

Reducing Stigma: Actions to Achieve Workplace Wellbeing

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1. Organizational view of stigma
2. Workplace wellbeing ingredients
3. Actions you can take

Stigma

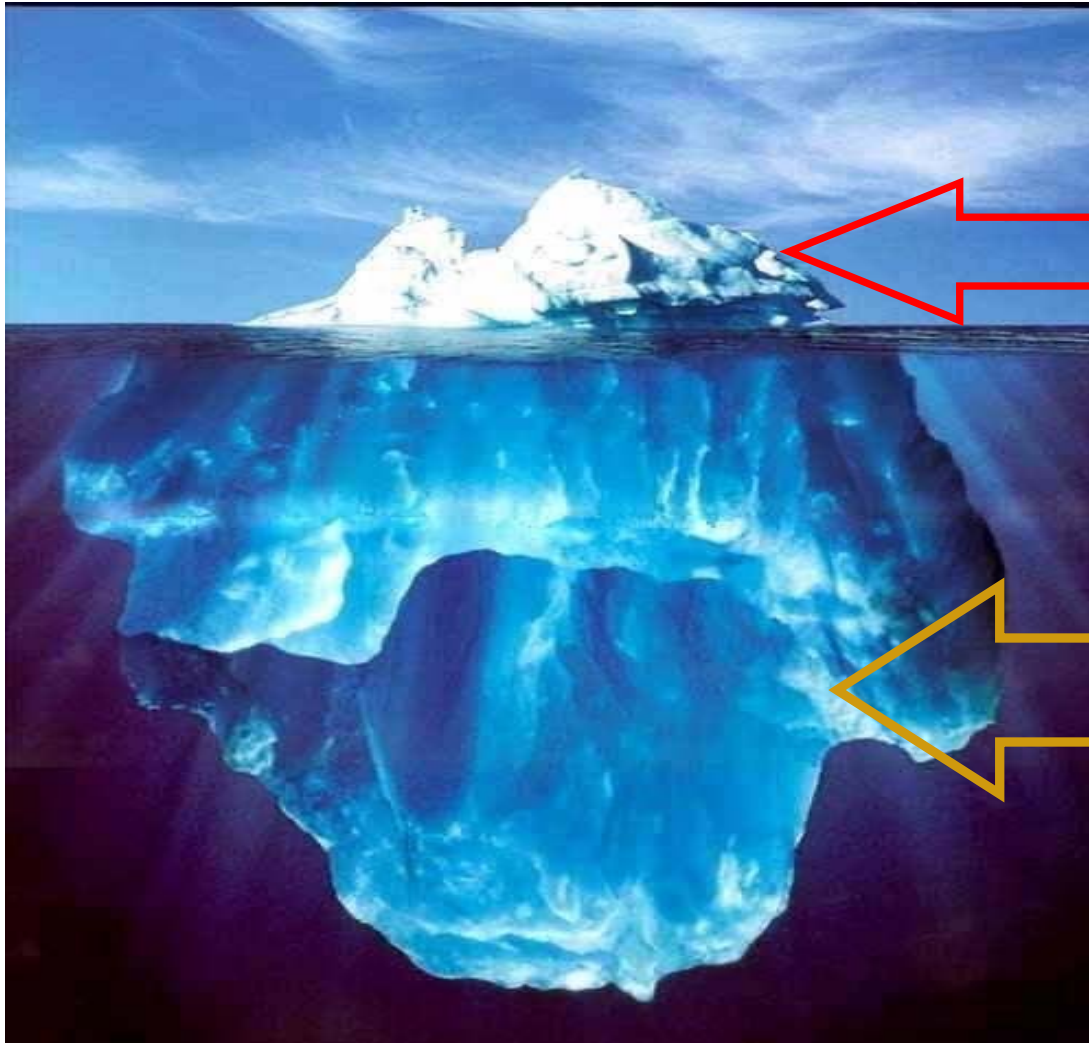
“Stigma is a process by which the reaction of others spoils normal identity.”

