

Employers have a duty to address mental health issues such as distress, depression and anxiety in the workplace. This includes effective communication, workplace relations, accommodation and performance management.

Up to 80% of all managers were hired for their technical or professional expertise. Most have not been prepared to deal effectively and comfortably with emotionally distraught employees.

Avoidance can lead to workplace conflict, loss of productivity, or even a human rights complaint.



Let our award-winning workshop provide practical strategies that do not require managers to become counselors. Our approach is workplace-focused and related to effective performance management.

This valuable full-day workshop is:

- A learning experience that enables managers to deal with the complex issues of :
 - Discussing behaviours or performance that may be related to mental health issues
 - Improving awareness of signs and symptoms of mental health issues
 - Separating performance issues from health issues
 - Creating accommodation strategies that work for everyone
 - Avoiding discrimination and human rights violations
- A practical and interactive multi-media presentation
- Delivered only by Canadian Mental Health Association Certified Trainers
- An opportunity to increase managerial skills in employee motivation, effective communication and improving productivity
- Beneficial for managers, supervisors, human resource personnel, occupational health professionals and union reps – anyone responsible for other people in the workplace
- Not another sensitivity training program or stress reduction seminar

Interactive Learning Format

- The in-group discussions expand understanding and awareness across workplaces.
- Exercises allow participants to reflect on specific situations and to develop appropriate and clear solutions the same day.
- Video clips illustrate the challenges faced by managers and provide discussion points.
- Participants will hear from individuals who live and work with mental health issues who share their experiences and strategies to maintain productivity in the workplace.

Complex Issues. Clear Solutions. Management Workshop

Outcomes

The Participant's Guide, which is included with the training, will enable managers to develop clear strategies to:

- Respond to employee behaviour
- Identify and discuss performance issues
- Improve communication strategies with distressed employees
- Create accommodations that work
- Refer employees to organizational and community resources

This should allow participants in our workshop to:

- Increase productivity in the workplace
- Reduce stress leaves
- Reduce long term disability claims related to mental health issues
- More effectively negotiate return-to-work agreements that reintegrate someone who may have experienced workplace conflict and/or mental health issues before their leave
- Improve workplace relations
- Better understand the process of accommodation

Pre-presentation Consultation

Before the workshop we provide a free consultation to customize the workshop to your unique workplace circumstance. We consider existing company policy and procedure, labour relations, existing knowledge of participants and the needs of your workforce. This enables us to ensure that the outcomes you are looking for are emphasized in our presentation and to connect to the issues that are most relevant for the participants.

Other Mental Health Works Services

- **Follow up workshops for managers** to expand upon the issues covered in this workshop including reducing risk factors for mental health issues in the workplace, a more extensive communication workshop, developing accommodations that allow employees to remain productive and more.
- **Presentations for employees** that help create a better working environment by dispelling myths and stereotypes about mental health issues and increasing awareness and understanding of how to address work with someone who may be emotionally distressed.
- **Workshops for union reps** this special workshop is intended to help union reps discuss their role in the accommodation process when mental health may be a factor for the member. We help union reps work with management to avoid causing further distress to the member.

For more information, please see our website at www.cmhaottawa.ca or contact:

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