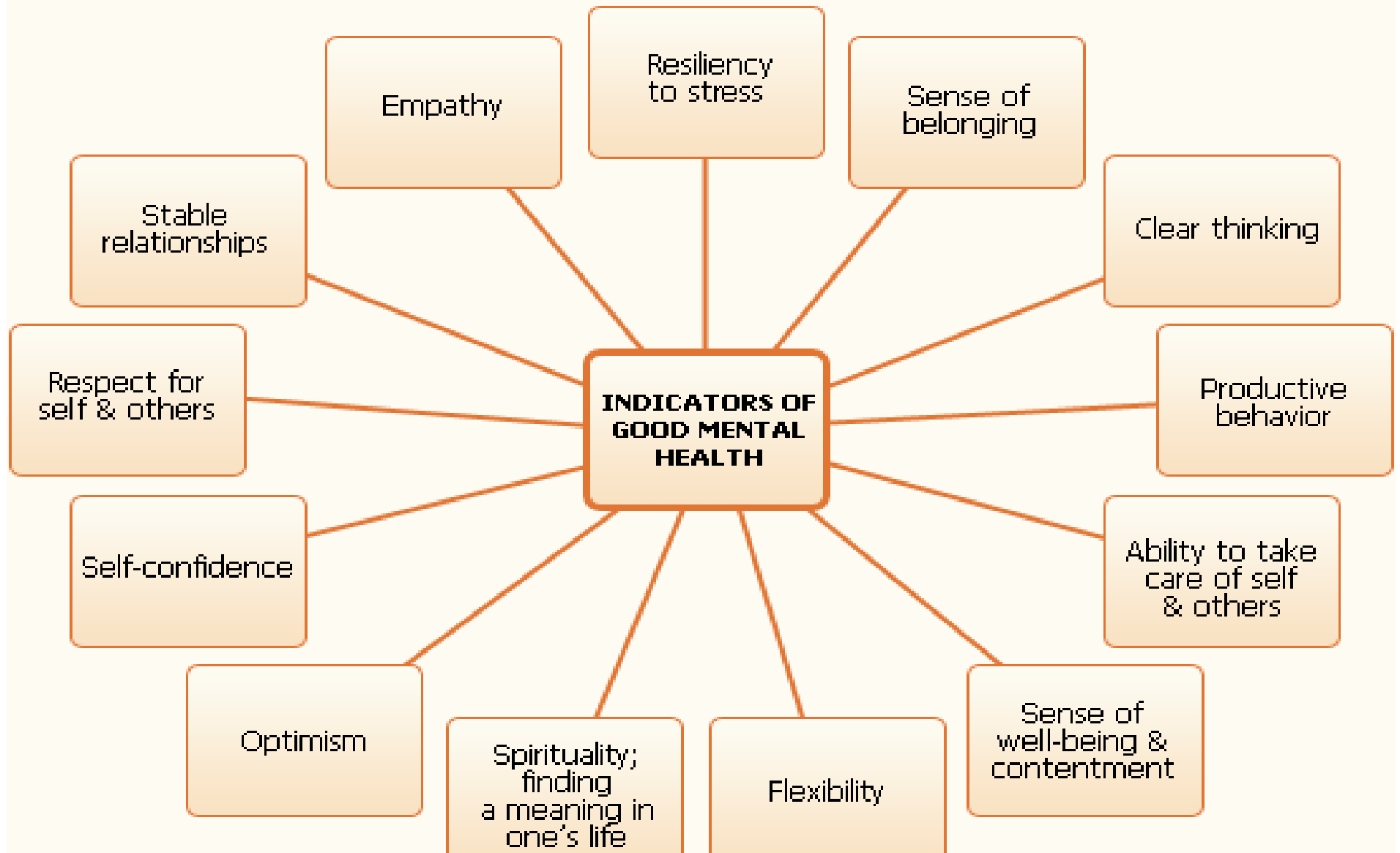
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# Mental Health

- Emotional resilience which enables us to enjoy life and cope with the challenges that life brings
- A lot of factors can impact on our mental health and well-being
- Individual responses differ

*Source: CSEAS "Information Guide on Mental Health and Well-being in the Workplace"*

# Indicators of Good Mental Health





# Mental Ill-health?

We can all experience difficulties in our lives which can impact on our mental health

Poor concentration, mood swings and sleep disturbance

Temporary in nature and are relative to the demands of a particular situation and do not necessarily lead to a mental illness

However, being mentally unhealthy limits our potential as human beings and may lead to more serious problems

