

# Looking after yourself and each other

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Converge International  
Care Made **Real**

# Workshop Outline

## Mental health in the workplace

- Change, uncertainty, stress, burnout
- Mental Health Statistics
- Stigma and barriers to seeking help

## Look after yourself

- Wellbeing and Resilience
  - Wellbeing Check In
  - PERMAH Model
  - 5 Resilience Keys
  - Wellbeing Action Plan

## Support each other

- Look – Warning Signs
- Listen – Have a conversation
- Link - Workplace Support: EAP and other support services

# Stress and Burnout

— Challenges



Consider the following:

- Mental and emotional demands of your role
- Workplace challenges
- Workplace change
- Workplace / team culture
- Relationship with your manager
- Relationship with your team members
- Personal Challenges i.e. Health and Wellbeing, Relationships, Financial etc.

**Go to [menti.com](https://www.menti.com) and enter code 3893 7840**



# VUCA

Living in such volatile times demands that we navigate ambiguity, uncertainty, and complexity with courage and creativity



## Volatile

*Changes occur often and possibly without warning*



## Uncertain

*The present is unclear, and the future is uncertain*



## Complex

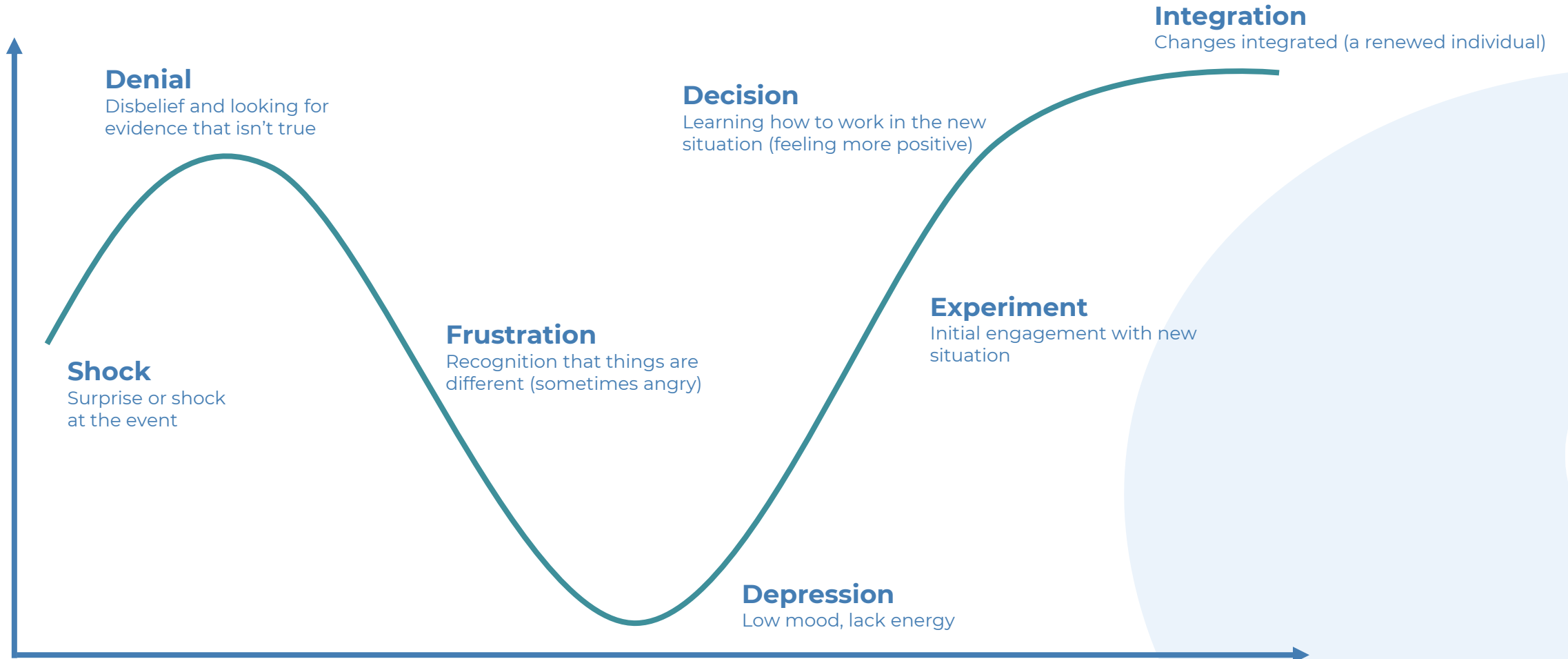
*We are overwhelmed with the amount of information we face and issues that we need to resolve*



