



Managing mental wellbeing

Why is Mental Wellbeing important now?



- Existing impact of mental health
- Worry about COVID19
- Constant changes
- Uncertain about the future
- Increased workload /pressure
- Isolation from support systems
- Limited variety of activity

Why address mental wellbeing?



Duty of care



Business performance

Signs of low mood / depression



- Decreased productivity
- Low morale and motivation
- Difficulty with colleagues
- Distracted or lacking concentration
- Tiredness and aches and pains
- Lack of confidence / low self-esteem
- Self-neglect
- A change in their behaviour / acting out of character

Signs of stress / anxiety

- Difficulty with concentration / focus
- Starting but not finishing tasks
- Worrying about things more than usual
- Negative thinking and pessimism
- Lacking confidence and seeming unsure of themselves
- Distant and/or avoiding groups
- Being agitated restless and fidgety
- Irritable and oversensitive



Helpful conversations

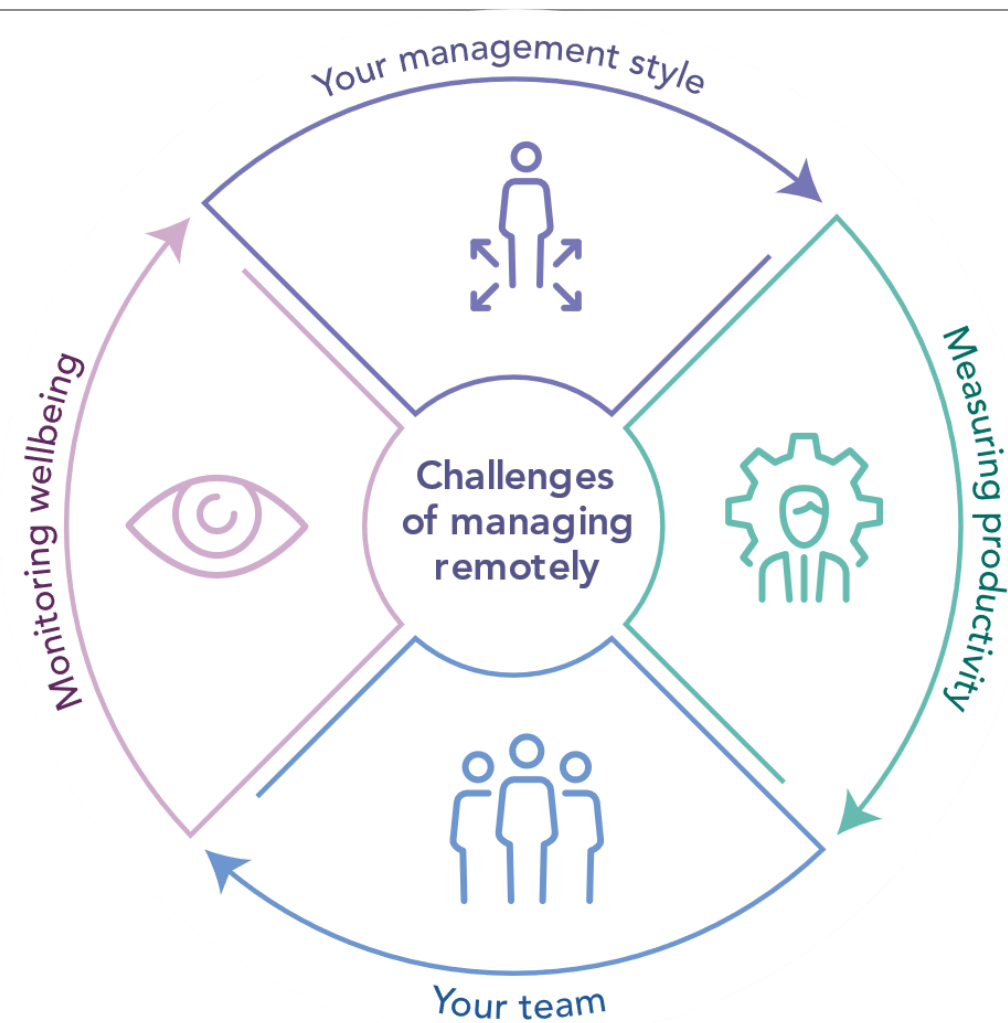


- Arrange a quiet and private space
- Sit next to each other or around a coffee table
- Set aside enough time - make sure it is convenient
- Avoid interruptions
- Gather information on support available

Helpful conversations

- Avoid starting sentences with 'you'
- Use open questions rather than closed questions
- Practise active listening, reflect what the person has said back to them
- Ask what support they need from you - don't try to solve problems
- Be clear about next steps and offer to arrange to meet again
- Don't suggest that they talk to HR in the future about it instead of you
- Suggesting people see their doctor is not always the right solution

Managing for wellbeing - remotely



- ? What are the challenges your teams are facing with working remotely
- ? How do you adapt your management style
- ? How can you measure productivity and performance
- ? How can you ensure you are monitoring the health and wellbeing of your team?