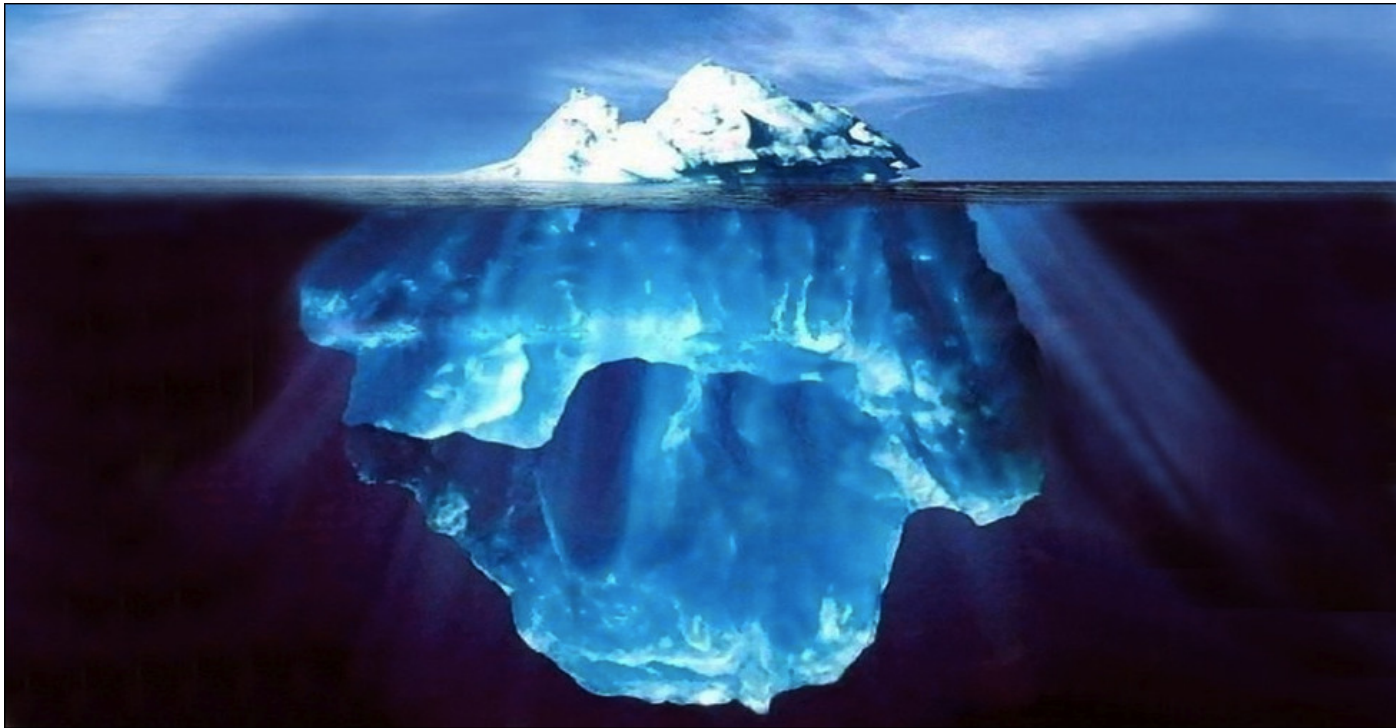
*Information obtained from : [www.mentalhealthireland.ie](http://www.mentalhealthireland.ie)*

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# What is not always obvious



# Possible Signs and Symptoms of Mental Ill-health

## Physical

Crying  
Tiredness  
Change in sleep pattern  
Fast heart rate  
Sweating  
Nausea  
Chest pain

## Psychological/Emotional

Low self-worth  
Low self-esteem  
Sadness  
Fear  
Denial  
Anger  
Isolation  
Anxiety

## Cognitive

Poor concentration  
Confused thinking  
Working below par  
Difficulty absorbing new information

# Mental Illness

This is defined as the experiencing of severe and distressing psychological symptoms to the extent that normal functioning is seriously impaired. Examples of such symptoms include:

- anxiety
- depressed mood
- obsessional thinking
- delusions and hallucinations

Some form of professional medical help is usually needed for recovery / management

**Information directly obtained from : [www.mentalhealthireland.ie](http://www.mentalhealthireland.ie)**

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## Section 2

- **Common Mental Health Problems**

# Common Mental Health Problems

- **Depression**
- **Postnatal Depression**
- **Seasonal Affective Disorder**
- **Bipolar Disorders**
- **Anxiety Disorders**
- **Personality Disorders**
- **Schizophrenia**
- **Suicidal Ideation**

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# Understanding Depression



# Understanding Depression

One in three of us will be affected by depression at some point in our lives

Anyone of us, irrespective of age, gender or background can be affected

It is possible to come through depression. Early recognition and on-going support are key to a positive outcome

*Source: "A Better Understanding of Depression and how to recognise it and what to do"*

**AWARE** [www.aware.ie](http://www.aware.ie)

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# Depression – What is it?

- Depression is a mental health condition which affects thinking, energy, feelings and behaviour
- It can vary from mild to severe and can prove disabling in some cases, impacting on the individuals family and work life
- It is possible to minimise the impact of depression by access to information and support, and finding ways to manage the condition

*Source: Depression: How to recognise it and what to do AWARE [www.aware.ie](http://www.aware.ie)*

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# Depression - Symptoms

- Low energy, feeling tired or fatigued
- Feeling sad, anxious or bored
- Sleep – under or over sleeping, frequent waking
- Poor concentration
- Loss of interest in hobbies, family/social life
- Low self esteem
- Physical aches and pains with no physical basis
- Loss of interest in living, thinking about death, suicidal thoughts

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# Understanding Postnatal Depression



# Understanding Postnatal Depression

Type of depression some women experience after having a baby

Early recognition and on-going support is key to recovery and management of this condition

*Source: CSEAS - Information Guide on Mental Health and Well-being in the Workplace*

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# Postnatal Depression Symptoms

Symptoms may include low mood, feeling unable to cope and difficulty sleeping

Woman may experience mood changes irritability and episodes of tearfulness after birth – “Baby Blues”

If symptoms persist what is being experienced may be Postnatal Depression

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# Understanding Seasonal Affective Disorder



# Understanding Seasonal Affective Disorder

This is experiencing a serious mood change when the seasons change

## Symptoms

- a person may sleep too much, have little energy and may also feel depressed
- though symptoms can be severe, they do clear up

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# Understanding Bipolar Disorder





# Understanding Bipolar Disorder

- Also known as Bipolar Affective Disorder (originally called Manic-Depressive Illness)
- Characterized by periods of elevated mood and periods of depression
- 1 in 100



# Bipolar Disorder – Symptoms

- During mania an individual feels or acts abnormally happy, energetic or irritable
- Can make poorly thought out decisions with little regard to the consequences. The need for sleep is usually reduced
- During periods of depression there may be crying, poor eye contact with others and a negative outlook on life



# Understanding Anxiety



# Understanding Anxiety

- Anxiety is a common experience for both men and women
- For most, anxiety can be a passing emotion attached to stressful situations such as exams or work pressures
- For others, it is more than that. It can have a damaging impact on your quality of life
- Where it becomes excessive – anxiety disorder
- Panic attacks may be a symptom of anxiety and can be very distressing

# Social Anxiety

- Avoiding situations where one is the centre of attention
- Worried about being embarrassed in front of peers
- Fear about how one might be perceived or judged
- When in situations that cause anxiety, mind may go blank
- Fear of being anxious which makes the anxiety worse
- Affects 13.7% of Irish adults