## Ambiguous

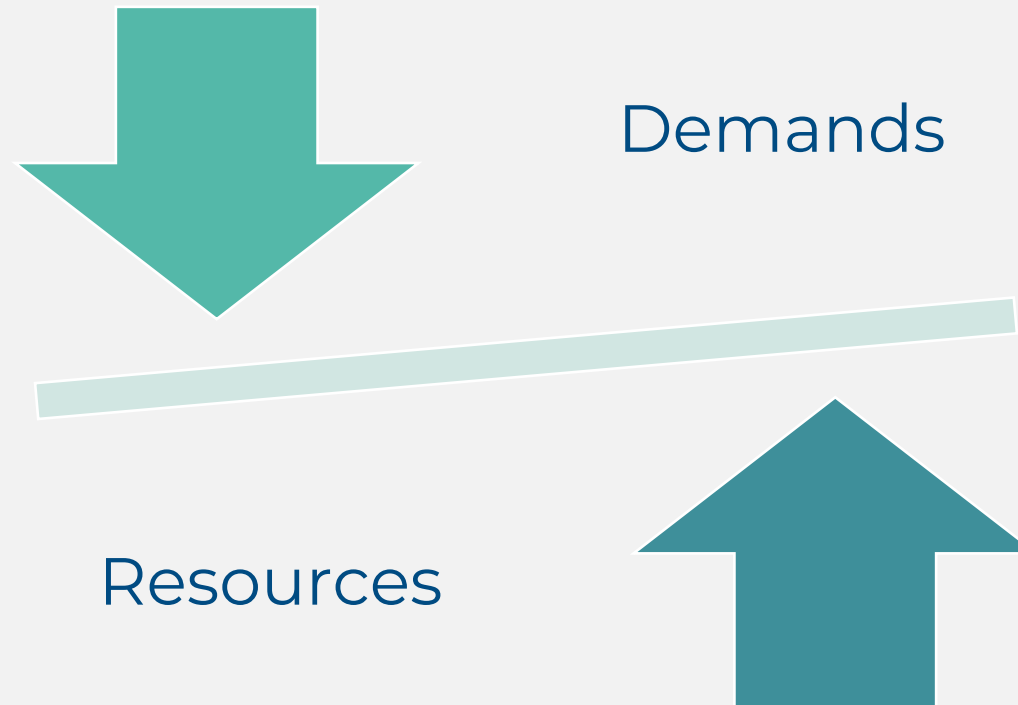
*Circumstances are quite unknown, and it is hard to know where our plans are best placed*

# Kübler-Ross Change Curve

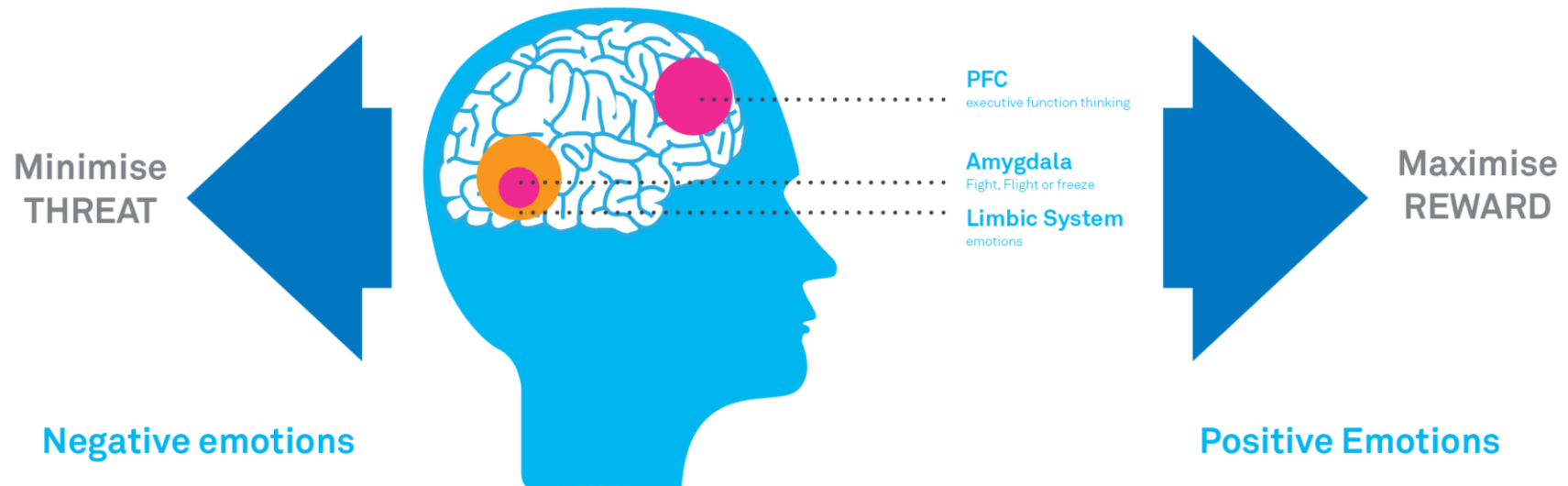


# Defining Stress

Baum (1990) and Derogatis (1987) describe stress as an uncomfortable emotional experience or feeling of pressure influenced by a person's personality, environment and emotional response



