

**THERE'S
NO HEALTH
WITHOUT
MENTAL HEALTH!!**



MANAGING YOUR WORKPLACE STRESS

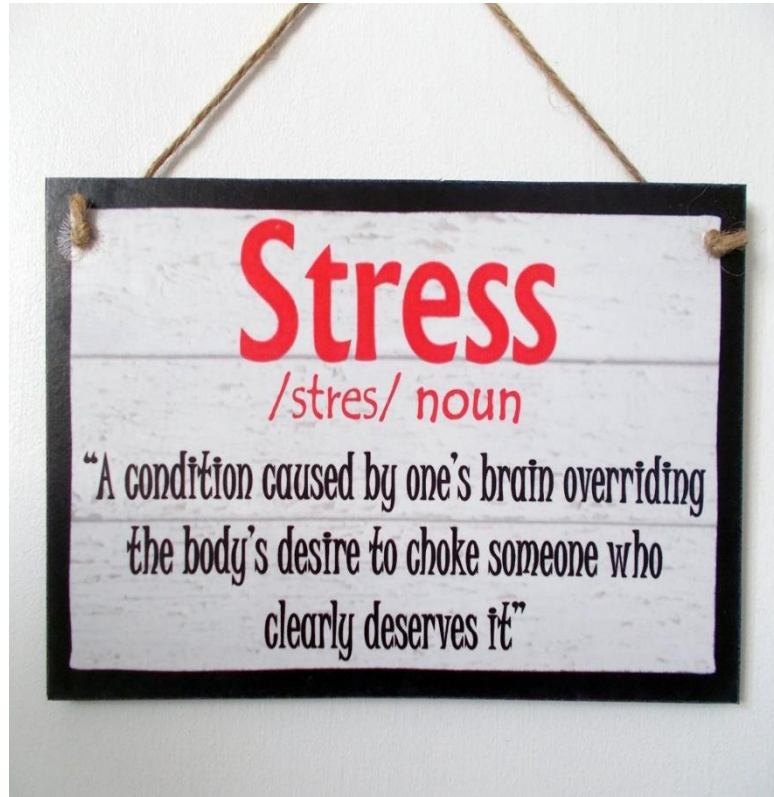
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WHAT IS STRESS?

Stress can be described as a ***circumstance that disturbs***, or is likely to disturb, the ***normal physiological or psychological functioning*** of a person.





STRESS is a major cause of:

- ▶ low productivity
- ▶ high absenteeism
- ▶ bad judgment
- ▶ misallocation of resources
- ▶ poor morale.

Basic Causes of Stress:

- **CHANGE** - inevitable stressor
 - e.g. Rapid development., technological advances, lifestyles, growth & development.
- **SNEAKING STRESS** - little things that add up
 - E.g. being late, traffic, work load, etc.

Are all forms of Stress BAD?

Certain amount of stress is needed to be motivated (e.g. working well under pressure; stay focused, energized)

► **EUSTRESS** – positive exhilarating, challenging experiences followed by higher expectations.

► **DISTRESS** – disappointment, failure , threat, embarrassment and other negative experiences.



Wellbeing Matters





TALK & LISTEN,
BE THERE,
FEEL CONNECTED



EMBRACE NEW
EXPERIENCES.
SEE OPPORTUNITIES.
SURPRISE YOURSELF



DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD



Your time,
your words,
your presence



REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY

Why the Five Ways work:


- **Connect:** Strengthening relationships with others and feeling close to and valued by others, including at work, is critical to boosting wellbeing.
- **Keep Learning:** Being curious and seeking out new experiences at work and in life more generally positively stimulates the brain.
- **Be Active:** Being physically active, including at work, improves physical health and can improve mood and wellbeing and decrease stress, depression and anxiety.
- **Give:** Carrying out acts of kindness, whether small or large, can increase happiness, life satisfaction and general sense of wellbeing.
- **Take Notice:** Paying more attention to the present moment, to thoughts and feelings and to the world around, boosts our wellbeing.

The Five Ways in action:

- **Connect** with the people around you. With family, friends, colleagues and neighbours.
- **Keep Learning.** Try something new. Rediscover an old interest. Take on a new responsibility at work.
- **Be Active.** Go for a walk or run. Step outside. Garden. Play a game.
- **Give.** Do something nice for a team mate. Thank someone. Volunteer your time.
- **Take Notice.** Remark on the unusual. Notice the changing seasons. Savour the moment.