Erving Goffman



- Invisible disapproval
- Outsider
- Shame
- Isolation
- Disempowerment
- Injustice

You need to get at root causes



- Absenteeism, presenteeism, turnover, injuries, benefit costs, disengagement

Jobs, work environments, HR support, leadership, culture

Costs of stress, depression and mental illness

- ✓ 20% - 25% of Canadian employees suffering from a mental health condition annually
- ✓ 35 million lost workdays annually
- ✓ 30% - 40% of disability insurance claims due to mental health conditions
- ✓ \$35 billion lost productivity resulting from mental health problems

Source: Global Business and Economic Roundtable on Mental Health

Mentally unhealthy workplace checklist

- ✓ Bullying
- ✓ Harassment
- ✓ Role overload
- ✓ Work-life conflict
- ✓ Interpersonal conflict
- ✓ Perceived injustice

Positive mental health

Canadians reporting the following positive mental health characteristics are less likely to have experienced mental illness and more likely to report excellent self-rated health:

- ✓ Life enjoyment
- ✓ Emotional well-being
- ✓ Coping ability
- ✓ Social connectedness

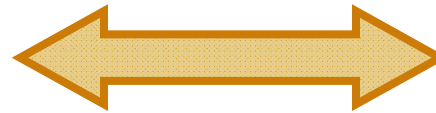
Source: CIHI, Improving the Health of Canadians, 2009

