

Psychological Health and Safety Best Practices for Leaders

A 40-min HHR Foundational Course for Schedule 2 Conference Leaders with a 15-min Q&A

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**Founder and
President**

Howatt HR Consulting

30+ Years of experience



Mental Fitness Index (MFI)



ACCREDITATION
CANADA

Psychological Health and Safety
Certification



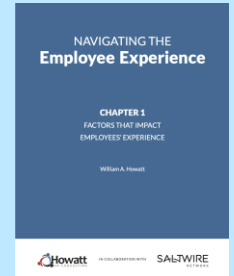
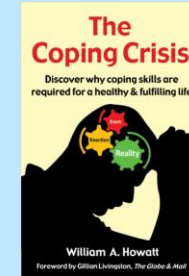
Contributor



Psychological safe leader
certificate

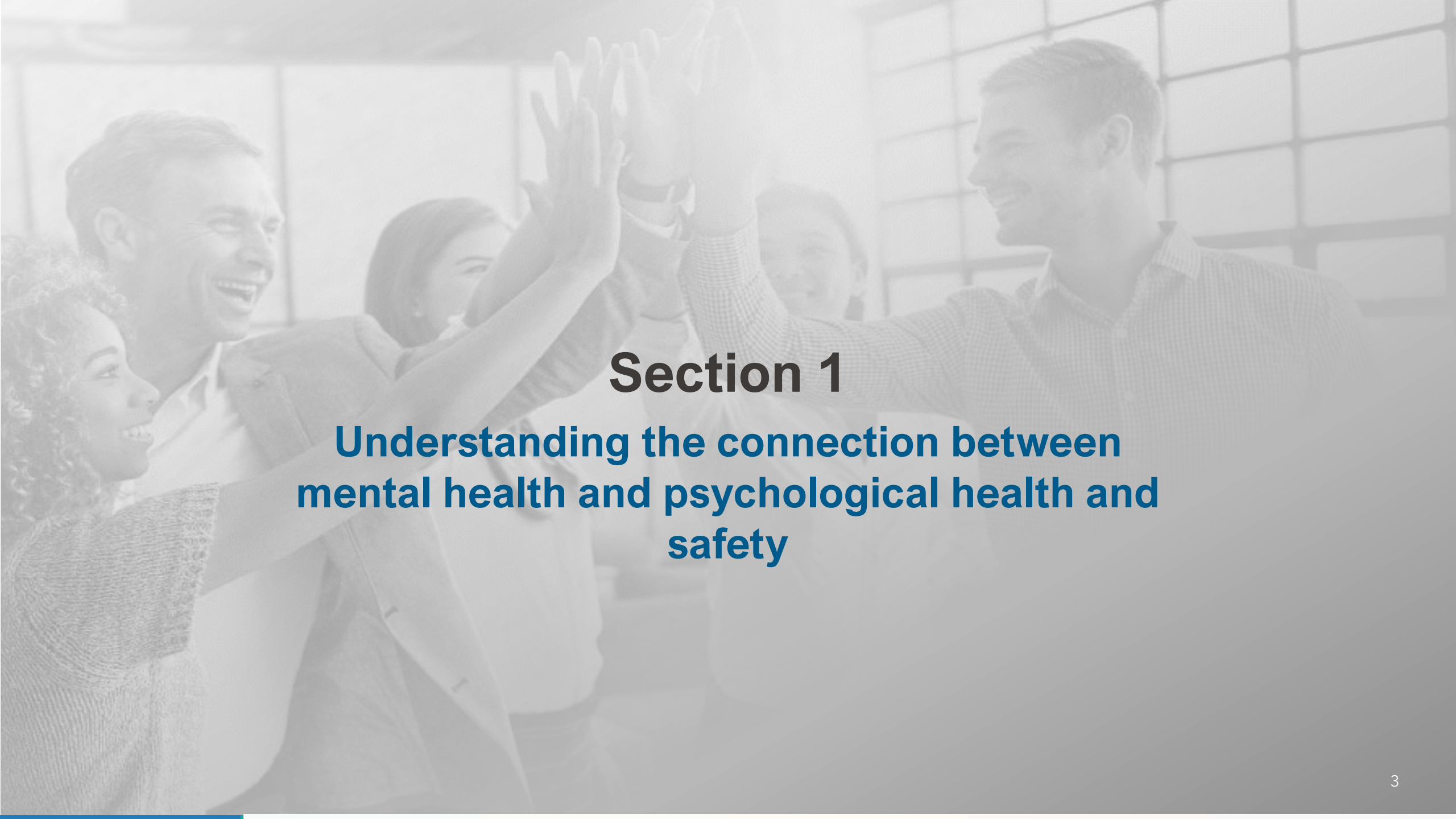
Certified Management
Essentials (CME)