ECONOMIC & SOCIAL COSTS OF MENTAL DISORDERS


- The global cost of mental health conditions in 2010 was estimated at **US\$ 2.5 trillion**, with the cost projected to surge to **US\$ 6.0 trillion by 2030**.
- Indirect costs of MDs outweigh direct cost in developed countries by 2-6 times. (e.g. costs due to absenteeism, presenteesim and loss of productivity, etc.).
- Cost of NOT treating MDs >>> treating MDs
- Social costs include: emotional burden, decreased QOL, social exclusion, loss of future opportunities for improvement.
- Workplaces prioritizing MH have better engagement, higher productivity, wellbeing and morale.
- Can have a 2.3x (Australia) to 4x (WB) return on investment for every \$ invested in MH




02 Fact sheet

The business case for wellbeing


"Mental wellbeing is one of the most valuable business assets – like any asset it can be developed, maintained or neglected" (Wellplace.nz)




Mental health problems are common, with nearly one in two New Zealanders likely to meet the criteria for a mental illness at some time in their lives¹.




As with any health condition, mental health problems can affect a person's work and cause substantial costs to organisations².




While any one of us may experience stress, anxiety and depression at some time in our lives, there are things workplaces can do to support their people to build resilience and have positive mental health, so they can cope with setbacks and take advantage of opportunities³.




Workplaces that prioritise mental health have better engagement, reduced absenteeism and higher productivity, while people have improved wellbeing and greater morale⁴.



An Australian analysis found workplaces who take effective action to create mentally healthy workplaces can expect a return on investment of \$2.30 for every dollar spent⁵.




Employees who believe their employer cares about their wellbeing are more engaged at work than others⁶.

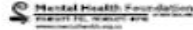


Work environments can have a negative impact on mental health. Workplaces have a legal responsibility under the Health and Safety at Work Act 2015 to manage risks to mental health and wellbeing just like they do any other health and safety risk⁷.


1. Ministry of Health, (2006), *Te Rau Manu: The New Zealand Mental Health Survey*.
2. BusinessNZ, (2013), *The Southern Cross Health Society-Gallagher Bassett, Wellbeing in the Workplace: Survey Report 2013*.
3. Mental Health Foundation of New Zealand (2017), *Working Well: A workplace guide to mental health*.
4. The Executive Connection, *The hidden costs of ignoring employee mental health*.
5. PricewaterhouseCoopers, (2014), *Creating a mentally healthy workplace: Return on investment analysis*.
6. Rhodes, L., & Eisenberger, R. (2002), *Perceived Organisational Support: A Review of the Literature*.
7. www.wellplace.nz, (2017), *Employers' legal responsibilities*.



FIVE WAYS TO WELLBEING AT WORK TOOLKIT



Mental Health Foundation
PSYCHIC HEALTH AND WELLBEING
www.mentalhealth.org.nz



good health promotion
www.goodhealth.org.nz



***WHAT ARE SOME
COMMON CAUSES OF
STRESS AT YOUR
WORKPLACE?***

Common causes of workplace stress

- ▶ Fear of being laid off; lack of job security
- ▶ Work overload; under load/stagnation
- ▶ Staff cutbacks
- ▶ Excessive responsibility
- ▶ Constant change
- ▶ Continued contact with negative people
- ▶ Ambiguity or rigidity of tasks
- ▶ Lack of job satisfaction
- ▶ Poor interaction with management
- ▶ Lack of control over how you do your work

Key Stressors for Accountants

- Time pressure
- Volume of work
- Quality of work being performed
- Responsibility for people
- Technology
- Pressures of ever-changing legislation and compliance

Common Causes of Stress for Accountants

(CABA, 2017)

- 37% the job is the main source of stress
- 29% difficulty in maintaining life-work balance
- 98% feel stressed everyday!

The most commonly felt workplace frustrations include:

- being overworked (41%)
- office politics (33%)
- feeling undervalued (29%)
- failure to increase pay or rewards (29%)
- having to attend too many meetings (28%)

	<34 year olds	35-44 year olds	45-54 year olds
MONEY	24%	32%	10%
STRESSED EVERY DAY	43%	45%	13%

Common Causes of Stress for Accountants (Cont'd)

- 38% check their emails outside work every day; 33% even check their emails while sick or on annual leave.
- 76% claim that work has negatively affected them in the past 12 months, with a particular strain being placed on their social lives. Some of the most common effects include:
 - a close relationship being damaged (61%)
 - being unable to partake in hobbies (37%)
 - feeling unable to concentrate on non-work-related issues (28%)
 - being unable to see friends (27%)
 - putting on weight due to a lack of work-life blend (27%)

MENTAL HEALTH AND COVID-19₁

The new realities of COVID-19:

- Working from home.
- Temporary or permanent unemployment.
- Home-schooling of children.
- Lack of physical contact with other family members, friends and colleagues.
- Fear of contracting the virus and worry about people close to us who are particularly vulnerable.
- Curfews, lockdowns, social distancing measures, restricted movements.
- Ensuring your practice is safe for return to work.