Workplace mental health risk factors



Reducing work stress

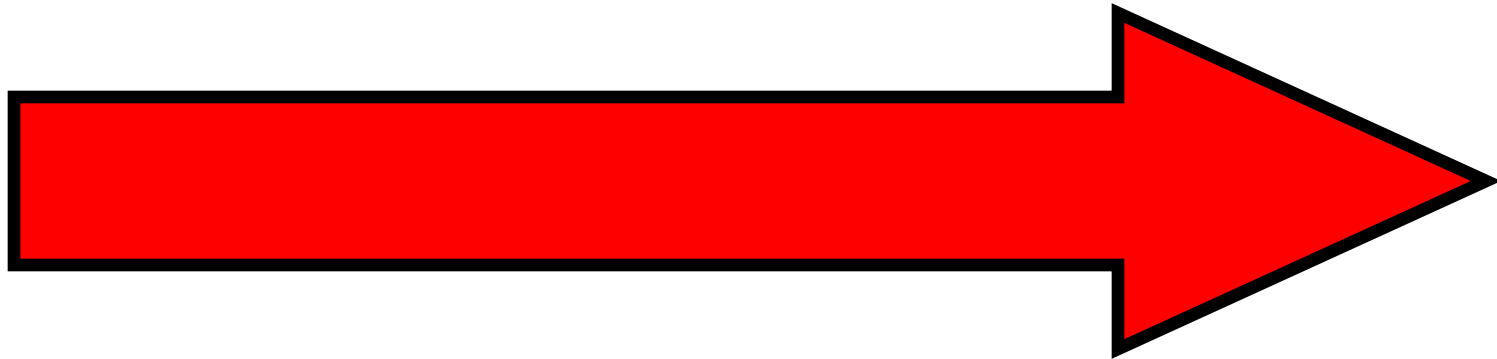
**Employee control
& support**



Job demands



The engagement continuum



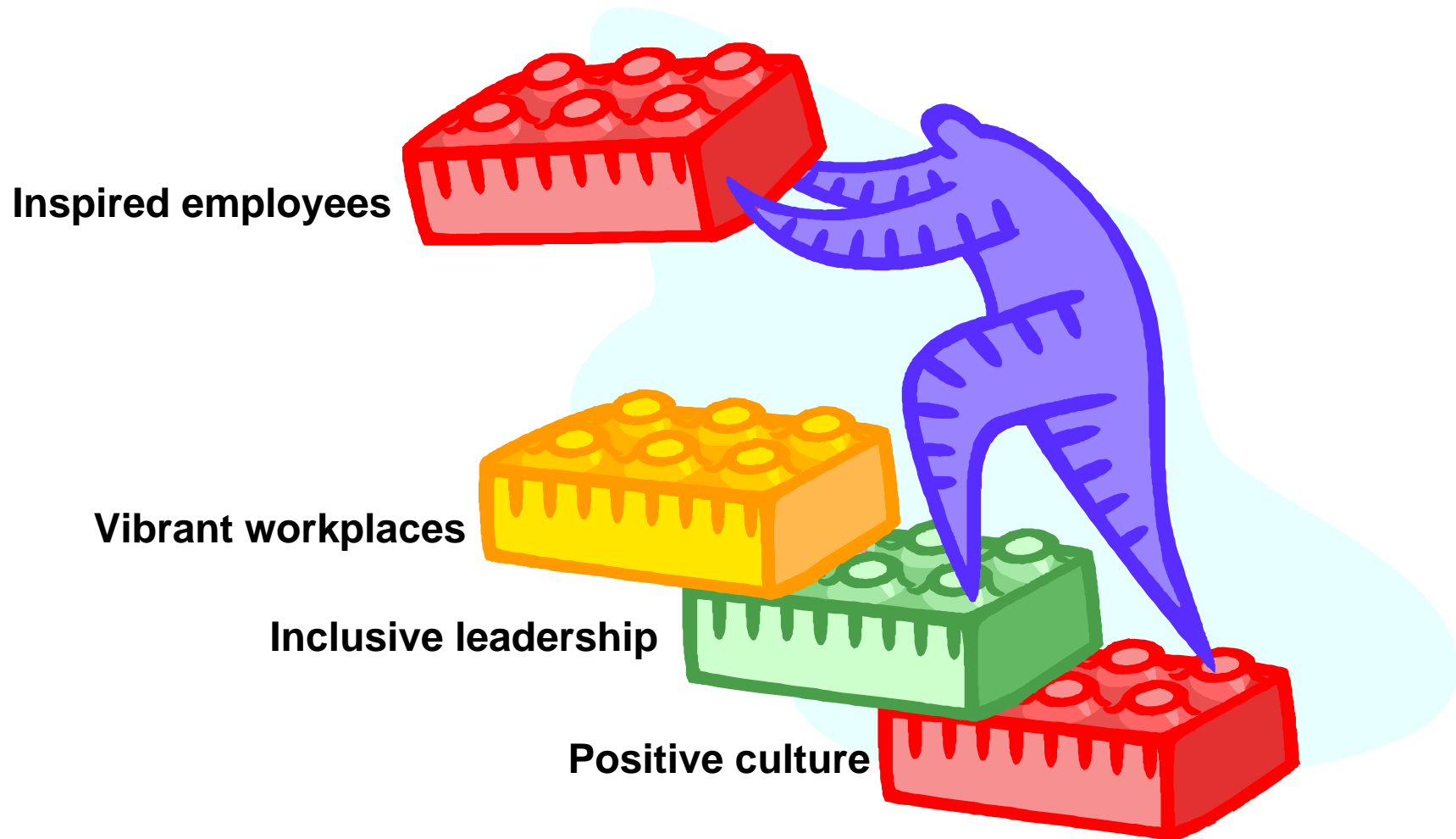
Burnout

- Exhaustion
- Detachment
- Inefficacy

Engagement

- Energy
- Involvement
- Efficacy

Building blocks of a healthy organization



Describing a healthy organization

