

Mental Health and Well-being

Presentation

by

Civil Service Employee Assistance Service (CSEAS)

20th March 2015

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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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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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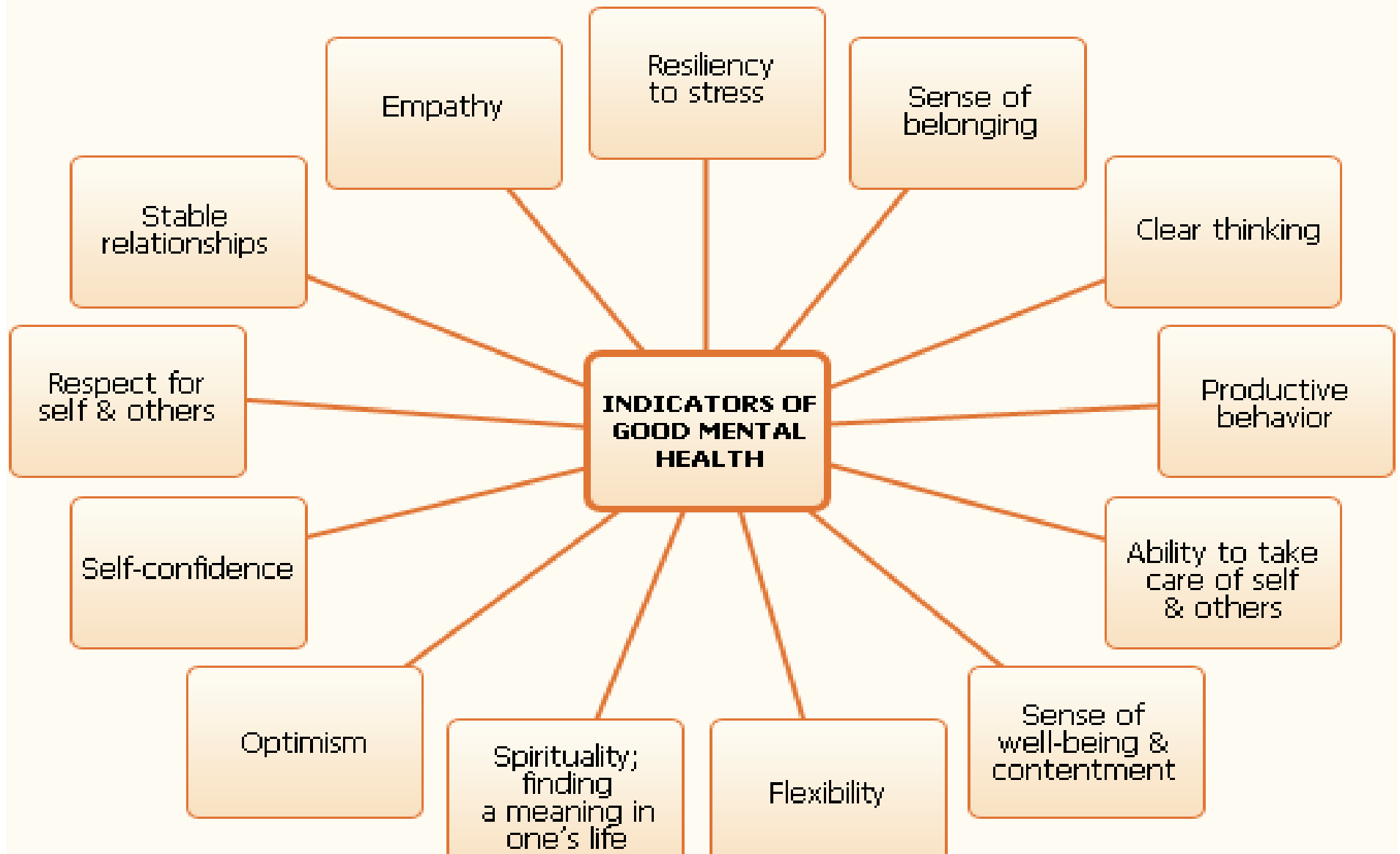
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Mental Health

- 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 challenges in our lives which impact on our mental health e.g. bereavement, relationship difficulties, other pressures