**HOW DO YOU KNOW
THAT YOU ARE
STRESSED?**

Stress at Work Warning Signs

PHYSICAL

- **Fatigue**
- **Poor sleep**
- **Headaches**
- **Muscle tension**
- **Back and neck pain**
- **Stomach and bowel problems**
- **Skin rashes**
- **Changes in appetite**
- **Loss of sex drive**

EMOTIONAL

- **Anxiety and worry**
- **Depression**
- **Mood swings**
- **Angry, irritable**
- **Hostility and outbursts**
- **Apathy**
- **Loss of interest in work**

INTELLECTUAL

- Trouble concentrating and making decisions**
- **Increased errors**
- **Poor judgment**
- **Forgetfulness, poor memory and recall**
- **Excessive daydreaming**
- **Rumination**

INTERPERSONAL

- **Inappropriate distrust of others**
- **Blaming others**
- **Missing appointments or canceling them on short notice**
- **Faultfinding and verbal attacking**
- **Overly defensive attitude**
- **Social withdrawal**

EXCESSIVE STRESS CAN LEAD TO BURNOUT!

- It has been added to the 11th edition of the WHO International Classification of Diseases (ICD).
- **Burnout results from chronic workplace stress that has not been managed successfully.**
- Burnout is characterized by three dimensions:
 - feelings of energy depletion or exhaustion;
 - increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
 - reduced professional efficacy.



MENTAL HEALTH AND COVID-19₂

MH issues are predicted to be the next pandemic!

Increases in the following:

- Depression, anxiety and acute stress reactions.
- Alcohol and other substance use.
- Domestic violence and child abuse (especially during lockdown periods and curfews)

The image features a central white rectangular area containing the text "COPING WITH STRESS". This area is framed by a thick black border. Surrounding the white area are several overlapping triangles in various colors: blue, yellow, green, orange, pink, and red. The triangles are positioned at the corners and edges of the frame, creating a dynamic, abstract geometric pattern.

COPING WITH STRESS










5 ★ 4 ★ 3 ★ 2 ★ 1


SLOW DOWN & CALM DOWN

FIRST OFF – TAKE 3 SLOW & QUIET DEEP BREATHS!

5 List 5 things you can SEE 

4 List 4 things you can FEEL 

3 List 3 things you can HEAR 

2 List 2 things you can SMELL 

1 List something positive about yourself 😊

MAKE
today
COUNT

FINISHED? NOW – TAKE 3 MORE SLOW & QUIET DEEP BREATHS ☺

COPING WITH WORKPLACE STRESS

Tip 1: Beat workplace stress by reaching out

- **Turn to co-workers for support.** Having a solid support system at work can help buffer you from the negative effects of job stress.
- **Lean on your friends and family members.** As well as increasing social contact at work, having a strong network of supportive friends and family members is extremely important to managing stress.

Tip 2: Support your health with exercise and nutrition

- Supporting your health with good nutrition and exercise, will make you stronger and more resilient to stress.
- Make time for regular exercise
- Make smart, stress-busting food choices
 - Minimize sugar and refined carbs.
 - Reduce your intake of foods that can adversely affect your mood
 - Eat more Omega-3 fatty acids to give your mood a boost.
 - Avoid nicotine.
 - Drink alcohol and kava in moderation.

Tip 3: Get adequate sleep

- Lack of sleep interferes with your daytime productivity, creativity, problem-solving skills, and ability to focus.
- **Practice sleep hygiene:**
 - Go to sleep and awake at the same time each day
 - Use your bed for sleeping (and sex!) only
 - Avoid vigorous exercising, mentally stimulating activities and heavy meals 2-3 hours before sleeping
 - Meditation; prayer and other soothing activities before sleeping
 - Turn off lights

Tip 4: Prioritize and organize

- ▶ **Create a balanced schedule.** All work and no play is a recipe for burnout.
- ▶ **Leave earlier in the morning.** Even 10-15 minutes can make the difference between frantically rushing and having time to ease into your day and leave time in between appointments.
- ▶ **Plan regular breaks.** Make sure to take short breaks throughout the day to take a walk, chat with a friendly face, or practice a relaxation technique.
- ▶ **Establish healthy boundaries.** Many of us feel pressured to be available 24 hours a day or obliged to keep checking work emails and messages.
- ▶ **Don't over-commit yourself.** Avoid scheduling things back-to-back or trying to fit too much into one day.