Managing for wellbeing - during change

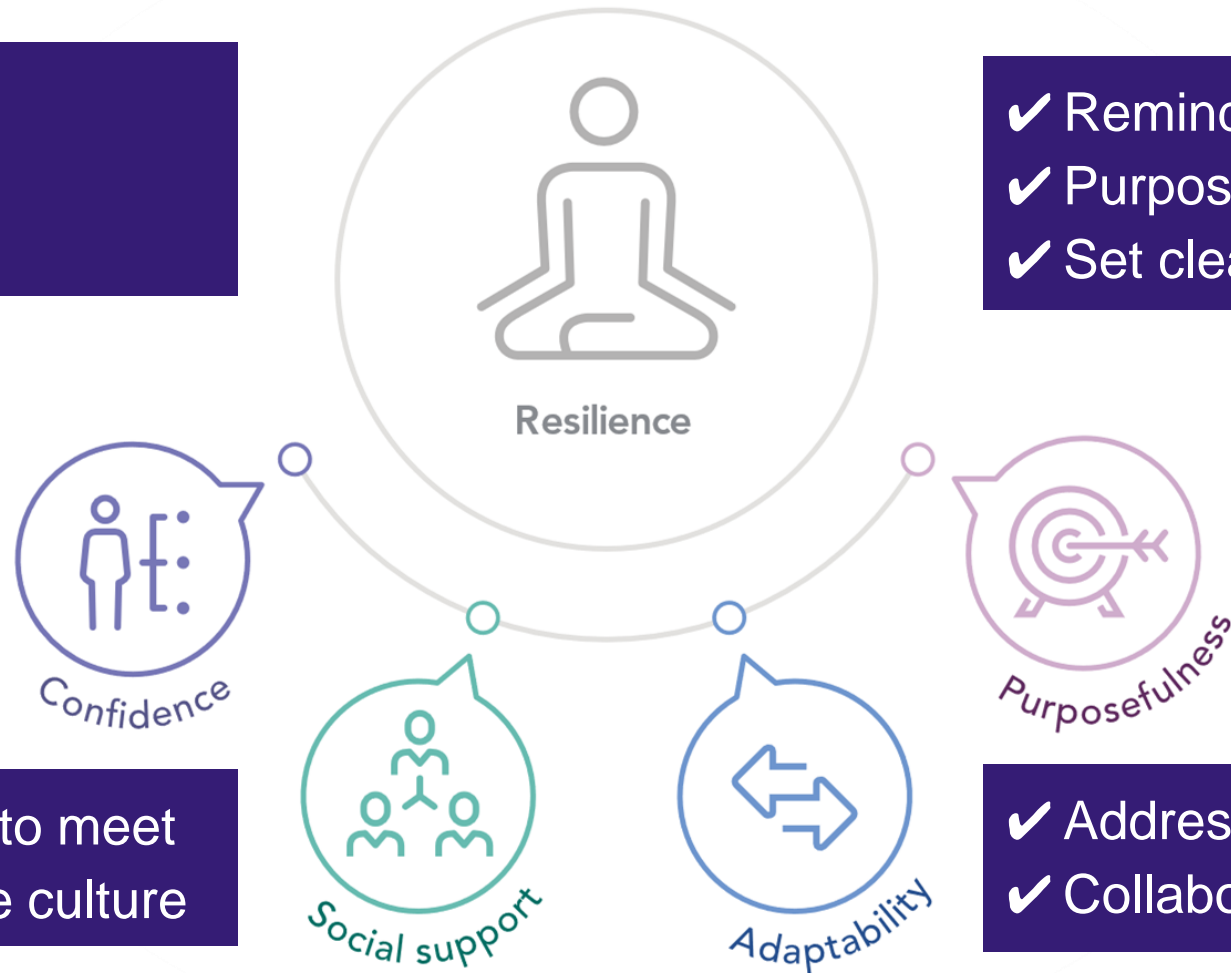
- ✓ Consultation
- ✓ Communication
- ✓ Explanation
- ✓ Questions
- ✓ Timetable