# The Neuroscience of Stress



# Coping with stress

## De-stress and recuperate

Rest, relaxation, stimulation, supportive relationships

## Environment

Climate, noise, ergonomics

## Emotional Demands

Responsibilities, worries, anxiety about deadlines, conflicts

## Personal Demands

Illness, lack of sleep, poor nutrition, inadequate exercise

## Organisational Demands

Shift work, job content, culture, leadership, communication



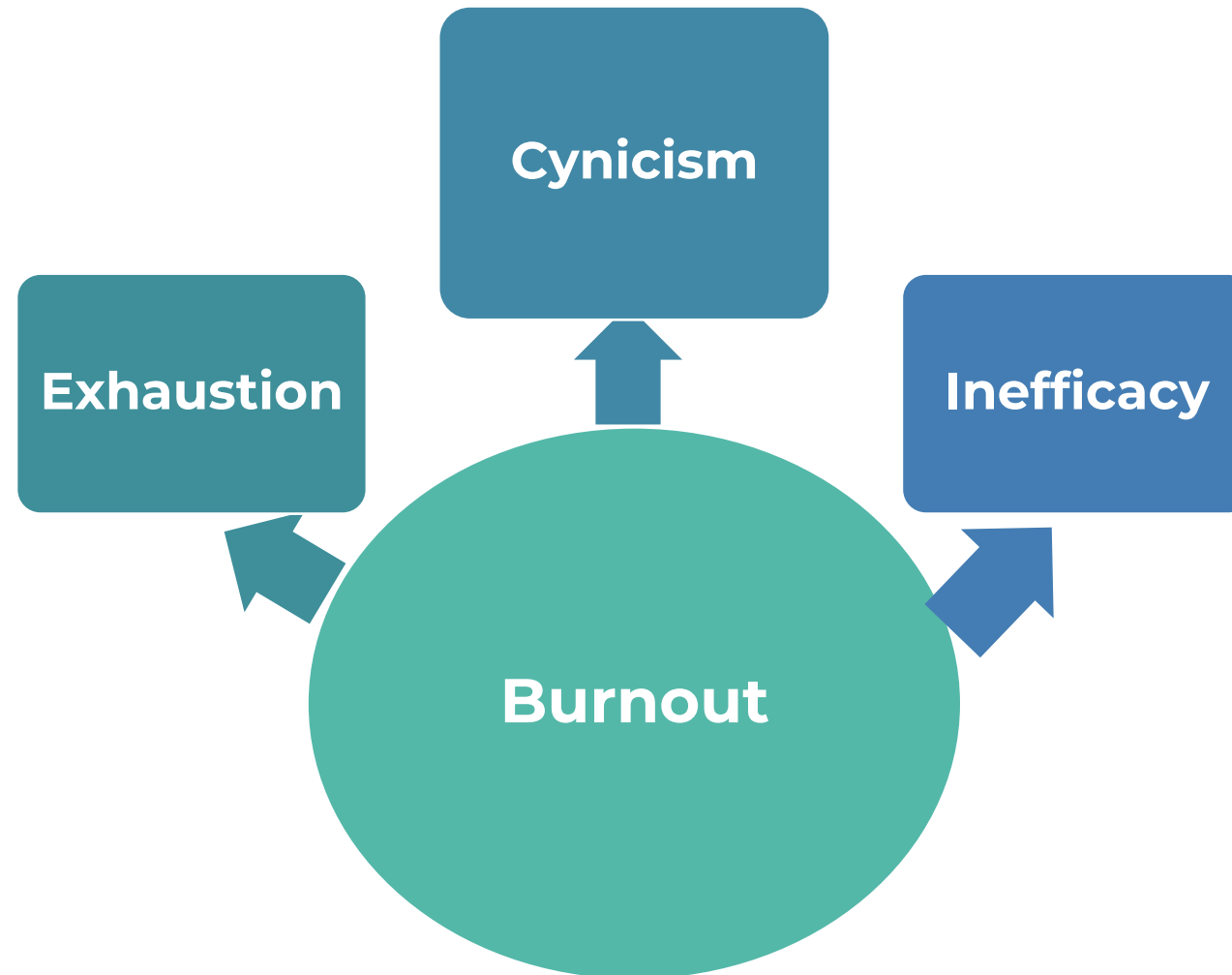




Burnout is a syndrome conceptualised as resulting from **chronic workplace stress that has not been successfully managed**

*World Health Organisation*

# Burnout



# Wellbeing Scale

Flourishing

Languishing



# Measuring Wellbeing

In the past two weeks....