# Anxiety – Symptoms

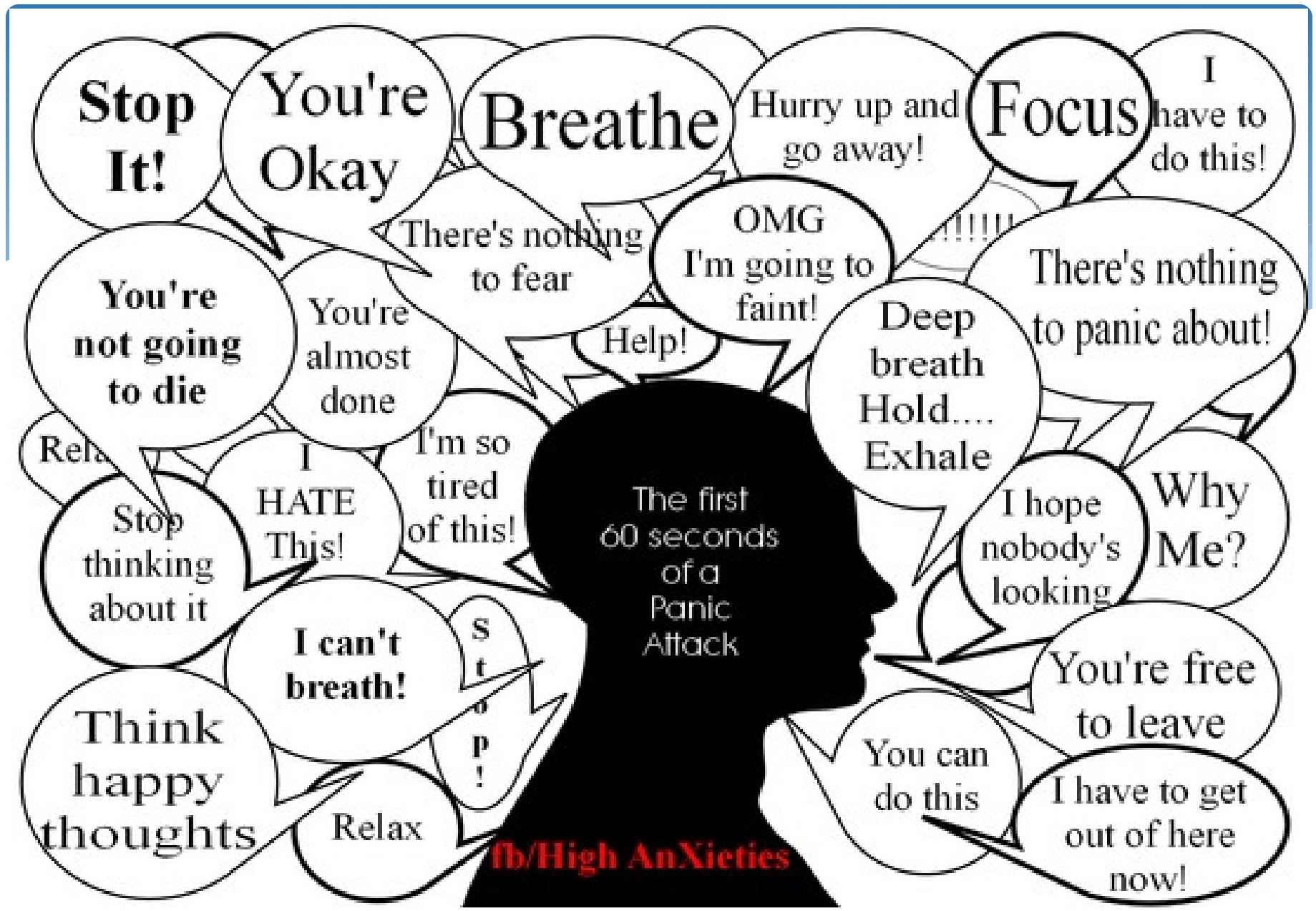
The signs associated with anxiety can include:

- Racing heart
- Rapid breathing
- Feelings of panic
- Sweating
- Excessive and undue worry
- Disturbed sleep
- Tense muscles
- Morbid thoughts
- Fear of going mad

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Stop It!

You're Okay

Breathe

Hurry up and go away!

Focus

I have to do this!

You're not going to die

You're almost done

There's nothing to fear

OMG I'm going to faint!

!!!!!!

There's nothing to panic about!

Help!

Deep breath Hold... Exhale

Relax

I HATE This!

I'm so tired of this!

The first 60 seconds of a Panic Attack

I hope nobody's looking

Why Me?

Stop thinking about it

I can't breathe!

St  
o  
p!

You're free to leave

Think happy thoughts

Relax

You can do this

I have to get out of here now!

fb/High AnXieties

# Understanding Schizophrenia





# Understanding Schizophrenia

- Disturbances in thoughts, perceptions, emotions and behaviour
- Affects 1 in 100
- Support and treatment is important for management and recovery

***Source: 'Shine' supporting people affected by mental ill-health***

**[www.shineonline.ie](http://www.shineonline.ie)**

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# Schizophrenia – Symptoms

Symptoms broken into two groups:

- Active symptoms include hallucinations, hearing voices, delusions, muddled thinking and feeling that you are being controlled
- Passive symptoms are less easy to spot and include loss of energy, enthusiasm and motivation, difficulty concentrating and uneasiness in the company of others

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# Understanding Personality Disorder



# Understanding Personality Disorder

With a personality disorder, an individual may think, feel and act in ways that make it hard for them to get on with others or cope with day-to-day life

A person may struggle to:

- Form or keep relationships
- Get on with family, friends, people at work
- Keep out of trouble
- Control their feelings or actions

**Source: *Mental Health and Wellbeing: A line Managers Guide IBEC October 2012***

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# Understanding Suicidal Ideation

- This involves thoughts and preoccupation with suicide and varies from fleeting thoughts to detailed planning
- Where someone speaks of suicidal ideation, this needs to be taken seriously and the appropriate supports put in place
- It is generally associated with depression but can be associated with life events
- The HSE run a “Safe-talk” and “ASIST” (Applied Suicide Intervention Skills Training) Training – free of charge
- Open 24 hours a day 365 days a year – Samaritans – telephone 116123 – website: [www.samaritans.org](http://www.samaritans.org)