Boosting resilience in your teams

- ✓ Play to their strengths
- ✓ Celebrate success
- ✓ Positive feedback

- ✓ Reminder of the bigger picture
- ✓ Purpose, values and mission
- ✓ Set clear goals and targets



- ✓ Facilitate opportunities to meet
- ✓ Encourage a supportive culture

- ✓ Address negative thinking
- ✓ Collaborative problem solving

Top tips

**Keep
connected**

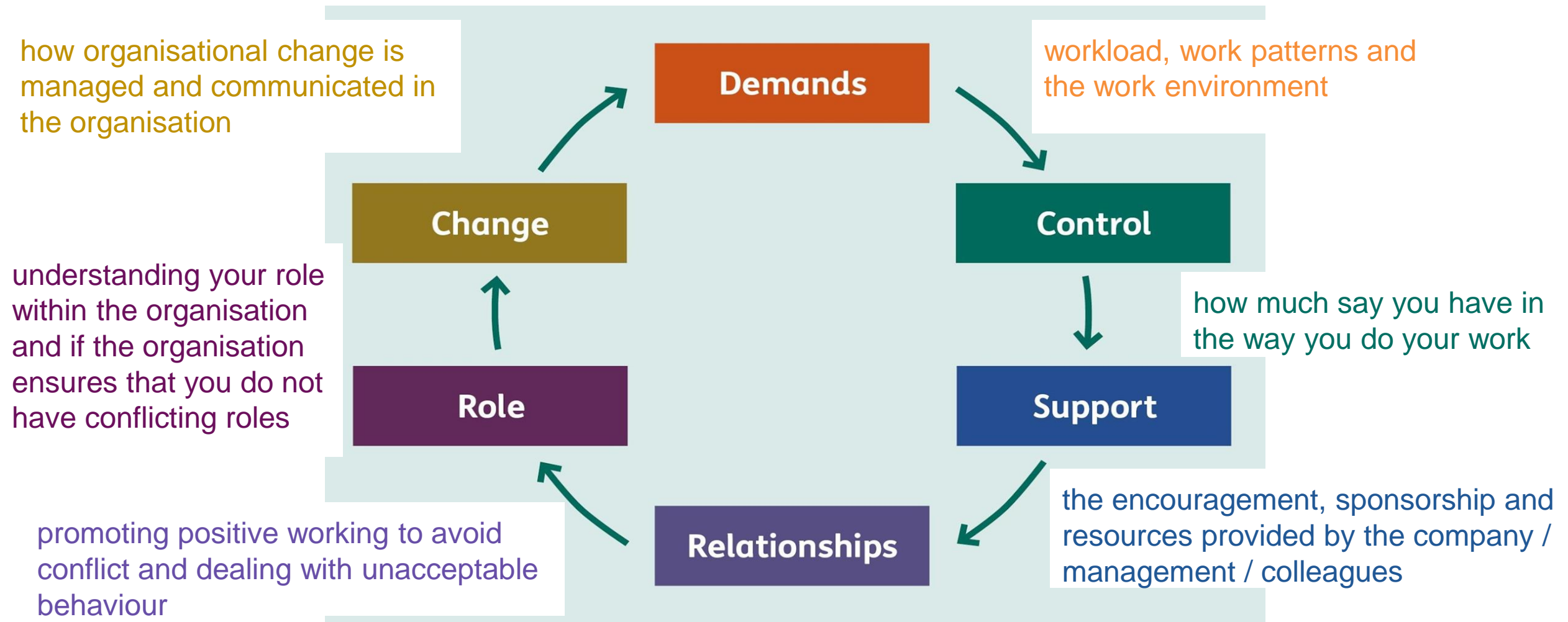
**Worry management
Negative thinking
strategies**



**Distraction
Relaxation
Mindfulness**

**Taking a
positive
approach**

Managing for wellbeing - HSE Management standards



Managing for wellbeing - workplace adjustments

Personal emergency evacuation plan	Phased return to work	'Opt-out' from group training sessions or meetings	Minimise distractions and interruptions	Workplace buddy or mentor / Job Coach
Awareness session for colleagues	Reduced travel to other offices	Working from home	Additional one-to-one reviews	Alternate interesting and mundane tasks
Interim targets and deadlines	Noise cancelling headphones	Flexible working – later starts	Information in advance of meetings/training	Longer breaks during the day
Access to natural light	Presenting to meetings via video	Exempt from hot desking	Access to a quiet space	Avoid multi-tasking
Time off for medical appointments	Help with prioritising and planning	Reallocation of duties	Sensitive management of deadlines	Wellness recovery action plan