These may lead to poor concentration, mood swings and sleep disturbance, for example

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

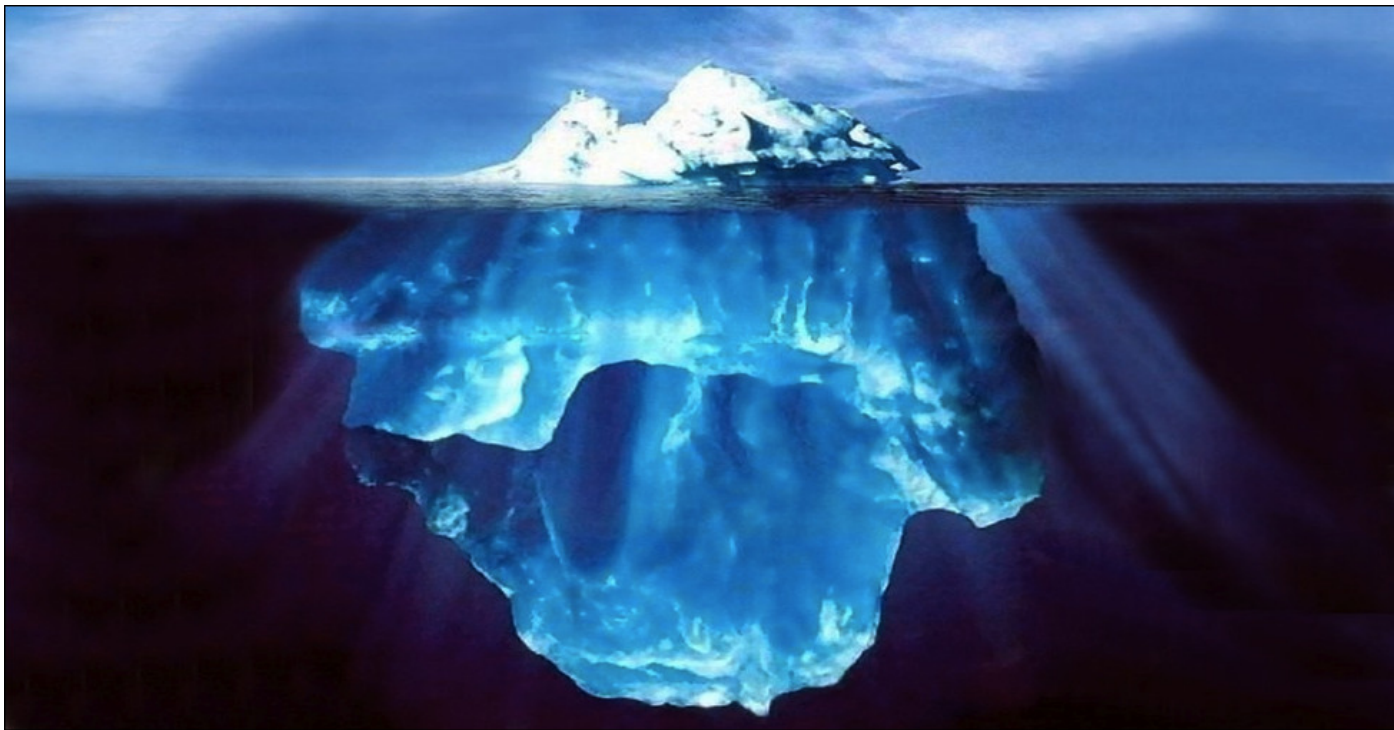
Information obtained from : www.mentalhealthireland.ie

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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

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Section 2

- **Common Mental Health Problems**

Common Mental Health Problems

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

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Understanding Depression



Understanding Depression

One in **TEN** 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

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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

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Depression - Symptoms

FEELINGS – sad, anxious, bored

ENERGY – low energy, feeling tired all the time

SLEEP – under/over sleeping, frequent waking

THOUGHTS - Poor concentration

INTEREST - Loss of interest in food, hobbies, family/social life

VALUE – for myself is poor, low self-esteem

ACHES - Physical aches and pains with no physical basis

LIFE - Loss of interest in living, thinking about death, suicidal thoughts

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

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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