Mental fitness and Pathway
to coping courses



Author of over 400 articles and over 40 books

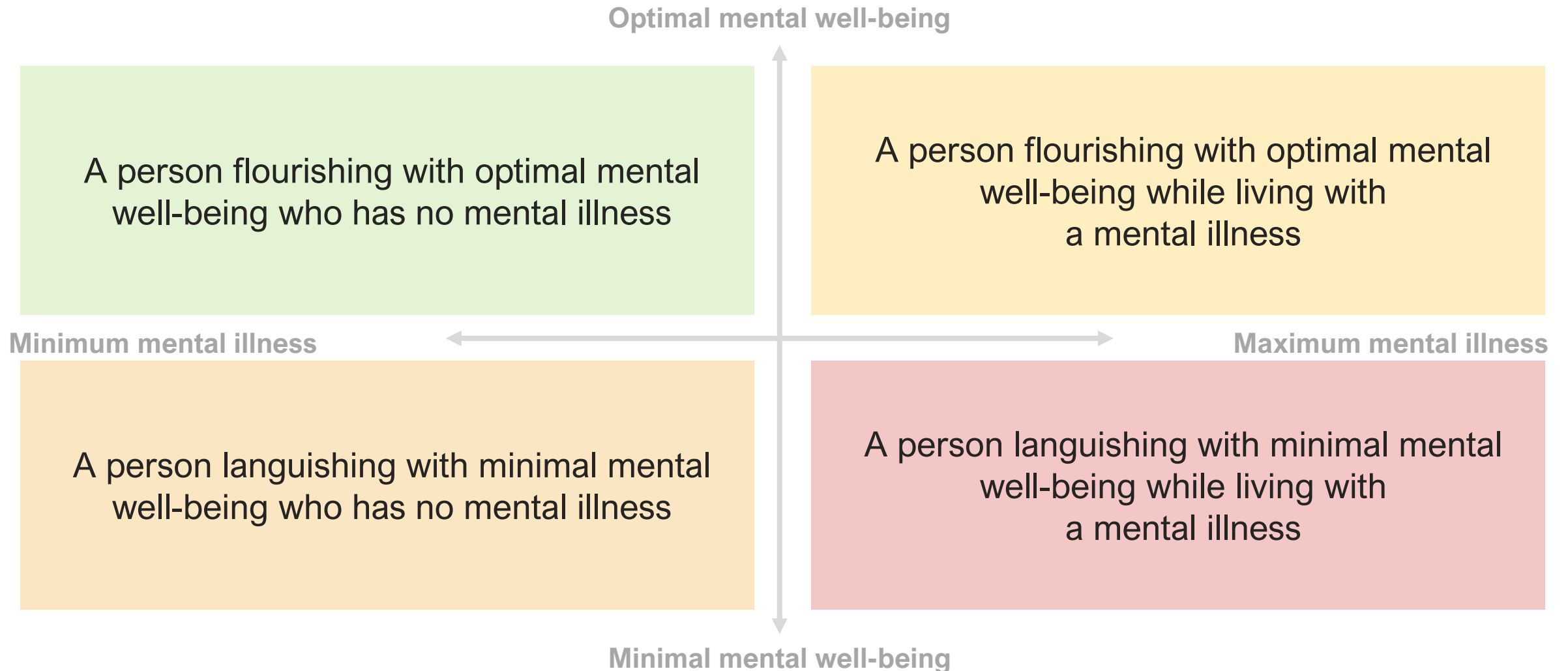
- Chair National CSA Standard on substance impairment in workplace
- CSA OHS Standards steering committee member
- Chief of Research for Hugar mental health programs
- Former Chief Research Workforce Productivity, CBOC
- Former Chief of Research and Develop, Morneau Shepell
- Pacific University Research Advisory Board
- Regularly contributor Globe and Mail, Chronic Herald and Talent Canada
- Co-creator Employee Recommended Workplace Award