- ✓ Fit
- ✓ Agile
- ✓ Capable
- ✓ Resilient
- ✓ Thriving

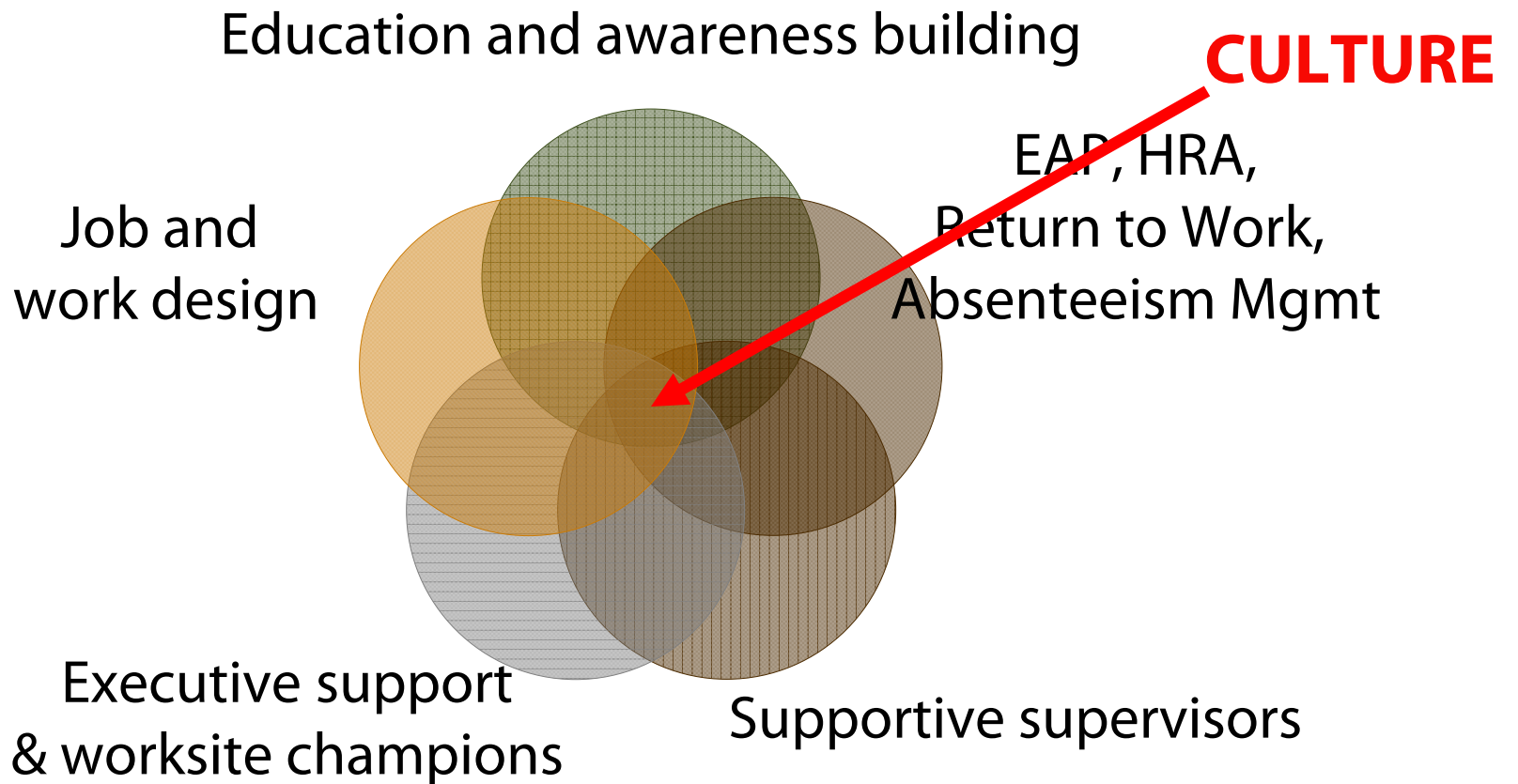
How vibrant workplaces inspire employees

- ✓ Trust, respect and fairness
- ✓ 2-way communication
- ✓ Autonomy and input
- ✓ Adequate resources
- ✓ Supportive supervisors
- ✓ Challenging, interesting work
- ✓ Recognition and rewards
- ✓ Safe and healthy environment