I have felt cheerful and in good spirits



I have felt calm and relaxed



I have felt active and vigorous



I woke up feeling fresh and rested



My daily life has been filled with things that interest me

Rating Scale:

All the time (score of 5)

Most of the time (score of 4)

More than half the time (score of 3)

Less than half the time (score of 2)

Some of the time (score of 1)

At no time (score of 0)

Add the scores to get a score out of 25

Multiply by 4 to get a score out of 100

> 50 = wellbeing

< 50 = low mood

< 28 = mental health concern

# PERMAH Wellbeing Model

## Positive Emotions

Feeling good, experiencing joy, happiness and pleasure. Create a Happy List and schedule daily activities. Practice Gratitude. Laughing.

## Engagement

Being consciously, emotionally involved in activities. Find ways to use your strengths every day. What activities do you experience flow?

## Relationships

Having enjoyable and supportive, authentic and energetic connections. Feeling like you matter and belong. Involves love, empathy, trust, vulnerability, courage and authenticity.

## Meaning

A sense of purpose and connection to something bigger than ourselves. Find your why. How do you make a difference?

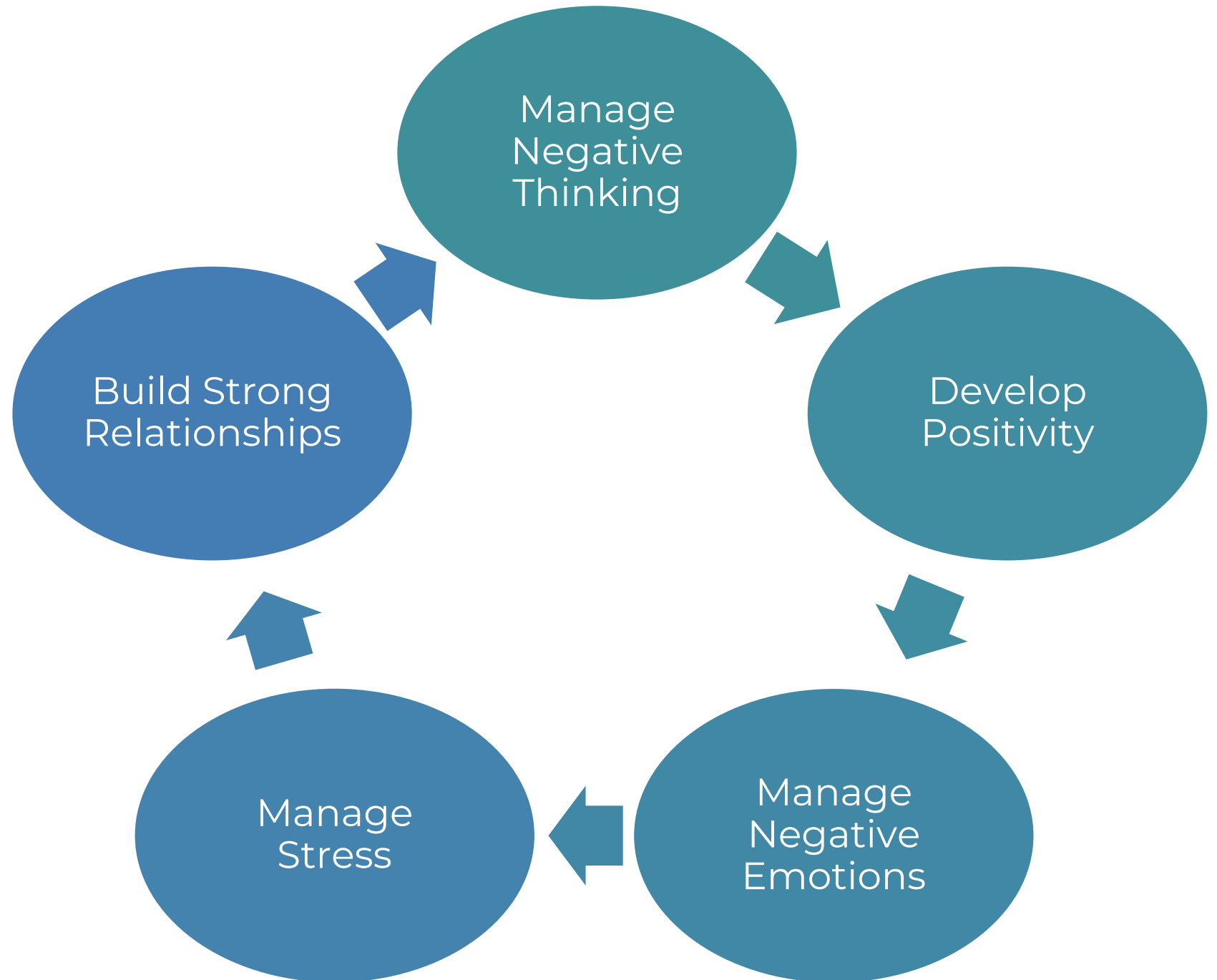
## Accomplishment

The belief and ability to do the things that matter most. Set and achieve small goals every day. Create a schedule. Prioritise your to do list and reward yourself for completing tasks.

