



Venture out

2nd Quarter 2018 Manager Newsletter



Mental health in the workplace

You're in a unique position to help change the conversation about mental health. ***Read more on how you can help...***



Bullying doesn't just happen on the playground

60.3 million U.S. workers are affected by workplace bullying. ***Learn tips that can make your workplace happier, healthier and friendlier for all your workers...***



Managing an employee whose life is out of balance

How to notice when an employee is having trouble keeping it all in balance. ***Here are some of the warning signs...***

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Mental health in the workplace



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May is Mental Health Awareness Month. And workplaces aren't immune to the cost of mental health issues. Mental health problems strongly influence employee performance, rates of illness, absenteeism, accidents and staff turnover. Consider these facts¹:

- Untreated mental illness costs the U.S. a minimum of \$105 billion in lost productivity each year.
- 60% of Americans with a mental disorder get no treatment.
- Mental illness is estimated to result in 35 million work days lost each year.

But research shows employers see a return of \$2.30 for every dollar they spend to create a mentally healthy workplace.²

As a manager, you're in a unique position to help change the conversation about mental health. You can encourage your team to learn more about mental health and change the conversation to reduce stigma.

What can you do?

One possible resource is "The Campaign to Change Direction," a program endorsed by former First Lady, Michelle Obama, and other national leaders. This campaign is focused on raising mental health awareness and encouraging support strategies.

For example, urge your staff to learn some of the signs of a person who may be suffering emotional pain. Concerning signs can include:

1. Showing sudden or gradual personality changes
2. Acting angry, agitated or moody more often than usual
3. Becoming withdrawn from other people
4. Making bad choices like misusing drugs or alcohol, poor self-care and other self-destructive behaviors
5. Expressing hopelessness

If you or someone on your team observes any or all of these signs — show concern, give hope and find help.

Take the pledge

You can take the pledge to help spread awareness around mental health issues this month. As an individual or as a team, visit [changedirection.org](https://www.changedirection.org), and choose "Make a Pledge." May is Mental Health Awareness Month but mental health issues can impact your organization year-round. You can make a difference.

¹Giang, Vivian. [Untreated Mental Illnesses Are Costing American Companies Billions Every Year](#). Business Insider. Accessed May 2018.

²[Creating a Mentally Healthy Workplace: Return on investment analysis](#). Pricewaterhouse Coopers. Accessed May 2018.

Bullying doesn't just happen on the playground



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We hear a lot about bullying. But if you think bullying is only an issue for kids, you might be ignoring a big problem in your workplace.

60.3 million U.S. workers are affected by workplace bullying. Bullying is defined as repeated behavior that intimidates, offends, puts down or embarrasses a worker. It can happen in front of coworkers, supervisors or customers.

Bullying hurts business

- Morale suffers
- Workers feel stressed and unhappy
- Performance decreases
- Attendance problems increase
- Good people quit after getting bullied
- Good people quit after observing bullying

What you can do to stop bullying

Step 1: Recognize bullying

Do you know what it looks like when someone is being bullied? Victims of bullying report having the following experiences:

- Their comments get dismissed or ignored
- They're falsely accused of mistakes
- They're forced to do work outside of their job
- They feel harshly criticized
- They're held to different standards
- They get threatening looks

Step 2: Get involved

Twenty-five percent of employees report their manager did nothing about bullying complaints.¹ Telling your employees to “work it out” or “tough it out” doesn’t work. This can come across as giving permission to the bully to be mean and rude. It’s hard, but you need to get involved.

Step 3: Stop rumors

Rumors are a type of bullying. Stay involved with your staff so you know what rumors are circulating. Then put a stop to them. Be careful about calling a target of bullying a “victim” or doing anything that makes it seem like the target is the source of the problem.

Step 4: Change your workplace

Bullying is worse in organizations that allow it. If you really want to stop bullying, you need to put policies in place and enforce them.

Show staff you value a safe workplace and employee rights. It’s important to keep bullies from being a normal part of your work life culture.

- Encourage a culture of support over one of competition
- Have a zero-tolerance anti-bullying policy
- Use staff from all levels to develop your policy
- Include skills to deal with bullying
- Make it clear there are consequences for bullying

Use these tips to make your workplace happier, healthier and friendlier for all your workers.

¹2017 WBI U.S. Workplace Bullying Survey. Workplace Bullying Institute. Accessed May 2018.

Managing an employee whose life is out of balance



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Sometimes the demands of work and life can be overwhelming. As a manager, you may be among the first to notice when an employee is having trouble keeping it all in balance.

Watch for the warning signs

When you establish relationships with your employees, you get to know their usual work styles and performance levels. If their on-the-job behavior or work product changes, you can often observe it early on.

Look for changes in patterns. For example: Is an employee who tends to be reliable suddenly missing deadlines? Have you noticed a drop in productivity or even attendance at work?

Here are some other red flags:

- **The employee is often on edge.** Do small things trigger reactions that weren't typical for that worker in the past?
- **An employee has lost perspective.** Has the employee lost the ability to decide which tasks to put first?

- **The employee is irritable.** Are there unexplained mood changes?
- **The employee seems burned out.** Has the employee had to take on more work? Does he or she have a heavier workload due to cutbacks in staff? Any employee who is constantly putting out fires is a prime burn-out candidate!
- **The employee has recently been promoted but isn't doing his or her best.** While promotions are exciting, they can also lead to overload.
- **An employee who is usually focused can't seem to concentrate.** When an employee seems to have lost focus, it may be a sign that his or her worklife balance has become unstable.

Be proactive: Take action early to help reduce complications in the long-run. And don't forget to take care of your own worklife balance.

Remember: You're a role model for your team.

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