Section 1

**Understanding the connection between
mental health and psychological health and
safety**

Mental Health and Mental Illness



Mental Health 101



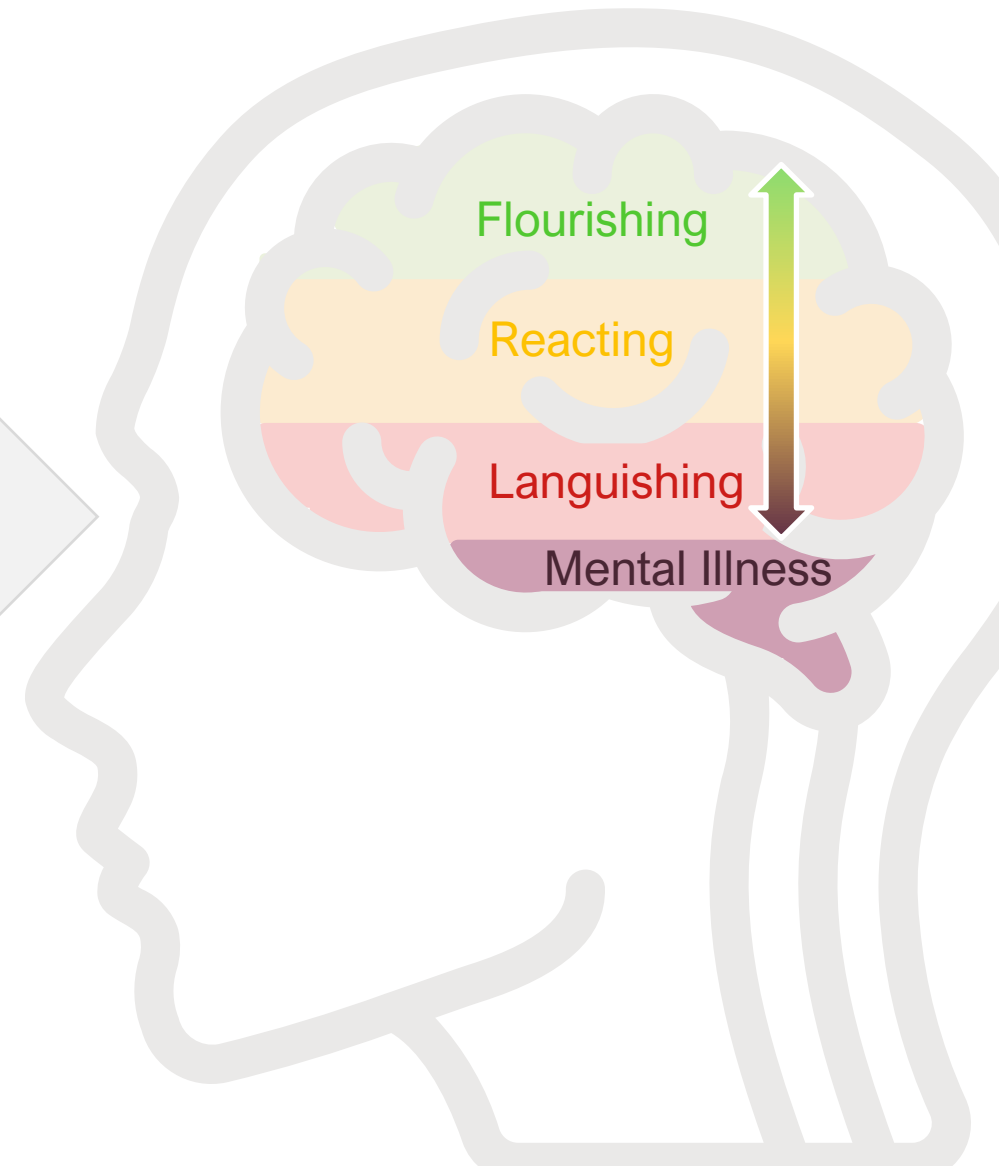
+
Genetics
+



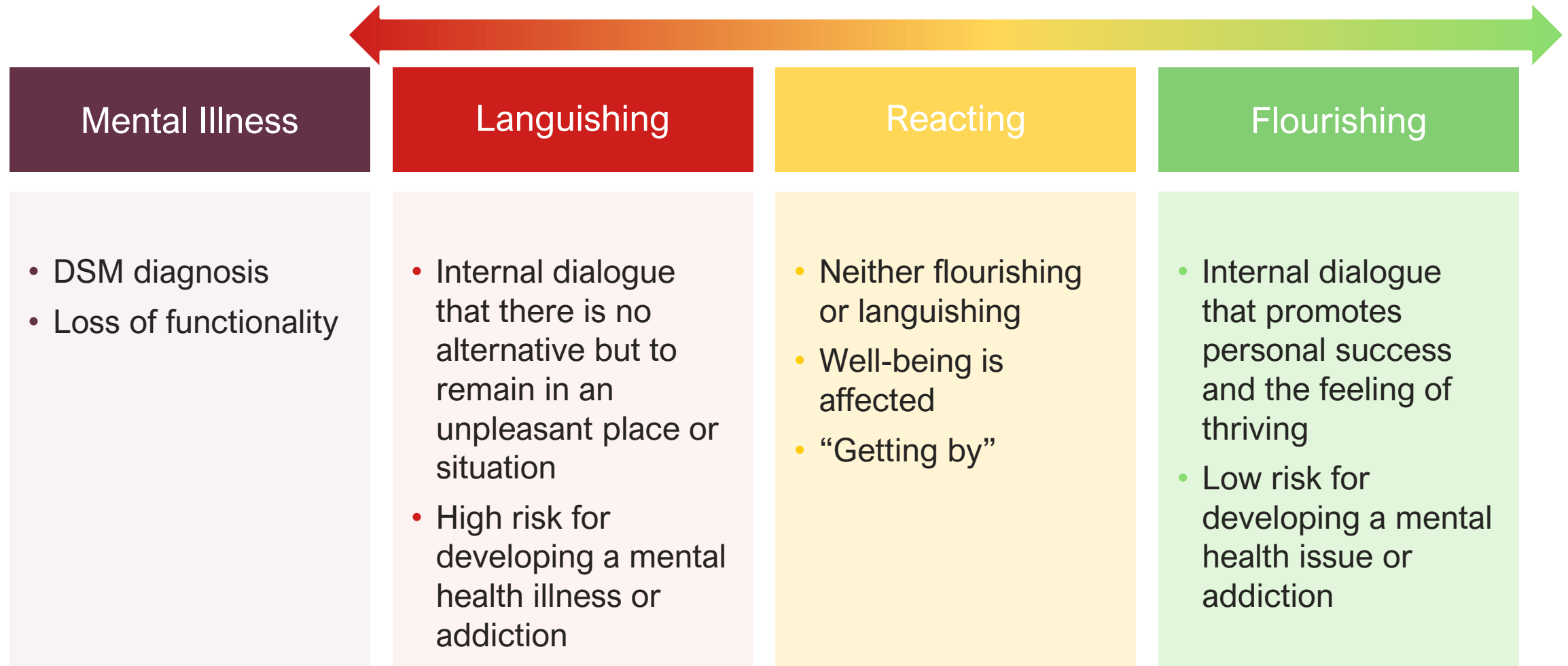
Environment



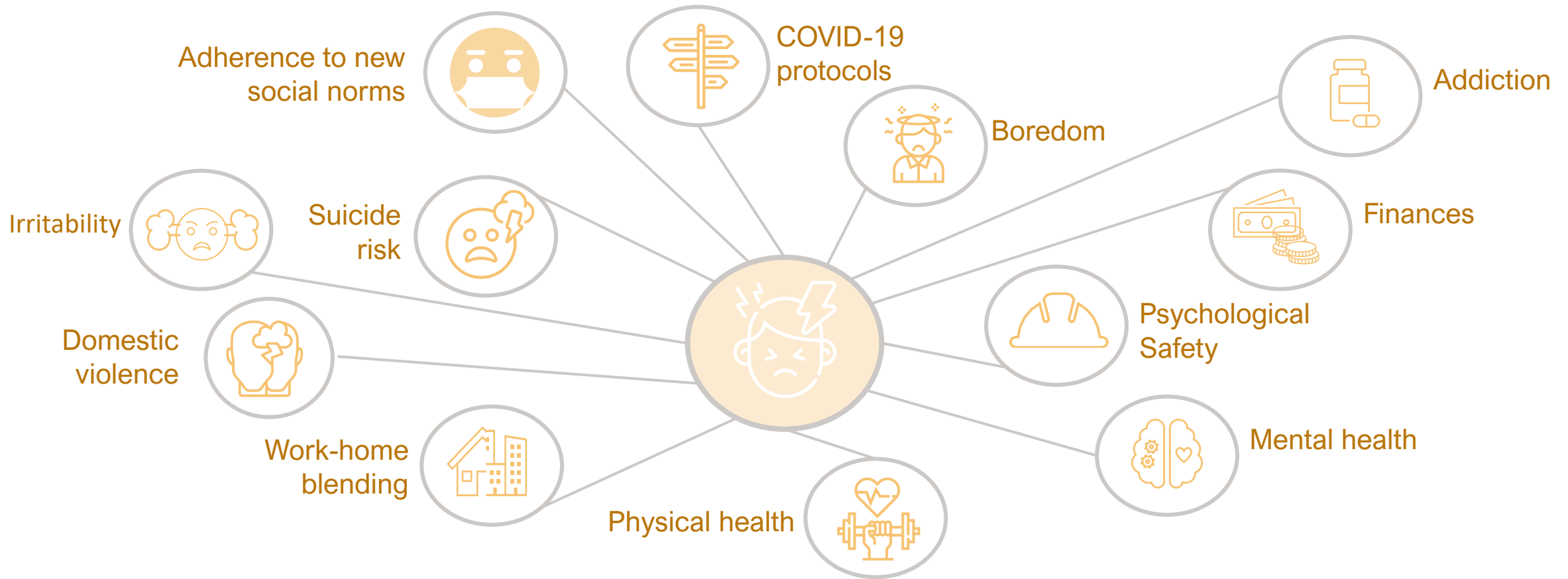
Mental Health



