

Mental Health Concerns in the Workplace



Supervising an employee who may be struggling with mental health challenges can be complex and require sensitivity. The approach we use can significantly impact one's willingness to seek help, improve their well-being and job performance. Consider the following suggestions:

- 1. Be observant:** Stay alert to changes in behavior, which may negatively affect job performance, personal appearance, punctuality, or other patterns which could indicate underlying mental health concerns.
- 2. Offer genuine support:** While maintaining a focus on work-related matters, express concern and extend support if an employee brings up mental health challenges.
- 3. Refer to REACH:** Avoid prejudging, diagnosing or offering personal advice that should be handled by a counseling professional. Remind the employee that REACH is the company's EAP benefit specifically designed to provide confidential assistance for mental health concerns.
- 4. Provide coaching:** When mental health concerns are stated as directly related to the employee's poor work performance, offer supervisory support as necessary, including a referral to REACH for confidential assistance.
- 5. Privacy and crisis concerns:** Respect employees' privacy regarding personal information including stated mental health concerns. However, if immediate danger such as suicidal or homicidal thoughts are disclosed, promptly notify HR, security, emergency services (911), REACH, and other resources as necessary for assistance.
- 6. Self-care for supervisors:** Don't hesitate to seek support for yourself to address any emotional challenges that come from managing a team member struggling with mental health concerns.

Leadership Consultation

REACH provides consultation services for a variety of concerns that may affect you in your role as a supervisor. As well as providing confidential short term counseling, assessment and referral services for your personal and professional concerns, consultation is available on the following employee related issues:

- ▶ Mental Health
- ▶ Substance Abuse
- ▶ Critical Incidents
- ▶ Violence or Threat
- ▶ Leadership Skills
- ▶ Job Performance

**To speak to a REACH
supervisor consultant call
1-800-273-5273**

Visit us online for additional Resources
and Supervisor EAP Basics Video

<https://www.reachline.com/supervisor-resources>