Tip 5: Break bad habits that contribute to workplace stress₁

- **Resist perfectionism.** Aim to do your best; no one can ask for more than that.
- **Flip your negative thinking.** If you focus on the downside of every situation and interaction, you'll find yourself drained of energy and motivation. Try to think positively about your work, avoid negative co-workers, and pat yourself on the back about small accomplishments, even if no one else does.

Tip 5: Break bad habits that contribute to workplace stress₂

- **Don't try to control the uncontrollable.** Many things at work are beyond our control, particularly the behavior of other people. Rather than stressing out over them, focus on the things you can control, such as the way you choose to react to problems.
- **Look for humor in the situation.** When used appropriately, humor is a great way to relieve stress in the workplace.

How managers or employers can reduce stress at work₁

▶ **Consult your employees:**

- Talk to them about factors that make their jobs stressful.
- Sharing information with employees can also reduce uncertainty about their jobs and futures.

▶ **Communicate with your employees one-on-one:**

- Will make an employee feel heard and understood. This will help lower their stress and yours, even if you're unable to change the situation.

▶ **Deal with workplace conflicts in a positive way:**

- Respect the dignity of each employee; establish a zero-tolerance policy for harassment.

▶ **Give workers opportunities to participate in decisions that affect their jobs:**

- Get employee input on work rules, for example. If they're involved in the process, they'll be more committed.

How managers or employers can reduce stress at work₂

▶ **Avoid unrealistic deadlines:**

- Make sure the workload is suitable to your employees' abilities and resources.

▶ **Clarify your expectations:**

- Clearly define employees' roles, responsibilities, and goals. Make sure management actions are fair and consistent with organizational values.

▶ **Offer rewards and incentives:**

- Praise work accomplishments verbally and organization-wide.
- Schedule potentially stressful periods followed by periods of fewer tight deadlines.
- Provide opportunities for social interaction among employees.

How managers or employers can reduce stress at work₃

Make wellness a part of the workplace

- Since stress can create physical illness, doing what you can to keep your employees healthy can combat stress. There are several ways employers can encourage wellness:
- **Free checkups.** Partner with a local clinic to offer free tests for employees, such as blood sugar, cholesterol, or blood pressure.
- **Encourage breaks.** Make sure your employees take their breaks and take the time off coming to them.
- **Flexible hours.**
- **Gym memberships.** You can give gym memberships (or discounts) to employees.
- **Wearable technology.** Give devices like the FitBit or JawBone Up, which measure steps, heart rate, and activity. Have competitions in which employees compete to be the most active to win prizes.
- **Provide healthy snacks.** Make healthy snacks available in the breakroom instead of junk food and sugary soda.

How managers or employers can reduce stress at work₄

- It is important to train leaders how to spot the early warning signs of an employee who might be struggling with stress or depression.
- Identify opportunities to offer support, and how to direct employees to services that can offer professional help.
- Evaluate the work environment to identify and address issues that could negatively impact employees' mental health.
- Create an emotional health strategy to raise awareness, reduce stigma, foster a trusting climate and boost participation in mental and emotional wellbeing programs can then follow.
- Consider on-site classes or seminars to teach stress resilience, mindfulness techniques and other coping skills.

ADVICE FOR THE WORKPLACE SAFETY DURING COVID-19



STAY HEALTHY IN THE WORKPLACE



Hold meetings via phone
or over the internet

Clean and disinfect your
workplace regularly –
particularly door handles,
phones, keyboards, elevator
buttons, kitchens and bathrooms



STAY HEALTHY IN THE WORKPLACE



Reduce gathering in
confined spaces

- Limit large in-person meetings
- Postpone non-essential group activities
- Use worker rotation if possible

STAY HEALTHY IN THE WORKPLACE

Greet each other without touching – **no handshakes!**



Maintain at least **one metre** between you, colleagues and clients

STAY HEALTHY IN THE WORKPLACE



Wash your hands **frequently** with soap and water or use alcohol-based hand rub

Cover coughs and sneezes with your bent elbow.