## Health

Eating well, moving regularly, sleeping deeply.

# 5 Keys to Resilience





# Dropping Anchor

- Name the emotion(s) – how are you feeling? – be specific
- Thought – why are you feeling this way?
- Body – where is it in your body?
- Breathe until calm
- Better thought – what is a more helpful way of thinking about this situation?
- Best action – what is the best thing you can be doing right now?

# Wellbeing Action Plan

## Hazards and Risks

- What things should I look out for?

## Warning Signs

- What are my signs and symptoms?

## Coping Strategies

- What can I do for my wellbeing?

## Barriers

- What is getting in the way of my wellbeing?

## Solutions

- What can I do to address the barriers?



# Wellbeing Action Plan

STOP	START	CONTINUE
<ol style="list-style-type: none"><li>1. Catastrophising</li><li>2. Scrolling social media in bed</li><li>3. Drinking wine during the week</li></ol>	<ol style="list-style-type: none"><li>1. Going to the gym 3x/week</li><li>2. Eating 5 serves of veg per day</li><li>3. 10 mins of meditation every morning</li></ol>	<ol style="list-style-type: none"><li>1. Taking my daughter and dog to the park</li><li>2. Practicing Gratitude 3 Good Things every day</li><li>3. Weekly dinner with friends</li></ol>