It is helpful to know where we are on the mental health continuum each day



The reality of our current environment



As a result of the COVID-19 Pandemic, some risk factors and challenges many employees were facing, have increased in intensity

Consider employee may show up at different states...



Traumatized



Strained



Worried



Tentative



Excited

We are like batteries, and like batteries we can be anywhere from charged to empty on a daily basis



=



Charged



Charging



Half-full



Drained



Empty

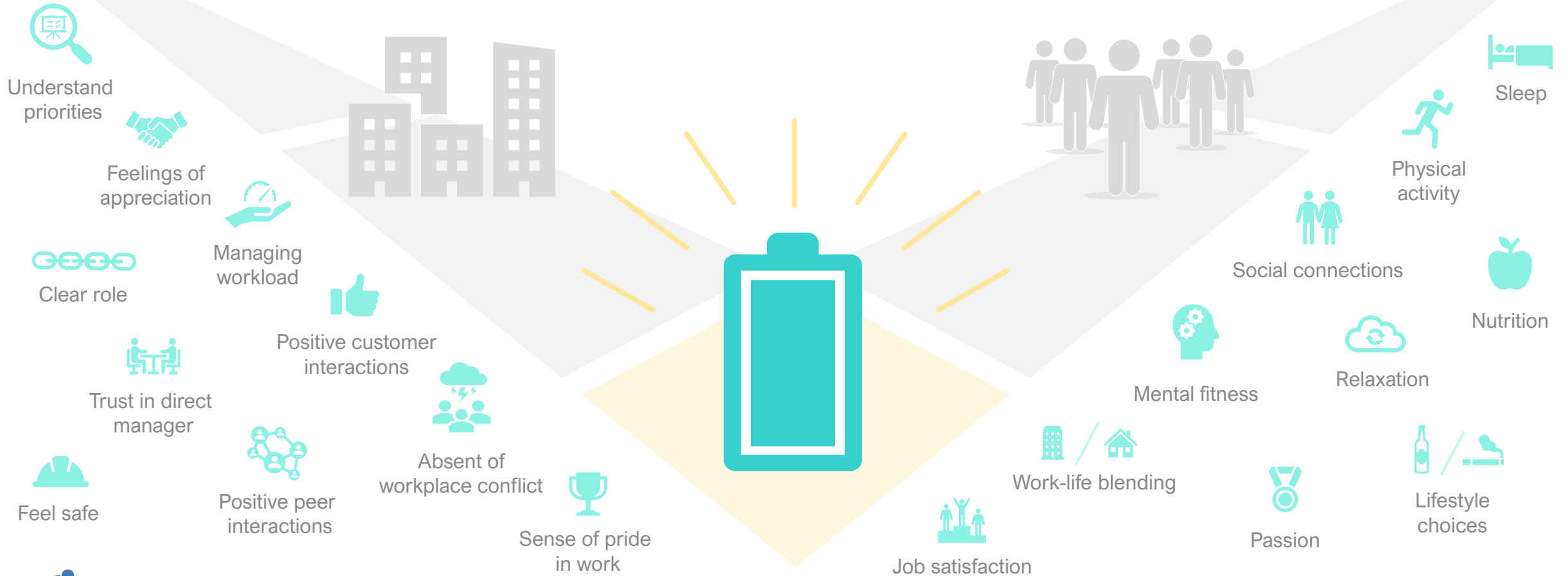


Resilience at work is built through joint responsibility

Employer Actions

+

Employee Actions





Section 2

Pillars Psychological Health and Safety

What is Psychological Safety?