*Source: CSEAS - Information Guide on Mental Health and Well-being in the Workplace July, 2014*

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# Treatment/Management for Common Mental Health Problems

- Consult with a medical professional as early as possible
- Educate yourself about the condition
- Have a strong support system
- Make good life style choices
- Have a treatment plan
- Link in with your designated Employee Assistance Officer

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## Section 3

- **Minding your Mental Health – Individual Responsibility**



# Individuals play a key role in managing their own mental health

## We will look at ....

- Managing stress
- Problem solving approach
- Dealing with conflict
- Personality types
- Building resilience
- Self-esteem
- Healthy eating, Exercise, Sleep
- Relaxation
- Mindfulness

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Accepting who you are



Talking about it



Keeping active



Learning new skills



Keeping in touch with friends

## Positive Steps for Mental Health



Doing something creative



Getting involved



Asking for help



Relaxing



Surviving

# Stress

## WHAT IS STRESS?

There are many definitions of stress. Common to all is the acknowledgement that stress is our response to our own personal experience of pressures in our daily lives.

SEE CSEAS LEAFLET ON “STRESS” AVAILABLE ON [WWW.CSEAS.PER.GOV.IE](http://WWW.CSEAS.PER.GOV.IE)

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# Manage your Stress

“Stress can be most effectively dealt with by using your logic and common sense to help you reason out the situation, rather than being swept away in panic and despair by your emotions.”

*Source:* [www.suicideprevention.ie](http://www.suicideprevention.ie)

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# Stress

## WHAT ARE STRESSORS?

Stressors are the triggers which have the potential to cause an individual to respond with stress

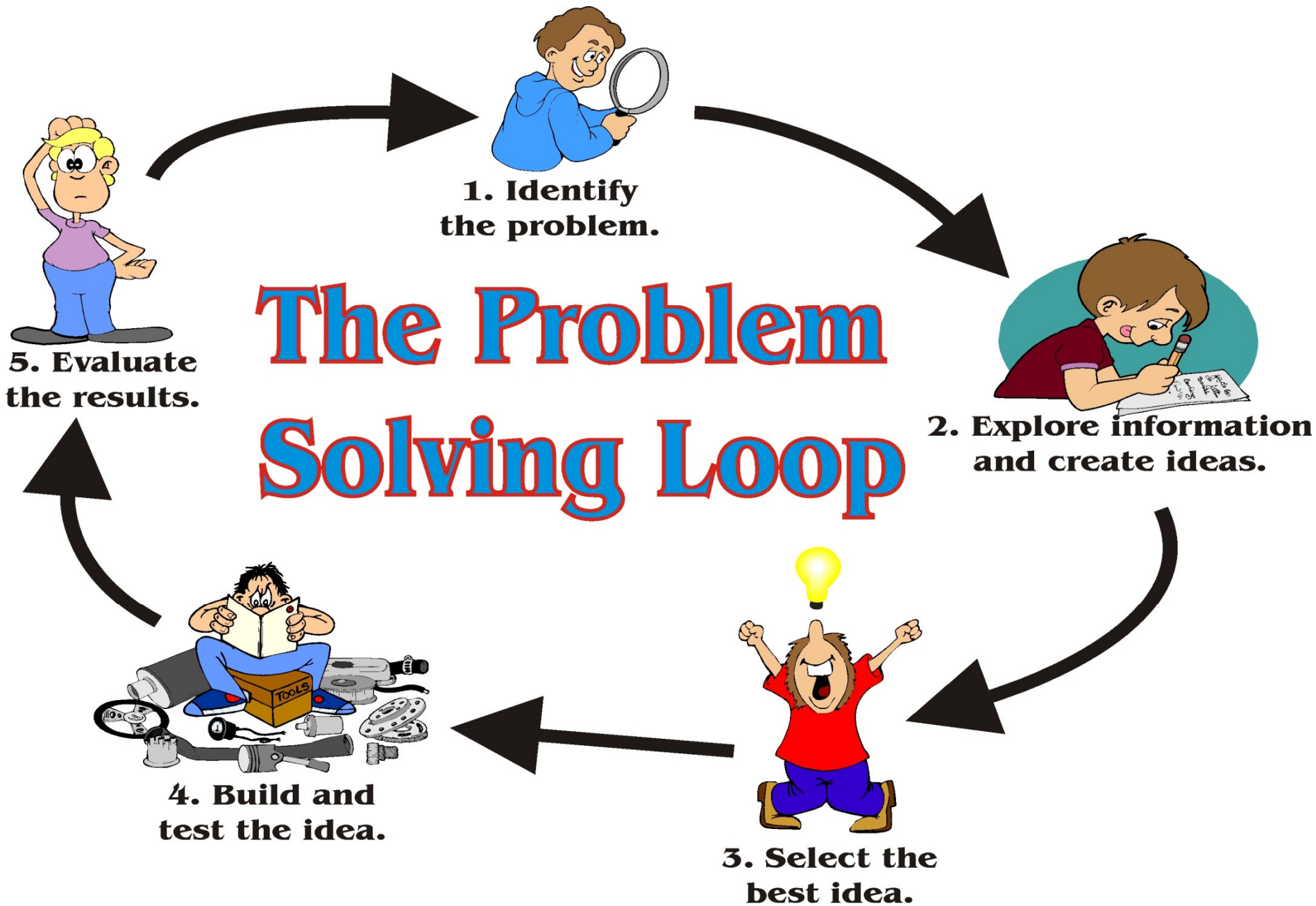
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# Dealing with Conflict





Avoiding or Ignoring the problem



Turning a blind  
eye





Getting Stuck in – reactive approach – no thought – just explode



Competition between teams can lead to conflict – not everyone pulling together



Internal conflict – now sure unclear how to manage the conflict

Conflict at meetings – where disagreements arise and not everybody wants to take time to reach an agreement nobody is listening





“Ready for your first lesson in conflict resolution?”

Take a look at these 2 characters. They are about to lock horns. There is a bit of an impasse here. So what are the sort of things that might help with this impasse?