# A Model for Support

Look

Listen

Link

# Mental Health Statistics

1 in 5  
12 months

3.2M  
Australians

1 in 2  
Lifetime

1M  
Depression

Depression  
leading cause  
of disability

2M Anxiety

Suicide  
leading cause  
of death

8 Suicides  
per day

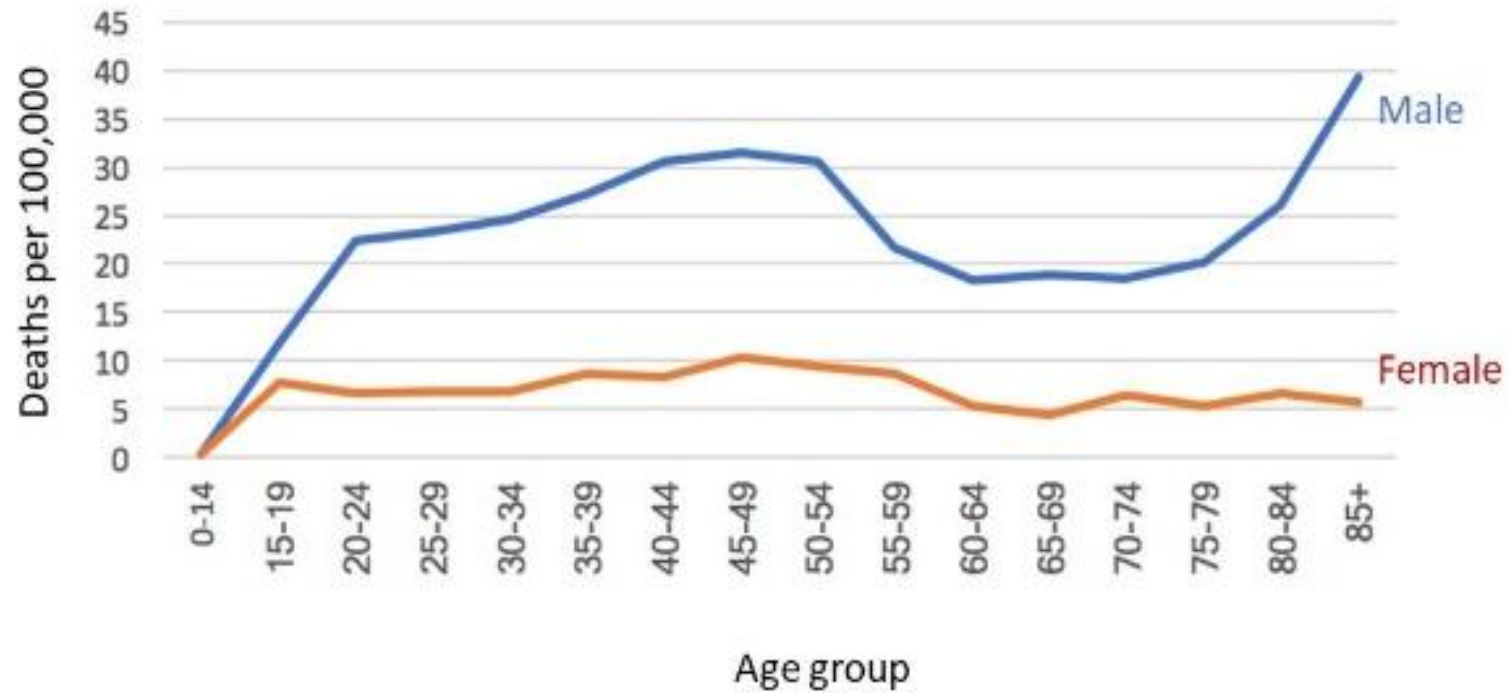
6 of 8  
men

800,000  
per year

4 x  
Road Toll

30 Attempts

# Suicide rates in Australia by Age



# Stigma and barriers to seeking help

**24%**  
of people with **substance use** received help

**38%**  
of people with **anxiety** received help

In the past year only  
**35%**  
of people with a mental illness received help

**59%**  
of people with **depressive disorders** received help

# Stigma and discrimination

Stigma involves negative attitudes

Discrimination refers to negative behaviour

Avoid unhelpful words like  
crazy, psycho, loony, nuts,  
crackers, cracked up, wacko  
or mental

1 in 3 people have  
reservations about working  
with a person experiencing  
anxiety or depression

# Unhelpful beliefs

If you leave it alone mental illness will go away on its own

Speaking to a psychologist means you are 'crazy'

Having a mental illness means you are weak

Only women get depressed

The more you talk about it, the worse it will get

Mental Illness is 'all in your head'

# Barriers to seeking help

Embarrassment  
and shame

Don't recognise  
the symptoms

Poor  
understanding

They think they  
can do it on  
their own

They don't want  
to burden  
others

Worried people  
will talk about  
them

Don't know  
who to trust

There is no  
hope

Things won't  
change

Can't afford  
treatment

Treatment  
won't help

Talking about it  
will make it  
worse



# Warning Signs



What are some warning signs that someone is experiencing a mental health concern?



# Warning Signs

Energy –  
elevated or flat

Hypervigilant  
(on-edge)

Memory,  
concentration  
and information  
processing

Problem solving,  
judgement, and  
decision making

Organisation and  
time  
management

Punctuality and  
attendance,  
change working  
hours

Emotion  
regulation

Negativity and  
cynicism

Sensitivity to  
feedback

Social  
withdrawal and  
avoidance

Grooming and  
self-care

Behaviour  
changes

# Listen

## Check In

- *'What's been happening? How are you going?'*
- *'You don't seem like yourself and I'm wondering are you ok?'*
- *'I've noticed that...' "What's going on for you at the moment?'*

## Listen

- *'What's that been like?'*
- *'I didn't realise that you were going through this'*
- *'I'm glad you felt comfortable to tell me'*

# What if they don't want to talk?

If they say “no”, ask them when they would like to talk.

If they say “I'm fine” or they don't want to talk:

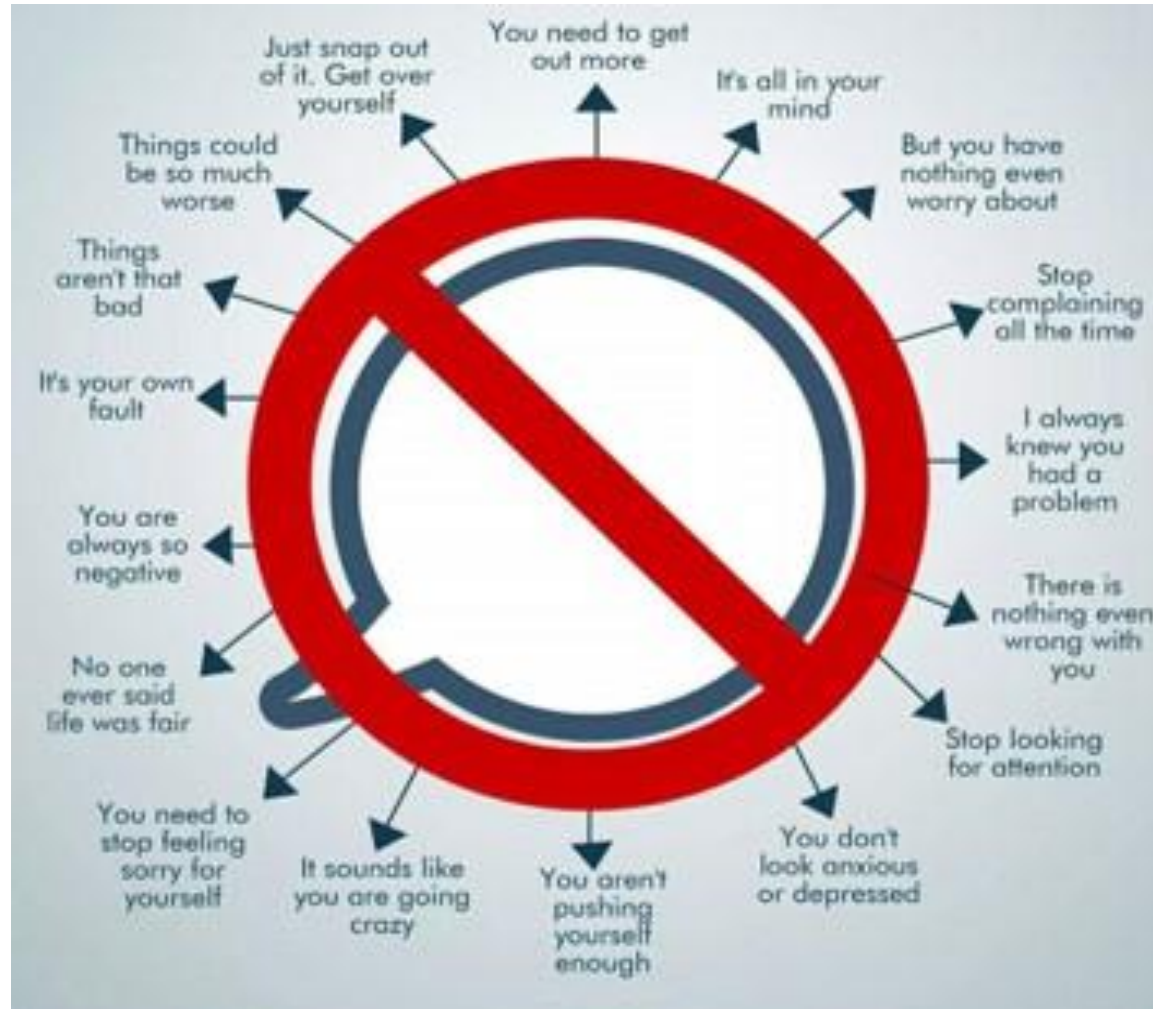
- Don't get offended or criticise them.
- Tell them that you care and are concerned about changes in their behaviour.
- “Is there anyone else you can talk to?”
- If they say no, say; “I can help you find someone if you like.”



# What NOT to say

Avoid comments:

- Unsupportive
- Invalidating
- Judgemental
- Something wrong with them



Instead:

- Dignity and Respect
- Understood, Supported, They Matter
- Hope re support available and things will get better

# Link

Encourage action and connection with support network

Provide information and contacts for support e.g. EAP

Think about whether specific support can be provided by the workplace

Check what's been helpful previously

Keep in mind simple actions or tips that support everyday wellbeing or reduce stress

Check in and follow up referrals

*I just can't do this anymore  
The world would be better without me*

See or hear a sign

Ask the question

**Leading statements:**

*You sound really distressed and I'm concerned about you.  
You mentioned that ... [you wished you weren't here] ...*

*Can you ensure your safety now?  
Are you planning on acting on these thoughts now?  
Do you have anyone with you at the moment?*

Yes/maybe?

No?

*Immediate risk of significant harm?*

Express concern, empathise and encourage help seeking

**Direct questions**

*Are you thinking of killing yourself?  
Are you thinking about suicide?  
Do you have thoughts of suicide?*

Yes?

No?