- “Psychological safety” refers to the degree of risk that an average employee is or could be exposed to in the workplace that can result in mental harms. (e.g., bullying and harassment)
- Psychological safety is also CULTURE that everyone feels welcomed, included, valued and open to challenge the status quo.

“**Safe**” is the key word in psychological safety, as some provinces are taking proactive steps to prevent mental injuries (e.g., mandated respectful workplace policies).

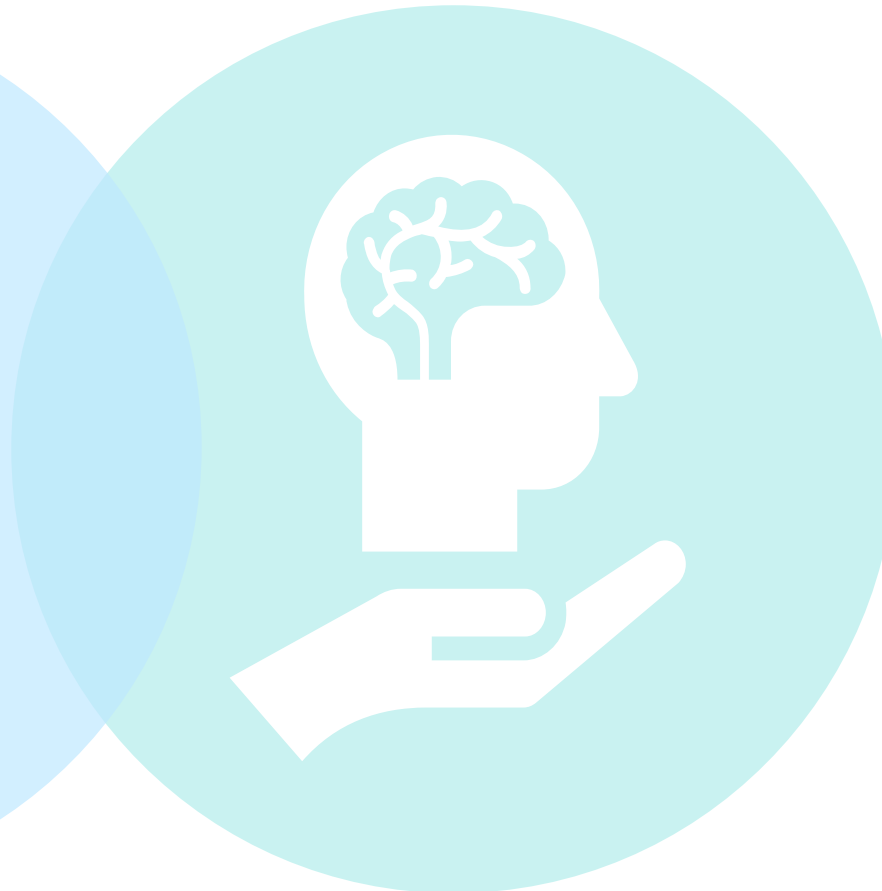


Organizations Encourage Psychological Safety for Two Core Reasons

1. Reduce the risk for psychological harms and injuries



2. Promote mental health



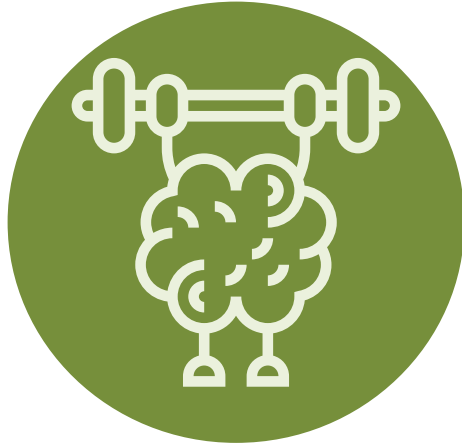


Section 3

The Role of a People Leader in Facilitating a Psychologically Safe workplace

What is your role as a people leader

- People leader's are an integral part of facilitating a psychologically safe workplace.
- Leader's set the social norms of the team through effective role modelling and maintenance of accountability.
- Three of the roles of a leader are:



Role Model
Behaviours



Recognize Signs



Duty to Inquire

Role Model Behaviours :

Make a mental fitness plan



Mental Fitness

Resiliency can be developed by **external supports** (e.g., psychological safe workplace and one that encourages employee's vitality) and **internal supports** (e.g., coping skills and daily micro decision and habit that support mental fitness).