# Dealing with Conflict

Conflict can be a major source of stress in the life of many people

- Keep calm and don't react
- Take a breath and think
- Notice your voice
- Be aware of your emotions e.g. anger, frustration, hurt
- Don't let the focus be about your reaction
- Avoid an audience
- Consult with others – seek advice/support and follow up

*See the CSEAS leaflet on “Effective Communication” and “Dealing with Difficult calls”*

What might help? One to One meeting







You may already be aware that the Civil Service has a panel of trained mediators available to deal with people who find themselves in situations of conflict. You can access this service through your HR.

# Personality

Certain personality characteristics can increase your susceptibility to stress however, they can also be beneficial

Examples:

- perfectionism
- being excessively timid

*Source:* [www.suicideprevention.ie](http://www.suicideprevention.ie)

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WHAT MATTERS MOST  
IS HOW YOU SEE YOURSELF.



Perceptions

# Self-Esteem

Self-Esteem is the way you see or perceive yourself

“When we hold ourselves in high self-esteem, we can live comfortably with both our strengths and weaknesses because we accept and respect ourselves”.

*Source:* [www.psychcentral.com](http://www.psychcentral.com)

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# Tips for building healthy Self-Esteem

- Accept yourself
- Avoid Labelling e.g. “I am a failure”
- Focus on your strengths and have realistic expectation of what can improve
- Recognise your strengths and weaknesses
- Be objective about situations – don’t blame yourself for a negative outcome without taking all the factors in account
- Communicate assertively

Source: [www.mentalhealthireland.ie](http://www.mentalhealthireland.ie)

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# Healthy Eating

What we eat has a major affect on our general health both physically and mentally.

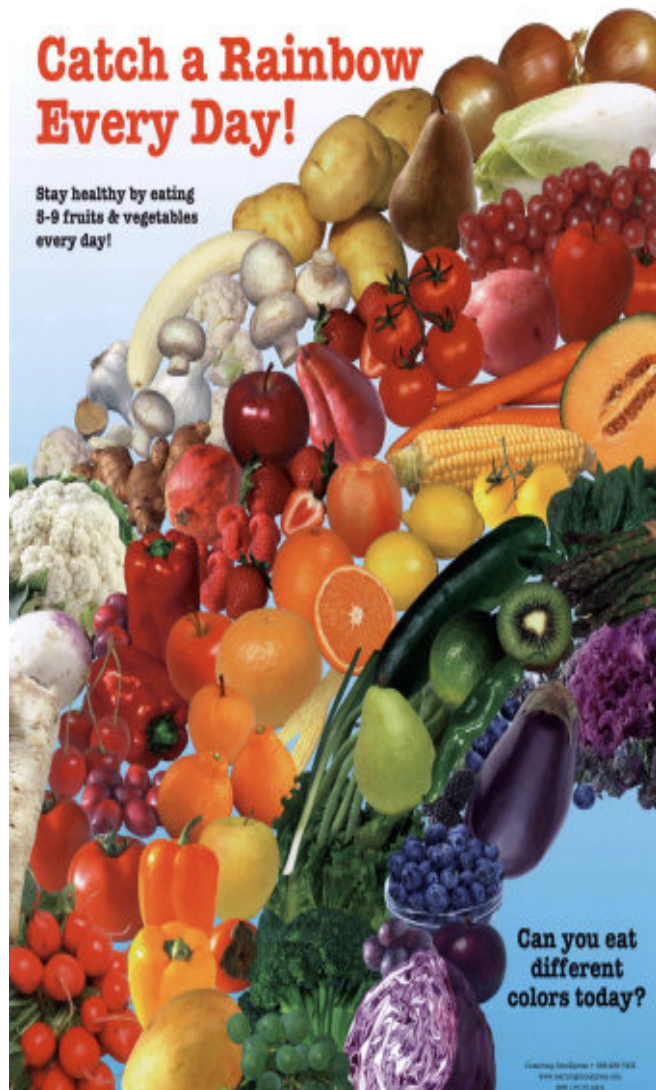
Achieving balance in our diet is important

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# Healthy Eating



- **Eat breakfast every day**
- **Eat every 3 to 4 hours - include some protein**
- **Avoid stimulants – caffeine and sugar**
- **Stay hydrated**
- **Eat plenty of vegetables**

# Sleep



Regular sleep is essential for our health and well-being  
The body needs this time to relax rest and replenish itself  
General recommendation for most people is 8 hours sleep