Postnatal Depression Symptoms

“Baby Blues” are so common they are considered normal for new mothers – although distressing they pass quickly

If symptoms persist what is being experienced may be Postnatal Depression

Symptoms may include: Irritability, Anxiety, Panic attacks, Sleep problems, Tiredness, Difficulty concentrating, Change in Appetite, Tearfulness, Obsessive behaviour

Source: CSEAS - Leaflet on Postnatal Depression – A guide for mothers, family and friends HSE

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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

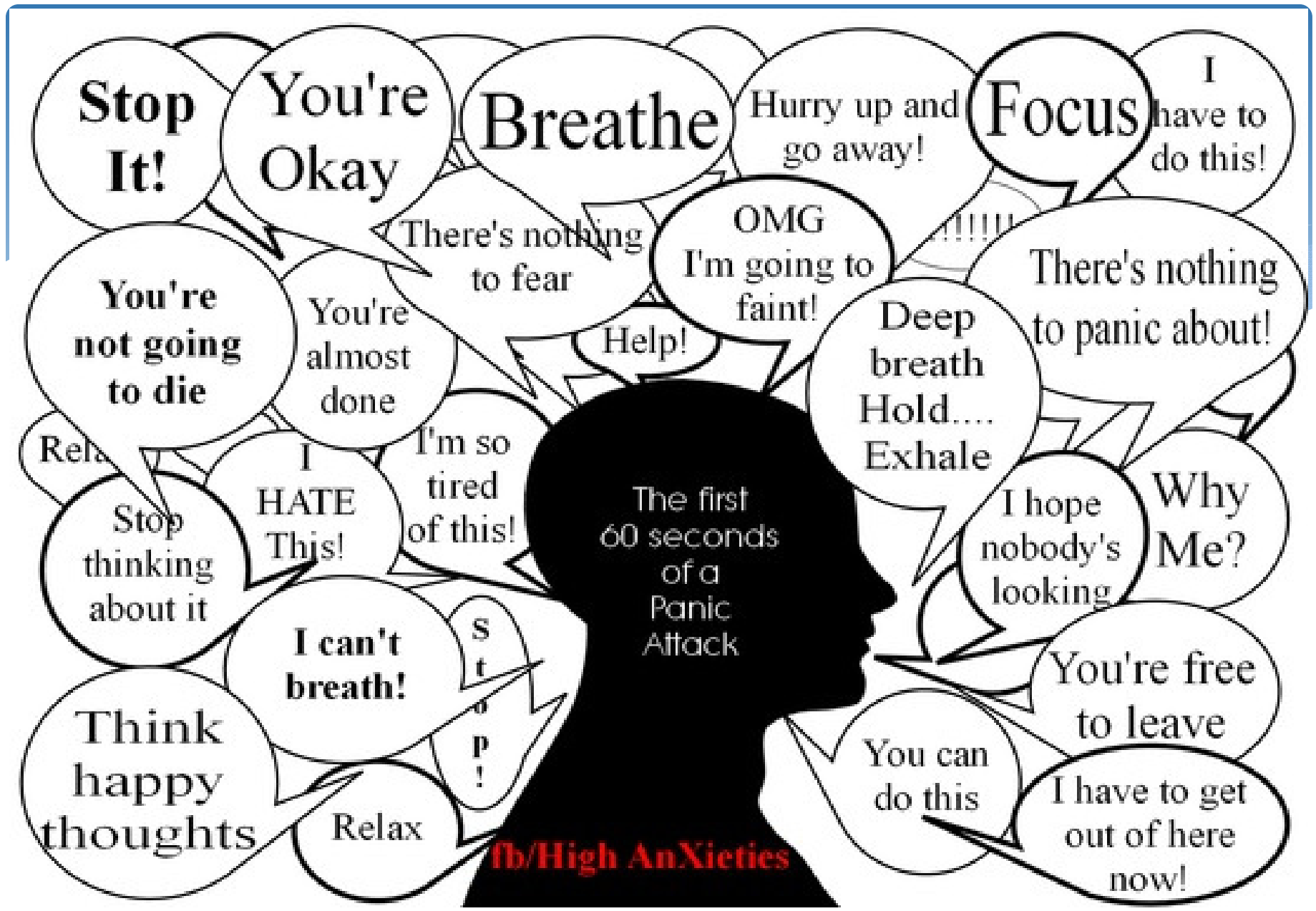
The signs associated with anxiety can include:

- 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!