Council support services and resources

Harrow Council

[harrow.gov/staff](https://harrow.gov.uk/staff)

[Log in / Register](#)

News updates and information for Harrow Council staff



vita
health group

WorkplaceWellness™

To access your EAP www.my-eap.com username:
HARROWwell Tel: 0800 1116 387

Wellbeing guide

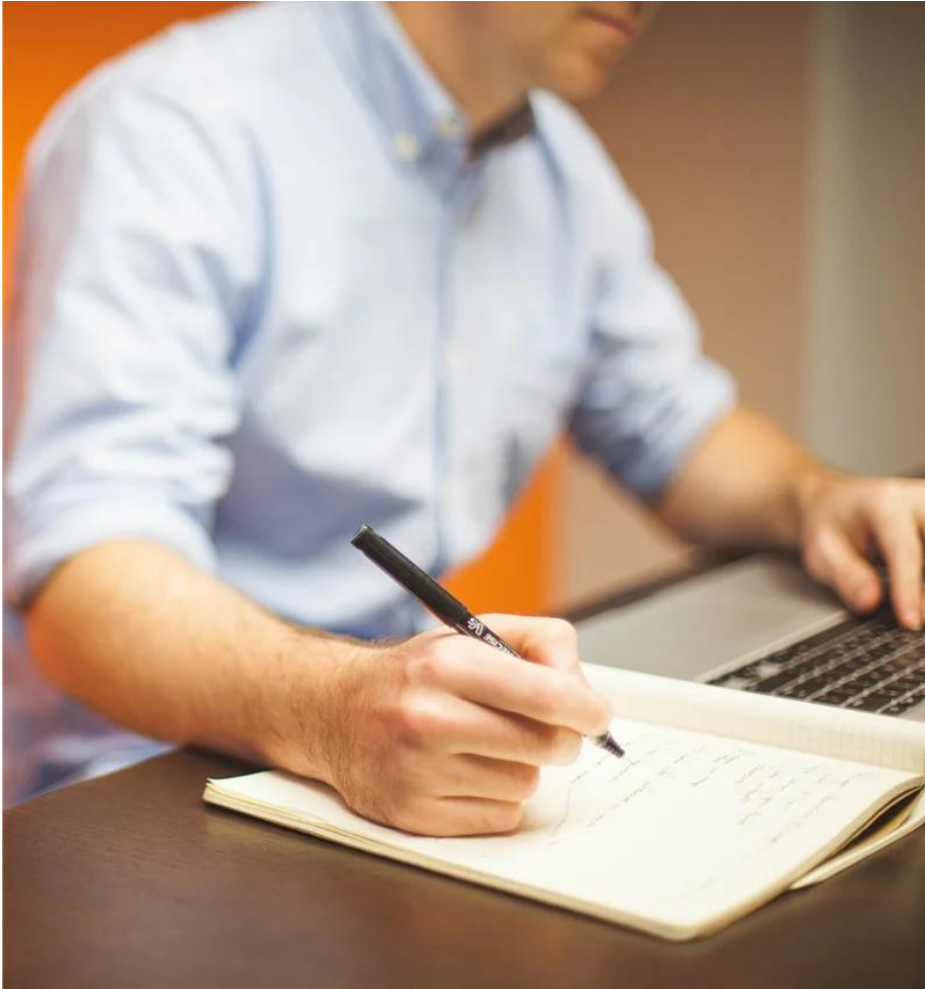
harrow.gov.uk/staff

It's an uncertain and difficult time for everyone. The wellbeing of all colleagues remains a priority for Harrow Council, which is why we've developed this pack to support you.



Learning POD

Council manager's resources



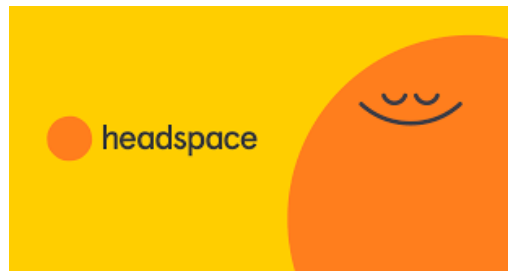
- 121 Template and guidance notes
- Practical 121 Guidance
- Team Coaching Template
- Conducting Effective Conference Calls
- Remote working guidance
- Home working risk assessment
- Redeployment Guidance for managers

Management Support Helpline
0800 1116 385, Monday to Friday 8am to 6pm



WorkplaceWellness™

Other Support Services



Insight Timer



drinkaware



Thank you for attending
**Managing mental
wellbeing**