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Lifeline, Suicide Call Back Service

# Keep them safe

NEVER LEAVE  
THEM ALONE

Comfort them

Confirm  
available  
support

Coping  
strategies

Explore  
solutions to  
their concerns

Strengths and  
what they  
have done  
before to cope

Safety Plan

Look after  
yourself



# Safety Planning

[Beyond Blue's online safety plan](#)

My warning signs

My reasons to live

Making my space safe

Things I can do by myself

People and places, I can connect with

People I can talk to

Professional support



# Team Support

Helpful to check-in & talk things through

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Share success / celebrate

Being able to discuss challenges without  
feeling judged

## **Think about:**

*Who do I check-in with?*

*How do I maintain and build  
connections?*

# Our Contemporary EAP model



Acacia employees and family are eligible for 3 Sessions per issue/annum  
Online booking code: ACACHBDK

A comprehensive 8 stream model offering proactive support

- Addressing the key areas in life that are known to cause concern
- Aligning with all areas of health and wellbeing
- Delivered by key specialists

# Converge Specialist Phone Helplines

— Specialist confidential support by our experts



## First Nations

Call for specialist advice and support around indigenous issues. Our consultants can also arrange for referral to other Aboriginal and Torres Strait Islander Peoples services.

1300 287 432



## LGBTQI+

Speak with a specialist counsellor and access support across issues specific to Lesbian, Gay, Bisexual, Transgender, Intersex, Queer or Questioning people.

1300 542 874



## Domestic and Family Violence

Speak with a specialist and access counselling, referral and support around domestic and family violence.

1300 338 465



## Eldercare

Access advice on aged care issues and referral to specialist resources, as well as emotional support when caring for family members or friends.

1300 035 337



## Disability and Carers'

Disability support and referral to state and local resources and services, as well as emotional support around caring for family or friends who live with disability.

1300 243 543



## Youth and Student

Access age-sensitive support focusing on the emotional needs and psychological pressures many young Australians and students face in their daily lives.

1300 687 399



## Spiritual and Pastoral Care

Speak with a counsellor who will help you draw on Spiritual resources suitable to your faith journey. We have counsellors from all major faith traditions and every major Christian denomination trained to integrate spirituality as an essential aspect of well-being.

1300 772 435

# Support and Connecting to EAP

## Booking an Appointment

Call **1300 OUR EAP (1300 687 327)** (Aus)  
**0800 666 367** (NZ) | **+613 8620 5300** (Intl)

Visit **[www.convergeinternational.com.au](http://www.convergeinternational.com.au)**  
to access our Live Chat service or book.

Download our **EAP Connect App** to connect  
with us through the Appointment icon.

Once your appointment is booked it will be confirmed within 48hrs via a SMS reminder. You can change or cancel up to 24hrs before your appointment.

Urgent phone appointments within 20 minutes.



# Helplines

- **1800RESPECT on 1800 737 732** - National domestic, family and sexual violence counselling; and information and resources for professionals who support people impacted by sexual assault, domestic and family violence. 24/7.
- **Lifeline on 13 11 14** - Crisis support and suicide prevention services. 24/7.
- **Suicide Call Back Service on 1300 659 467** - professional counselling for those at risk.
- **Beyond Blue on 1300 22 4636** - Support and advice from a trained mental health professional. 24/7.
- **Mens Line Australia on 1300 78 99 78** - Telephone support and advice from a trained mental health professional. 24/7.
- **13 YARN on 139 276** - a national crisis support line for mob who are feeling overwhelmed or having difficulty coping. 24/7.
- **Open Arms on 1800 011 046** – counselling support for the veteran community by mental health professionals. 24/7.
- **Qlife on 1800 184 527** - provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. 3pm to midnight everyday.

# Resources and Support



13 11 14



1300 659 467



**Black Dog**  
Institute



# Further information and support

[R U Ok? conversation tips](#)

Role play R U OK? conversations using [google assistant](#).  
Say "Hey Google, talk to RUOK Mate" to get started

Watch the Beyond Blue video "[Approaching an employee you are concerned about](#)"



# Scenario

Chris has worked in your team for 2 years and has been a good team member. However, in the last month or so you have noticed Chris has not been himself.

Just yesterday, he was late to work - which seems to be an increasing pattern. He seems to be spending more time by himself and avoids social occasions at work.

You know lately that it has been a busy time for everyone, but Chris is becoming impatient with his colleagues. At the weekly meeting this morning he couldn't hide his frustration and was snappy to a team member.

Chris has told you that he had anxiety in the past, but it has only impacted him a couple of times.

***How would you  
manage this  
situation?***

# Questions / Take Aways



# We Want Your Feedback



**Consultant:** Vashti Wallace  
**Training Workshop:**  
Looking after yourself and others  
Acacia Administrative Services  
**Date:** 28 February 2024

<http://bit.ly/TrainingProgramFeedback>