Stop!

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 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

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

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Signs a person might be suicidal or in distress

- Isolating themselves
- Turning off phones
- Giving away possessions
- Sleep disturbance
- Not receiving visits
- Lack of interest in anything
- Emotional outbursts
- Behavioural changes
- Possible increase in alcohol and drug use
- Lethargic and emotionally withdrawn
- Distracted
- Type of language used

Sources: Mind Our Farm Families IFA/Pieta House

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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Positive Mental Health

Presentation

by

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

September 2014

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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

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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

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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

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Stress

WHAT ARE STRESSORS?

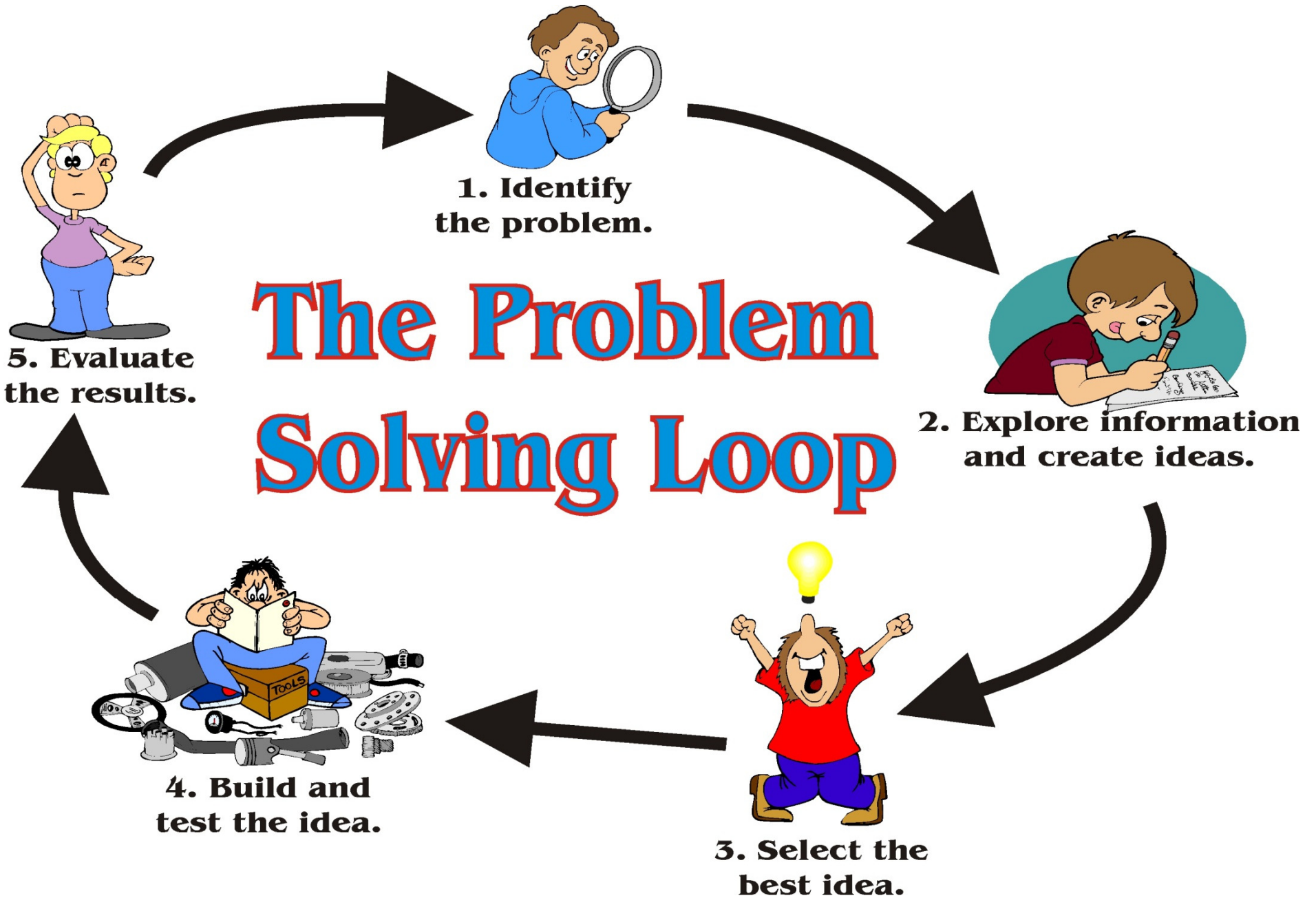
Stressors are the triggers which have the potential to cause an individual to respond with stress