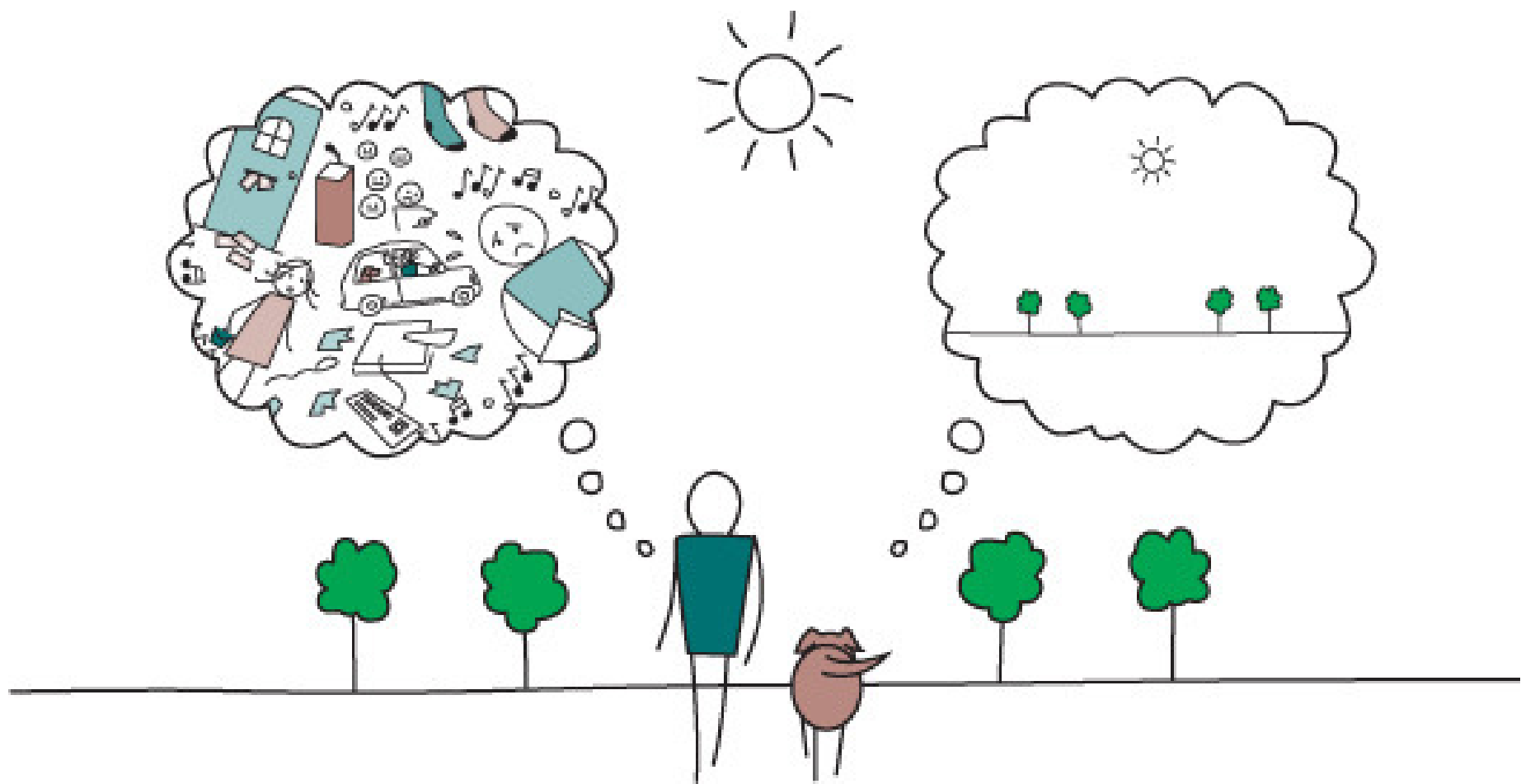
# Exercise



There is a wide variety of exercises out there. It is important to choose one that you can enjoy. Exercise makes your brain release chemicals that make you feel good.

# Section 4

- **Mindfulness and Building Resilience**



Mind Full, or Mindful?

# Mindfulness

- The past no longer exists
- The future is just a fantasy until it happens
- The one moment we actually can experience – the present moment – is the one we seem most to avoid



# Relaxation

As life becomes busy and hectic, finding time to relax is difficult:

- Take time out each day for relaxation
- Always plan your time to relax, otherwise it may not happen
- Relaxation can be a few moments of quietness or simply enjoying a hobby or interest
- There are many relaxation techniques for you to discover, see which one suits you best

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# What is Resilience?

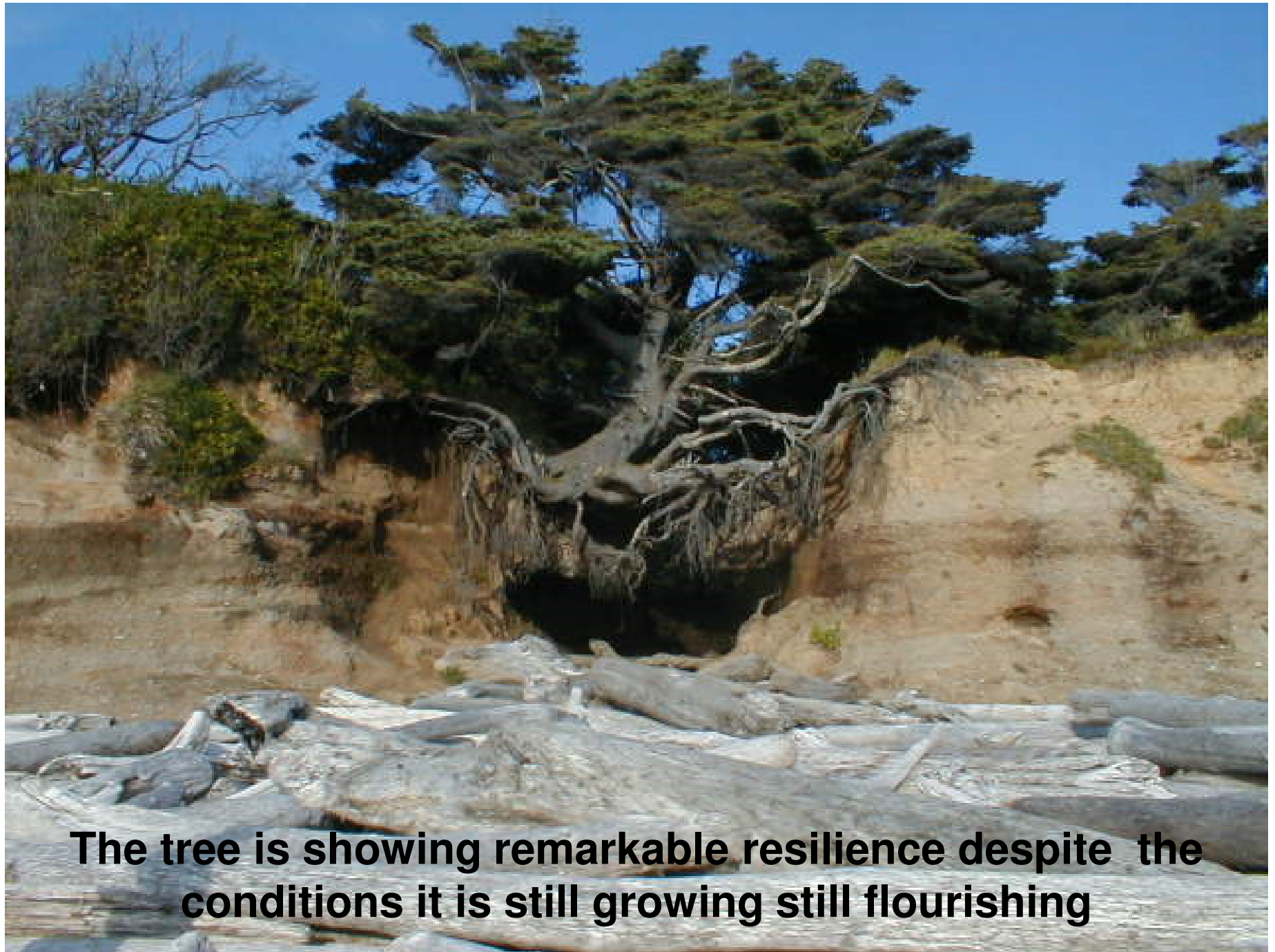
Resilience is the process of adapting well in the face of:

