Mental Health Awareness
Analysis Questions for Committee

1. Why do you think training is needed? How did a need for this training come about?

    a. Mental health pressures continue to increase in the workplace, and DISH itself has highly aggressive goals that could lead to burnout if not managed appropriately

        i. stressful work environment - changes

        ii. worrisome to basic employment needs

        iii. cybersecurity incident

    b. ensure that leaders are equipped to support their team when things come up.

    c. societal expectation

    d. paradigm shift

    e. examples of incidents: self-harm of self, peers who are fatalistic/culture pressures/influences.

    f. Critical incidents - insights into volume. recent escalations.

2. What is the desired behavior outcome for this training? What is the current behavior that needs to be changed?

    a. Managers understand how to react to a mental health situation and where their "scope of practice ends" (not a therapist!)

    b. Managers are aware of what resources DISH offers around mental health - EAP (clearly communicate and use it successfully - not a crisis situation)

    c. Managers understand the importance of fostering a culture of mental health and learn how to ensure their own cup is filled

    d. Crisis call 988

3. What business goal or OKR will be achieved with this training, and how can success be measured?

    a. Short term - utilization of benefits, fewer employee relations issues

    b. Long term - link to employee retention

4. What is the overall vision for this training? What preferences do you have for deliverables, such as ILT or self-paced learning? Are you open to other learning modalities?

    a. What is an effective and realistic delivery method for each audience?

        i. TM audiences: some need paper, short briefings (5-10 min)

        ii. video/eLearning

        iii.

5. What is the desired timeline/deadline/launch date?

    a. Aug 31, 2023 (before holiday season)

6. Who is the target audience? What are the demographics?

    a. leadership level and role - specific stressors and how they handle crisis might be different (connect with the different leaders from every org.

        i. corporate - Wireless, Sales Corporate, CXO Corporate

        ii. field manager - IHS, CXO, Direct Sales, M&D, SOC & Uplink

    b. business group (local or national)

    c. age, gender, race - M&D most are age protected 40+, no tech at all,

    d. education level - managers HS+, TMs below HS

    e. prior knowledge and experience of this subject

    f. number of learners

    g. work environment, access to computers, technology proficiency level

    h. primary language, geographic area, cultural background - El Paso, speak in Spanish/written in Spanish, paper delivery

7. What analysis has been done and is the data accessible?

    a. not much out there. But obvious need.

8. What training exists now? Where is it located, and is it accessible?

    a. Refer to mental health matters deck and Leslie's deck 🙂

9. What does success look like? How can we measure it?

    a. learners utilizing resources, and following protocols, reduced critical incidents

    b. Is there a specific question in the engagement survey?