SEE CSEAS LEAFLET ON “STRESS” AVAILABLE ON WWW.CSEAS.PER.GOV.IE

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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:

- perfectionist
- helper

Source: 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

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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

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Healthy Eating

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

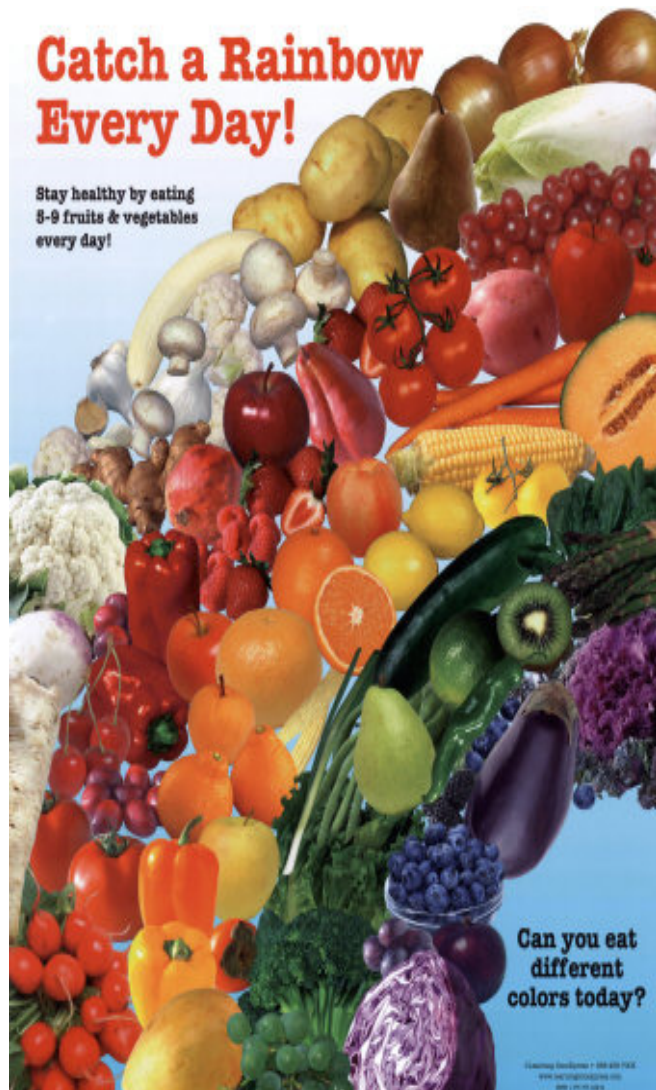
Achieving balance in our diet is important

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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