Physical Health

Exercise/movement, diet, sleep, lifestyle choices.



Social Connections

The quality of relationship at home, work, and community.

Do you have any challenges in any of these four areas that are creating **strain** for you today?

Foundation: Environment

- Psychological safety
- Physical safety
- Food security
- Job security
- Financial security
- Housing security

1

Role Model Behaviours

2

Recognize the Signs

3

Duty to Inquire

Role Model Behaviours :

How we show up makes a difference

- Role modelling not only includes take care of yourself first, but fostering an environment that promotes psychological health and safety.



Create opportunities
to share



Show humility



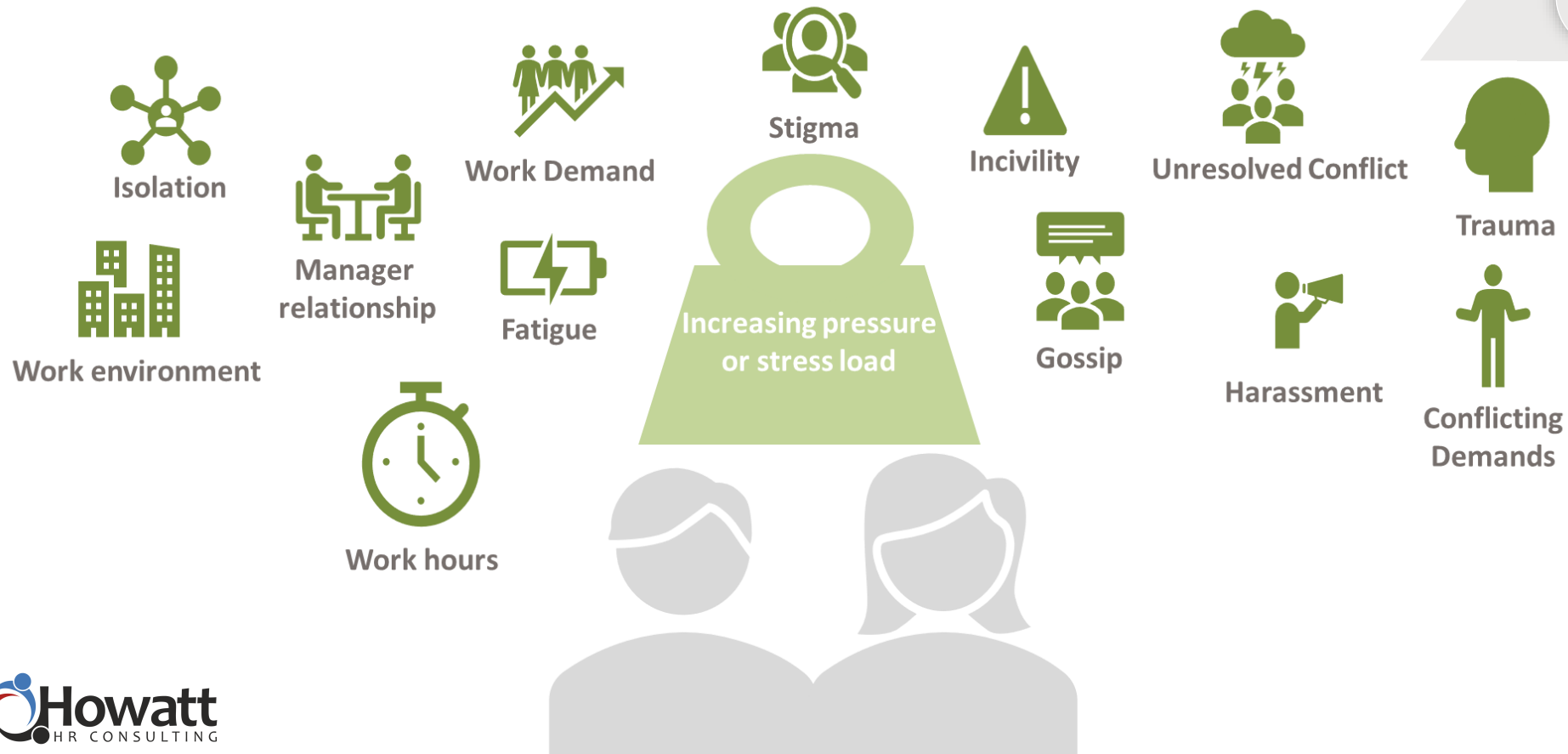
Be open to
new ideas



Follow
through

Recognize the Signs

- Hazards that can Influence the Risk of Psychological Harms in the Workplace



1

Role Model Behaviours

2

Recognize the Signs

3

Duty to Inquire

Recognize the Signs: Mental injuries at work

- These are psychological injuries that can be the result of an **environmental**, **organizational** or **individual** stressor.