- Adversity
- Trauma
- Tragedy
- Threats or significant sources of stress such as family and relationship problems, serious health problems, workplace or financial stressors

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**The tree is showing remarkable resilience despite the conditions it is still growing still flourishing**

Dig deep – in  
order to grow  
and survive and  
to maintain that  
survival





# Building Resilience

Building resilience does not prevent difficult or stressful things happening

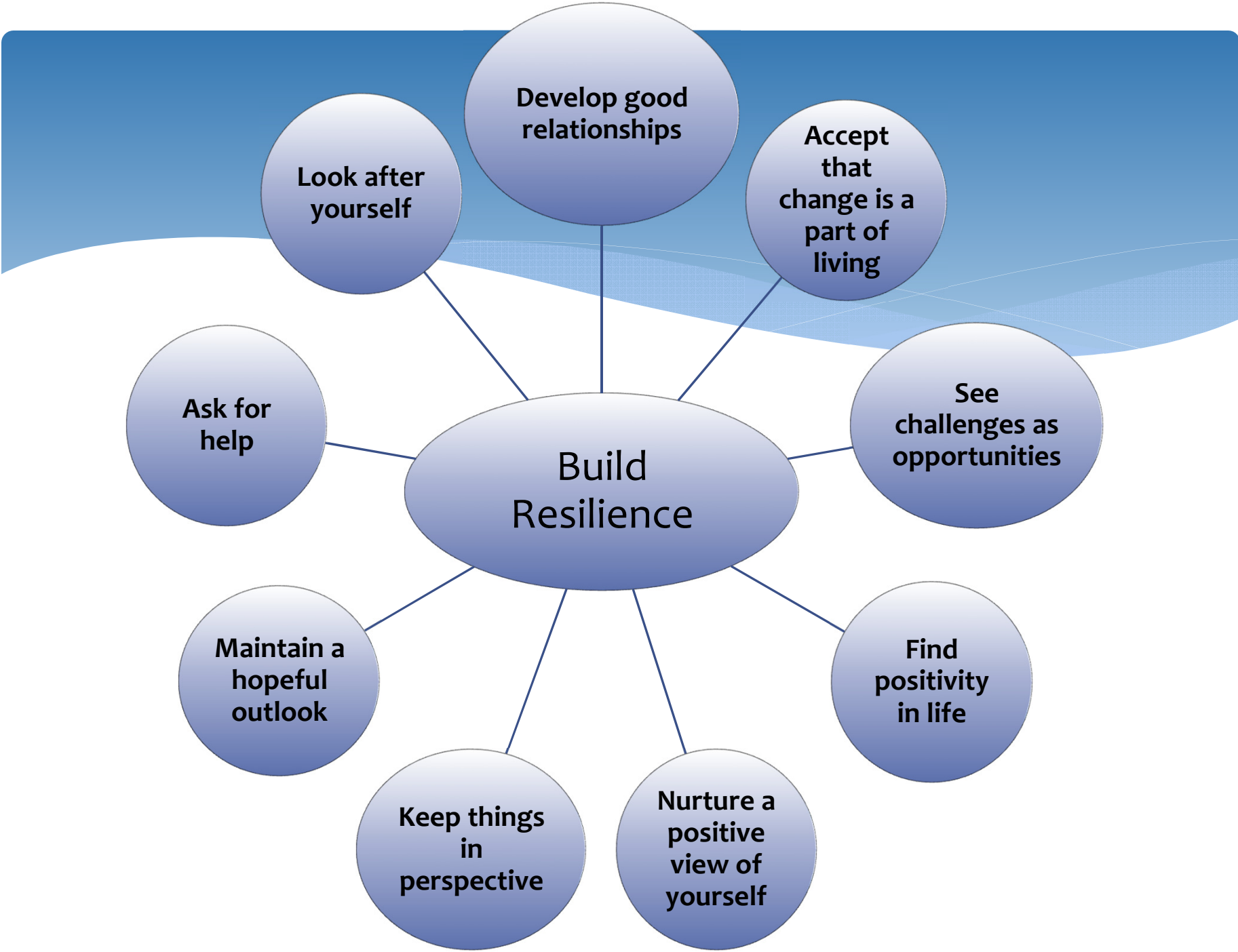
It can help reduce the impact that these events have on our lives and the time taken to recover from them

*Source: Mental Health Ireland – Building Resilience*

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**Look after yourself**

**Develop good relationships**

**Accept that change is a part of living**

**Ask for help**

**Build Resilience**

**See challenges as opportunities**


**Maintain a hopeful outlook**

**Find positivity in life**

**Keep things in perspective**

**Nurture a positive view of yourself**



Remember you are good enough  
Everyone is different  
Stop comparing yourself  
Individuality rocks   
Learn something new daily  
Involve yourself in what you love doing  
Enjoy things that make you happy  
Not everyone can be 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup>  
Care about yourself and others  
Expect that some days won't be great

## Section 5

- What to look out for in others – signs of symptoms of mental ill-health

# What to look out for in others

- Withdrawal from friends, family, work, school, sports
- A major change in mood
- Disturbed sleep (not enough or too much)
- Disturbed eating patterns
- Lack of care for personal appearance or personal responsibilities



# What to look out for in others cont.

- A drop in performance at work, school or in hobbies
- Uncharacteristic behaviour
- Lack of interest in hobbies
- Hearing or seeing things that nobody else can hear or see



# Understanding mental health difficulties in others

Mental health problems can drain a person's

- energy
- optimism
- motivation

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# Understanding mental health difficulties in others

Remember a person can't just

- snap out of it
- pull themselves together
- get over themselves

Source: [www.helpguide.org](http://www.helpguide.org)

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# Understanding mental health difficulties in others – Depression

## **You can't “fix” someone else's depression**

Don't try to rescue the person from depression. It is not up to you to fix the problem, nor can you. You're not to blame for the person's depression, or responsible for his or her happiness (or lack thereof). Ultimately, recovery is in the hands of the depressed person.