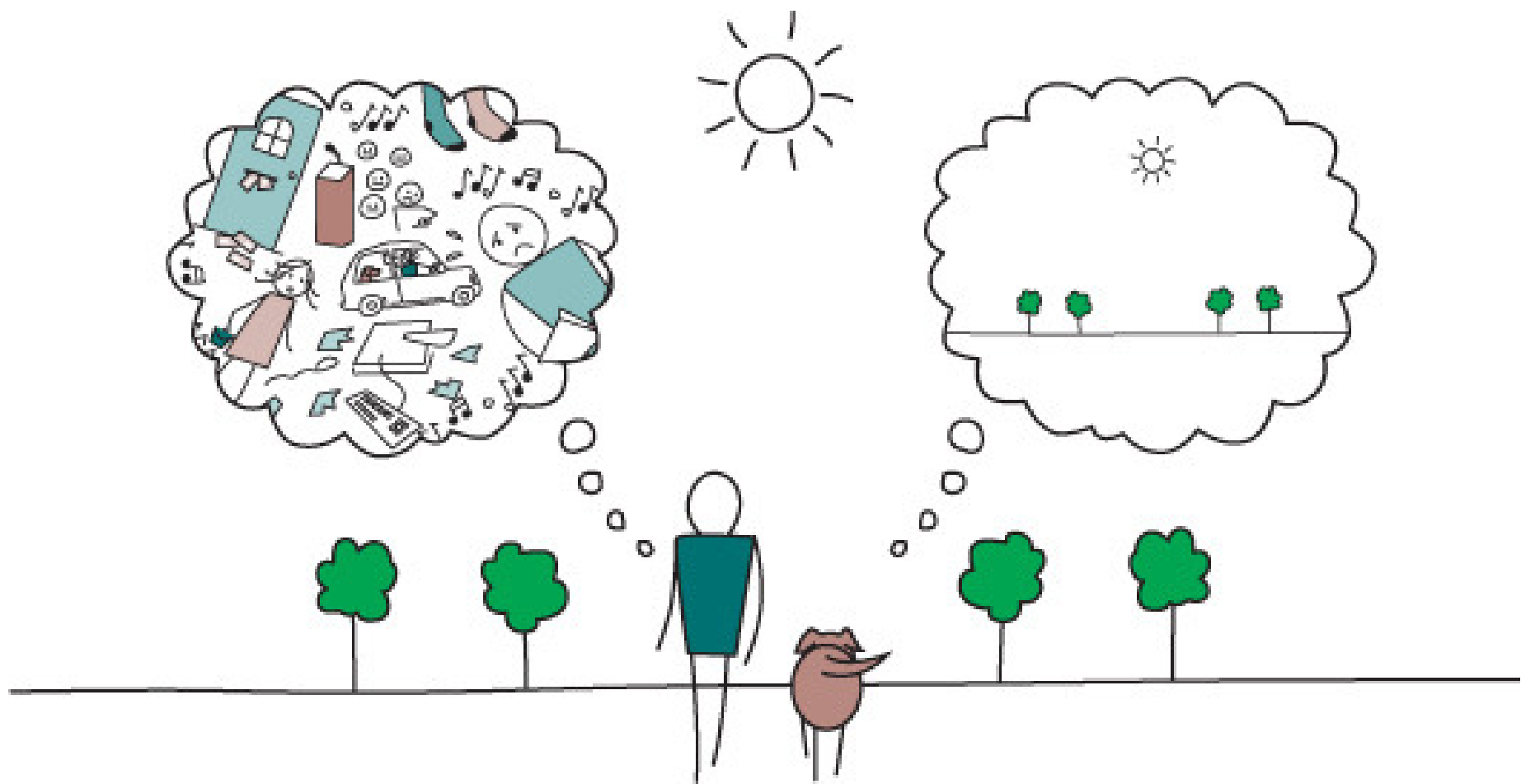
Exercise



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 about our ability to cope with stress and adversity in our life. We all have stress and adversity in our life, yet we come through it differently and resilience can be a key factor in how we deal with this.

If we are resilient it means that stressful things don't impact on us as much as they might otherwise do”.

*Extracted from: **Think. Feel. Act., Beat the Blues Workbook.** A positive mental health programme for senior cycle students. AWARE*

- Being resilient does not prevent difficult or stressful events occurring.
- It helps us to respond to life events and recover from the impact they can have on us

*Extracted from: “**Understanding Stress**” booklet October 2014 by Civil Service Employee Assistance (CSEAS)*

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

*Extracted from: “**Understanding Stress**” booklet October 2014 by Civil Service Employee Assistance (CSEAS)*

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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