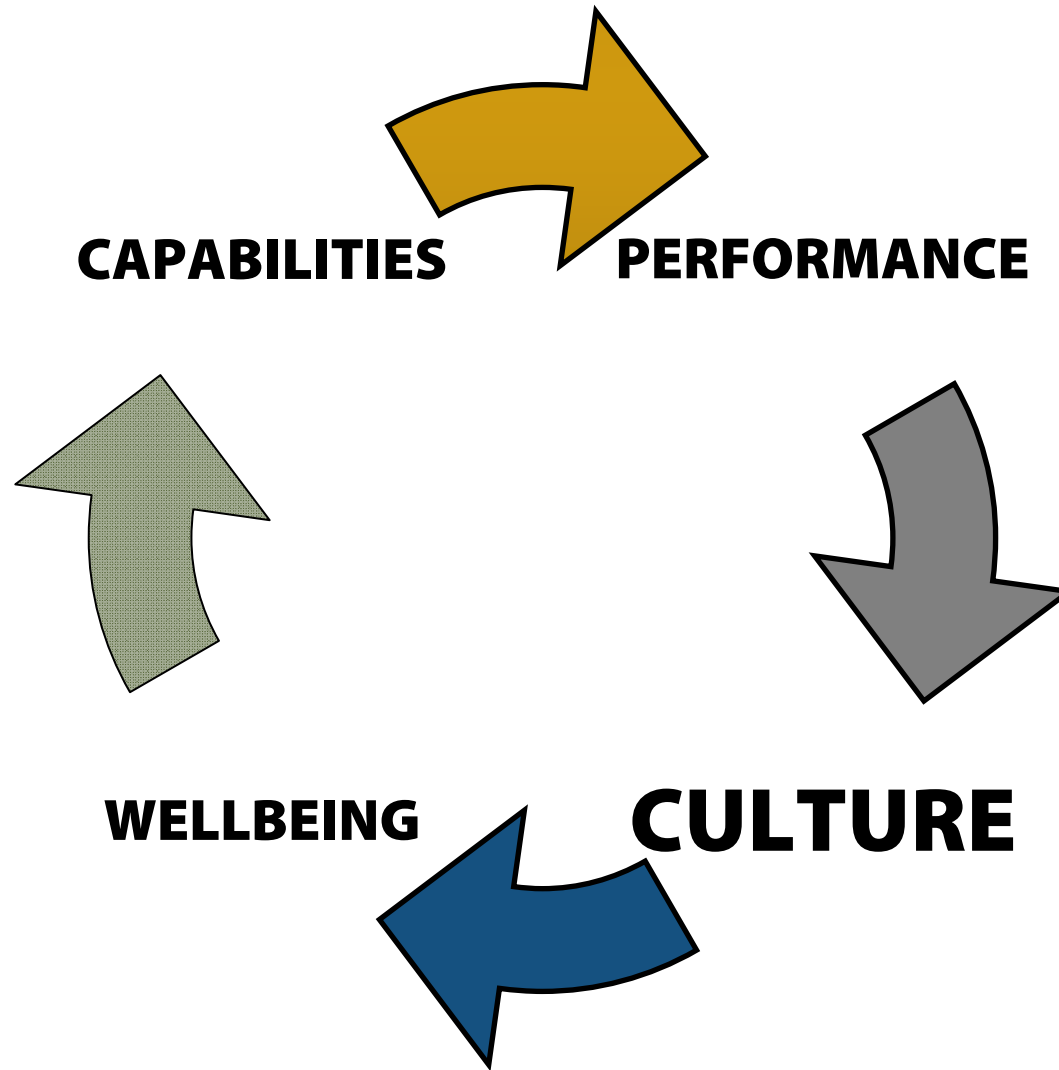
Raising awareness in workplaces

- ✓ 13% of senior executives in Canada have a strong awareness of the impact of mental health on their organization (Mercer survey, 2008)
- ✓ Work-related stress and mental health issues are the leading health risks for companies (2009 Buffett & Company National Wellness Survey)
- ✓ 53% of large organizations have mental health awareness and education programs (Conference Board, survey of members, 2010)

Comprehensive approach



Culture is the foundation



What's a healthy culture?

- ✓ Respectful
- ✓ Fair
- ✓ Inclusive
- ✓ Supportive
- ✓ Caring

Health promotion as OD

World Health Organization defines health promotion as:

“...the process of enabling individuals and communities to increase control over the determinants of health and thereby improve their health.”

What managers can do

- ✓ Talk about values
- ✓ Live the values
- ✓ Apply people skills
- ✓ Involve employees in solutions

Questions & Comments

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