- Common forms of mental injuries at work are:
 - Depression
 - Anxiety
 - Post traumatic stress disorder
- A mental injury is like falling when skiing, it can happen to anyone.



Understanding the difference between illness vs. injury can significantly impact how it is treated.

Recognize the Signs

1

Role Model Behaviours

2

Recognize the Signs

3

Duty to Inquire

Intrapersonal Signs

- Isolation from others
- Absent or late more frequently
- Conflict with coworkers
- Missed deadlines
- Loss of confidence
- Feelings of being overwhelmed
- Reduced ability to concentrate

Interpersonal Signs

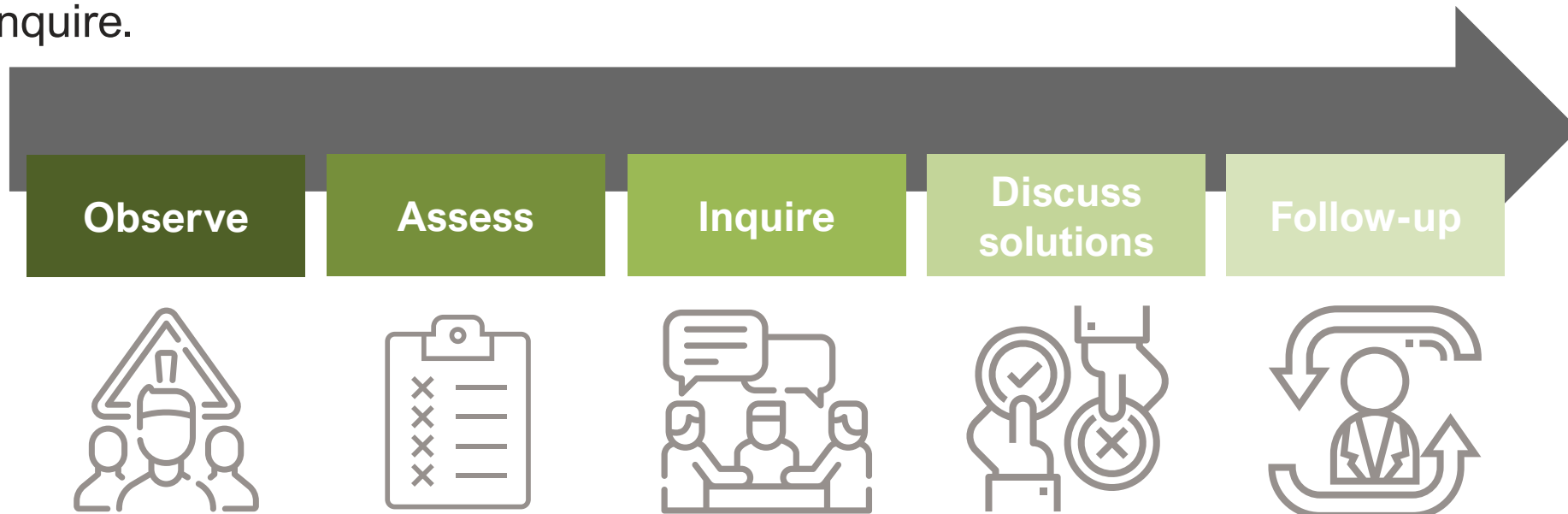
- Avoidance
- Uncharacteristic behaviours
- Irritability
- Pessimism
- Withdrawal or reduced participation
- Difficulty making decisions



As a leader, the key is to observe behaviours & ask questions.

Duty to Inquire

- It is your responsibility to respond effectively to violations of psychological health and safety.
- A key component of this is, if you observe, see or hear something you must look into the issue.
- Below highlights five steps you can take to effectively facilitate your duty to inquire.





Thank you!