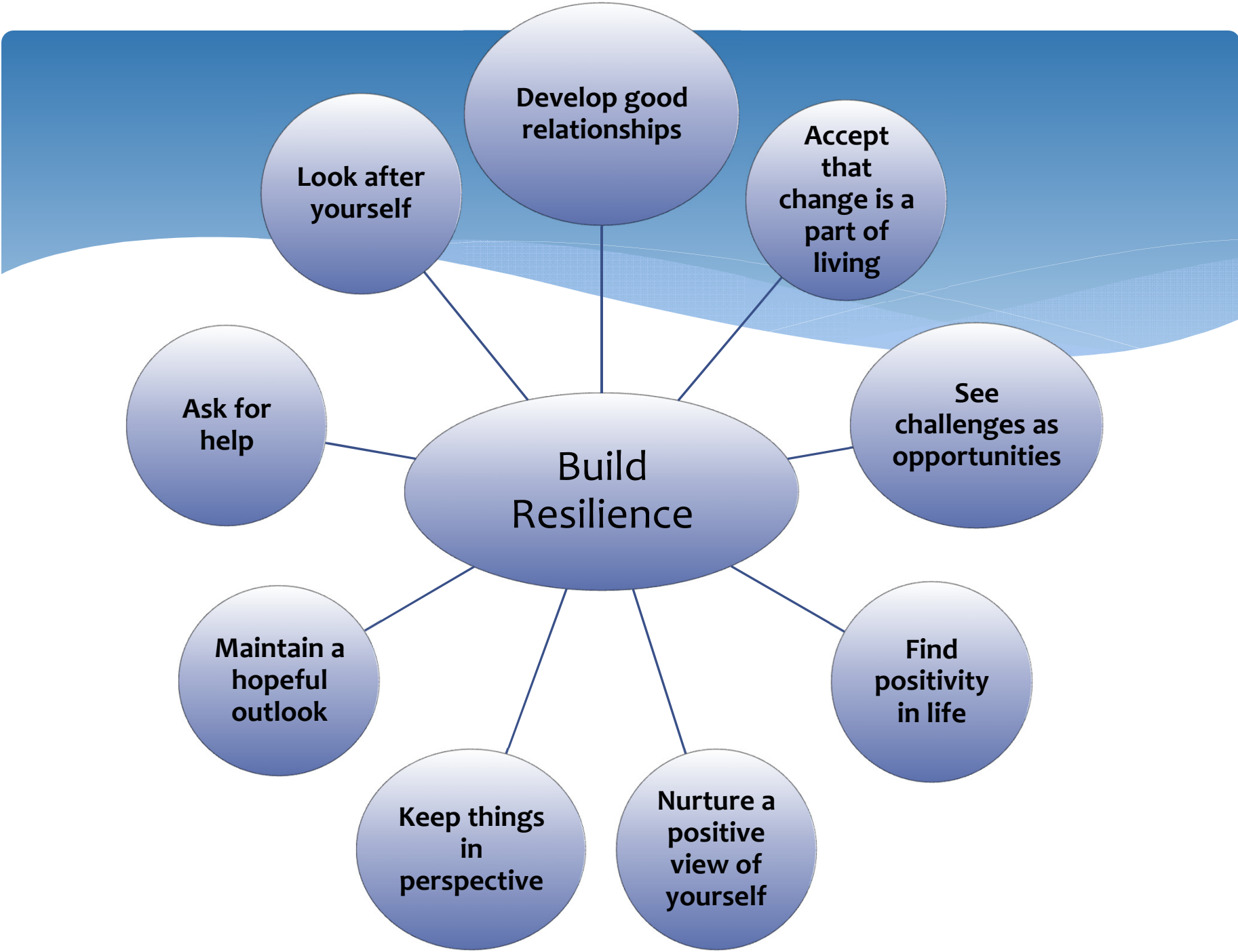
- Resilience is not a trait that people either have or do not have.
- Resilience can be learned and developed by anyone because it involved learning how to behave, think and act differently

Source: Mental Health Ireland – Building Resilience


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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 1st, 2nd, or 3rd
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

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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

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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*)
- 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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External 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
- Aware 1890 303 302 www.aware.ie
- Mental Health Ireland www.yourmentalhealth.ie
- Yourmentalhealth.ie, This website has been developed by the HSE National Office for Suicide Prevention (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”*
- **IFA/Pieta House:** *Mind Our Farm Families IFA/Pieta House*
- **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

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)

Department of Public Expenditure & Reform
3rd Floor St. Stephen's Green House
Earlsfort Terrace
Dublin 2

Tel: 0761 000 030

e-mail: cseas@per.gov.ie

Website: www.cseas.per.gov.ie

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

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