**Source:** [www.helpguide.org](http://www.helpguide.org)

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# How to mind yourself when you are supporting someone else

- Honest communication
- Acknowledge the impact
- Seek information
- A “three person care team” (*see: [www.aware.ie](http://www.aware.ie)*)
- Set boundaries - can't be a carer around the clock
- Stay on track with your own life
- Seek support

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# How to mind yourself when you are supporting someone else

*“Self-care is essential, so endeavor to take time out for yourself and try to make time for the things that matter in your own life as well”*

**Source: Aware leaflet “Supporting a loved one through depression”**

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## Section 6

- What can you do as Line Manager?

# As a Manager

You may be the first to notice changes in behaviour or attitude indicating that a staff member is unwell

Early intervention is critical so that appropriate supports are put in place

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

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# Signs to look out for

- Erratic or uncharacteristic behaviour
- Tiredness
- Changes in performance
- Increase frequency or levels of absence
- Deterioration in punctuality

Issues should be addressed early. Managers should not wait until the next PMDS review meeting to raise these issues.

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

# How a manager can offer support

- Be aware of what is going on with your staff
- Meet with staff member and outline your concerns
- Listen – two way conversation
- Give reassurance and practical advice
- Do not make judgment or diagnose
- Ask the staff member what would help
- Contact somebody on their behalf if required
- Respect confidentiality
- Follow up
- Promote Disability Liaison Officer (DLO), CSEAS and relevant policies

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

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# What are your Supports in the Workplace?

Consult where appropriate:

- Senior Manager
- Human Resources (HR)
- Disability Liaison Officer (DLO)
- CSEAS

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

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# Where a manager considers that a staff member requires medical assistance

- Meet with the staff member in a private setting
- Discuss why you are having the meeting
- Stick to the facts and listen
- Agree a plan

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

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# Where a manager considers that a staff member requires medical assistance

- Ask for permission to contact the family where appropriate
- Obtain emergency contact details for the staff member if needed
- Seek support from your senior manager/HR Division

*Source: CSEAS Information Guide on Mental Health & Well-being in the Work*



# A Planned Approach

## Clarify your concerns

- take time to think about what you observed

## Don't ignore signs

- if you see a deterioration in your staff member's mental health, don't assume somebody else will deal with it

## Consult with others where appropriate

- discuss your concerns, where appropriate, and get some support for yourself

## Avoid diagnosing

- don't make assumptions – you are not a medical expert

## Assess the possibilities

- consider when you might approach the person – if feeling apprehensive, the conversation is unlikely to be constructive

## Early intervention

- having thought through the situation, speak with your colleague in a timely fashion

# Section 7

- What can you do as a colleague?



# Supporting a colleague with mental health issues

- Be open to listening
- Don't ignore signs
- Consult with others if appropriate
- Avoid diagnosing
- Early intervention
- Show you care

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

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# Treat colleagues with respect

- Be aware of how your behaviour affects others
- Value differences in others and the contribution each individual can make
- Do not make remarks or use offensive language
- Be aware of Civil Service policies relating to a positive working environment

*Source: CSEAS Information Guide on Mental Health & Well-being in the Workplace*

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# Importance of listening

<http://www.youtube.com/watch?v=IUUwEv8q4LI>

Here is a short clip from YOUTUBE video that's appropriate to some of what we have discussed



# Section 8

- **Supports and Resources**

# Where to get help and information

Internal

External

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# Internal supports and resources

- Your own knowledge, experience and expertise
- Colleague
- Manager
- Human Resources
- Disability Liaison Officer (DLO)
- Office of the Chief Medical Officer (CMO)
- Civil Service policies and guidelines
- Civil Service Employee Assistance Service (CSEAS)

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# Supports and Resources

There are many resources available to support those who need help. Appendix 2 to the CSEAS information guide mentioned below lists some of the resources available

- [CSEAS Information Guide on Mental Health & Well-being in the Workplace](#)
- [Summary leaflet to accompany Information Guide on Mental Health & Well-being in the Workplace](#)

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In preparing this presentation, information was gathered from a number of sources detailed in the following slides.

These are also useful resources for you to access yourself.

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# Sources of information consulted for this presentation

- National Office for Suicide Intervention [www.nosp.ie](http://www.nosp.ie)
- Aware 1890 303 302 [www.aware.ie](http://www.aware.ie)
- Mental Health Ireland [www.yourmentalhealth.ie](http://www.yourmentalhealth.ie)
- Yourmentalhealth.ie, This website has been developed by the HSE National Office for Suicide Prevention ([www.nosp.ie](http://www.nosp.ie))
- Psychcentral.com
- Google Images
- YouTube
- helpguide.org
- suicideorsurvive.ie
- <http://www.changingireland.ie/suicideprevention.html>

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# Sources of information consulted for this presentation

- **HSE:** “*Suicide Prevention in the Workplace*”
- **HSE:** “Your Mental Health – Information Booklet”
- **HSE, Irish Advocacy Network, Shine, NSUE:** “*The Journey Together – Information booklet for families and friends who support people experiencing mental health problems*”
- **Aware:** “Depression: Keeping Hope Alive. A Guide for Family and Friends” by Dr. Patrick McKeon, Julie Healy, Geraldine Bailey and Gerry Ward
- **Dr. Aine Tubridy** “When Panic Attacks” including CD

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# Sources of information consulted for this presentation

- **IBEC:** *“Mental health and wellbeing a line manager’s guide”*
- **HSE information leaflet:** *“Look after your mental health in tough economic times”*
- **Console and the Irish Hospice Foundation:** *“Breaking the silence in the workplace” A guide for employers on responding to suicide in the workplace*

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# Civil Service Employee Assistance Service (CSEAS)

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*Information contained in this series of presentations is intended as a guide only.*

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