STAY HEALTHY IN THE WORKPLACE



Stay home if
you are sick –
even with mild
symptoms

Those at higher risk of severe Disease:

- Increasing age (in the U.S. ~80% deaths are in those >65 years)

Any age but has one of the following:

- Cancer
- Chronic kidney disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Immunocompromised states
- Body Mass Index (BMI) ≥ 30
- Type 2 Diabetes
- Serious heart conditions (e.g. heart failure, coronary artery disease, cardiomyopathies)

Sources:

- <https://www.helpguide.org/articles/stress/stress-in-the-workplace.htm>
- <https://www.helpguide.org/articles/stress/stress-management.htm>
- https://www.who.int/occupational_health/healthy_workplace_framework.pdf
- <https://www.caba.org.uk/>
- <https://theonebrief.com/building-business-case-wellbeing-4-key-focus-areas/>
- <https://www.nchpad.org/1061/6355/Desktopercise~~20~Ways~to~Get~Moving~While~you~Work>



Adobe Acrobat
Document



Adobe Acrobat
Document

Self-Help Apps

<p>The Check-In is a free app developed by Beyond Blue for anyone who wants to check in with a friend whom you are worried or concerned about. It guides you through four steps on how you could plan a conversation, and give you advice on next steps.</p> <p>Free App</p>	<p>MoodMission is a free app designed to empower you to overcome low moods and anxiety by discovering new and better ways of coping. When you tell MoodMission how you're feeling, it will give you a tailored list of 5 Missions (evidence-based activities and mental health strategies) that can help you feel better.</p> <p>Free App</p>	<p>Mood Gym is a free online program designed to help people learn and practise skills to prevent and manage symptoms of depression and anxiety. It is like an interactive, online self-help book which teaches skills based on cognitive behaviour therapy.</p> <p>Free App</p>	<p>ReachOut has a dedicated section on their website that aims to help people find mobile apps and tools to help you look after your health and wellbeing. Apps are reviewed both by professionals and users. You can take a short quiz to receive recommendations of apps that could be helpful to you.</p>
<p>ReachOut WorryTime is a free app that gives you a place to store your worries until later, so you don't get caught up in them and can get on with your day. WorryTime will alert you when it's time to think about them. Instead of listening to negative thoughts or pushing them away, research shows that postponing worries and only giving them attention at a set time helps you manage worry.</p> <p>Free App</p>	<p>Smiling Mind is a free mindfulness meditation app developed by psychologists and educators to help people balance their lives by looking after their mental health, and manage the pressure, stress, and challenges of daily life.</p> <p>Free App</p>	<p>Stop, Breathe & Think is a personalised meditation and mindfulness app that helps you develop skills to manage life's ups and downs. It invites you to check in with your emotions, and recommends short guided meditations customised to how you feel. Foundational meditations are free, and there are additional activities and features for a paid subscription.</p>	<p>Centre for Clinical Interventions offers a range of modules that provides information on common mental health issues and practical strategies to manage these. They can be completed online, saved to your computer, or printed out to work through by hand.</p>
<p>ReachOut Breathe is a free app that helps you reduce the physical symptoms of stress and anxiety by slowing down your heart rate with your iPhone or Apple Watch.</p> <p>Free App</p>	<p>Ecouch is a free self-help interactive program which provides evidence-based information to understand emotional problems better, and learn strategies that may help you improve your life. It draws from cognitive, behavioural, and interpersonal therapies as well as relaxation and physical activity. There are modules for depression, generalised anxiety and worry, social anxiety, relationship breakdown, and loss and grief.</p> <p>Free App</p>	<p>myCompass is a free personalised self-help program developed by the Black Dog Institute for people with mild-to-moderate depression, anxiety, and stress. The program aims to help you recognise unhelpful thoughts, feelings, and behaviours, and develop skills to manage them based predominantly on cognitive behaviour therapy.</p>	<p>This Way Up offers online courses designed to help you identify, understand, and the skills to improve psychological difficulties like stress, insomnia, worry, anxiety, and depression. You can enrol in most of their courses as self-help. Some of their courses are free – Coping with Stress, Intro to Mindfulness, Managing Insomnia. You can complete a free anonymous online questionnaire to receive recommendations for courses that may be useful to you.</p>

ORGANIZATION	PHONE CONTACT
St. Giles Hospital	3381399/3381464/3381479
Empower Pacific HQ	7769224
<ul style="list-style-type: none"> • Suva • Lautoka • Labasa • Nadi • 24 hour lines 	7780015 7730010 7760017 7760018 2937141/7765626
Medical Services Pacific (MSP)	4502906 (9am-5 pm)
<ul style="list-style-type: none"> • Child/Youth • Adults 	1325 (Free Call; 24/7) 9910894 (24/7); help@msp.org.fj
Lifeline Fiji (24 hour line)	1543
Fiji Psychological Society	jrschultz@connect.com.fj ; vocearin@gmail.com ; 9494332

5-minute Stress Busters

- Stretches
- Deep Breathing Exercises
- Laugh
- Listen to Music
- Dance

Remember, stay:

Grateful
THANKFUL
Blessed

***THANK YOU FOR
YOUR ATTENTION!***