



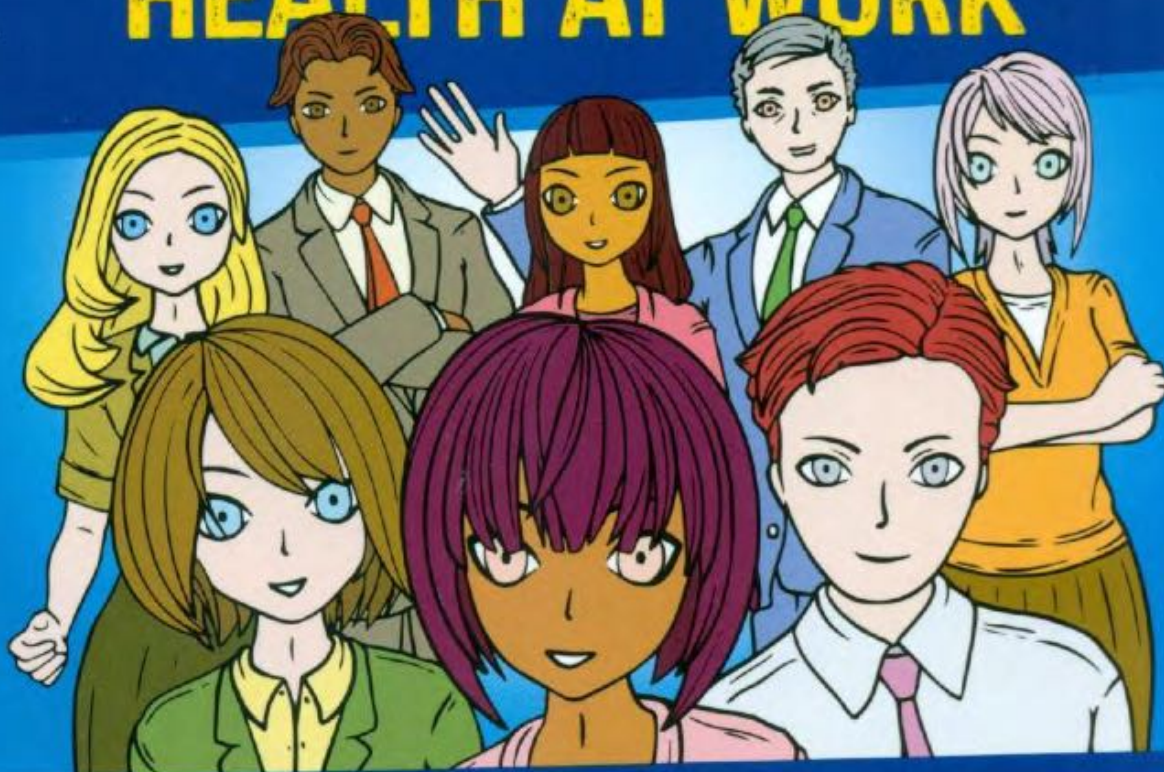
The King's (The Cathedral) School
Peterborough

A Family Achieving Excellence

A Guide to Mental Health at Work

How to help colleagues deal
with stress and depression
Written by Sir John Timpson

A GUIDE TO MENTAL HEALTH AT WORK



**How to help colleagues cope
with stress and depression**

BY SIR JOHN TIMPSON

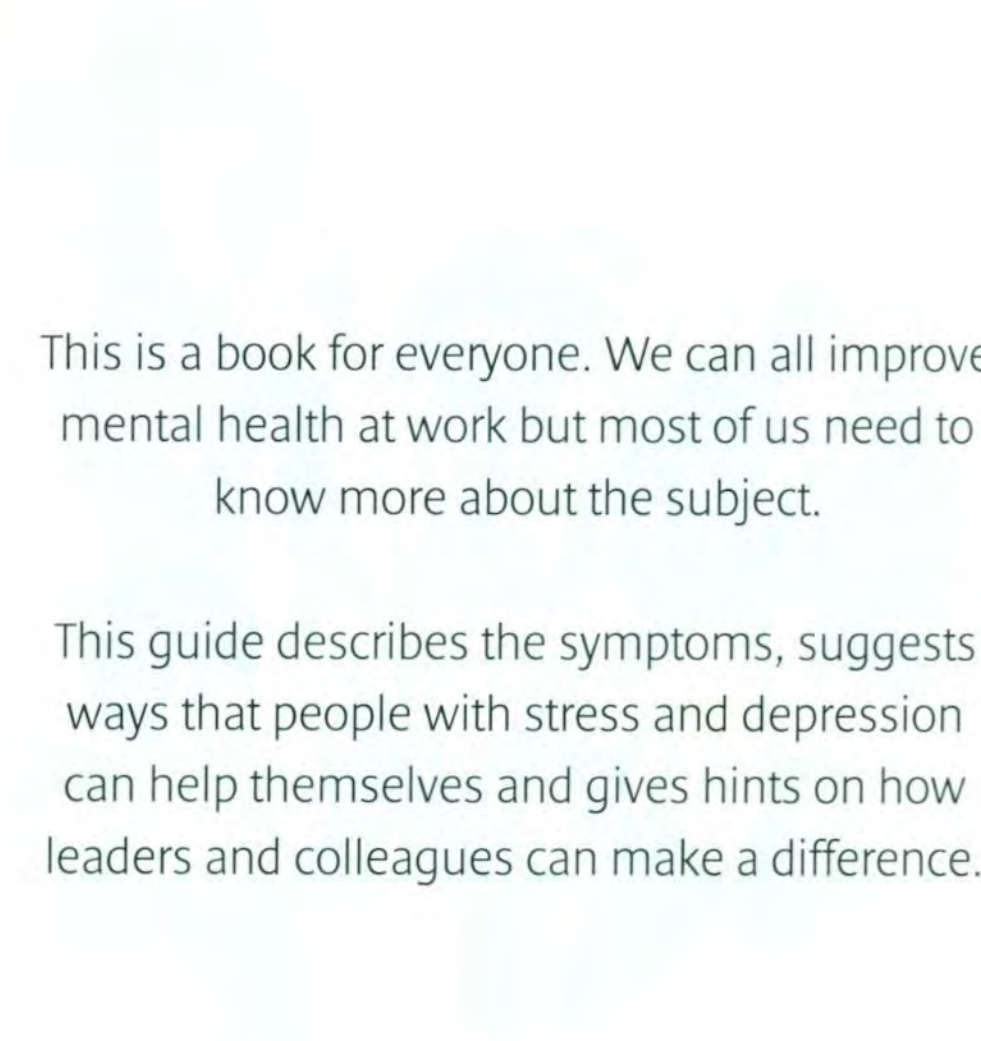
**300,000 PEOPLE
GIVE UP WORK
DUE TO MENTAL
HEALTH PROBLEMS**



**STRESS AT WORK -
DON'T MENTION IT!**

**MENTAL HEALTH
ISSUES COST
£35 BILLION+**





This is a book for everyone. We can all improve mental health at work but most of us need to know more about the subject.

This guide describes the symptoms, suggests ways that people with stress and depression can help themselves and gives hints on how leaders and colleagues can make a difference.



Stress and depression can hit anyone.



MR KEEN



MISS RELIABLE



MRS DETERMINED



MR METICULOUS



MR HARD WORKING



MISS HELPFUL



MRS CONSCIENTIOUS



MR SUCCESSFUL



MR AMBITIOUS

But the busiest and most conscientious people can be at the greatest risk.



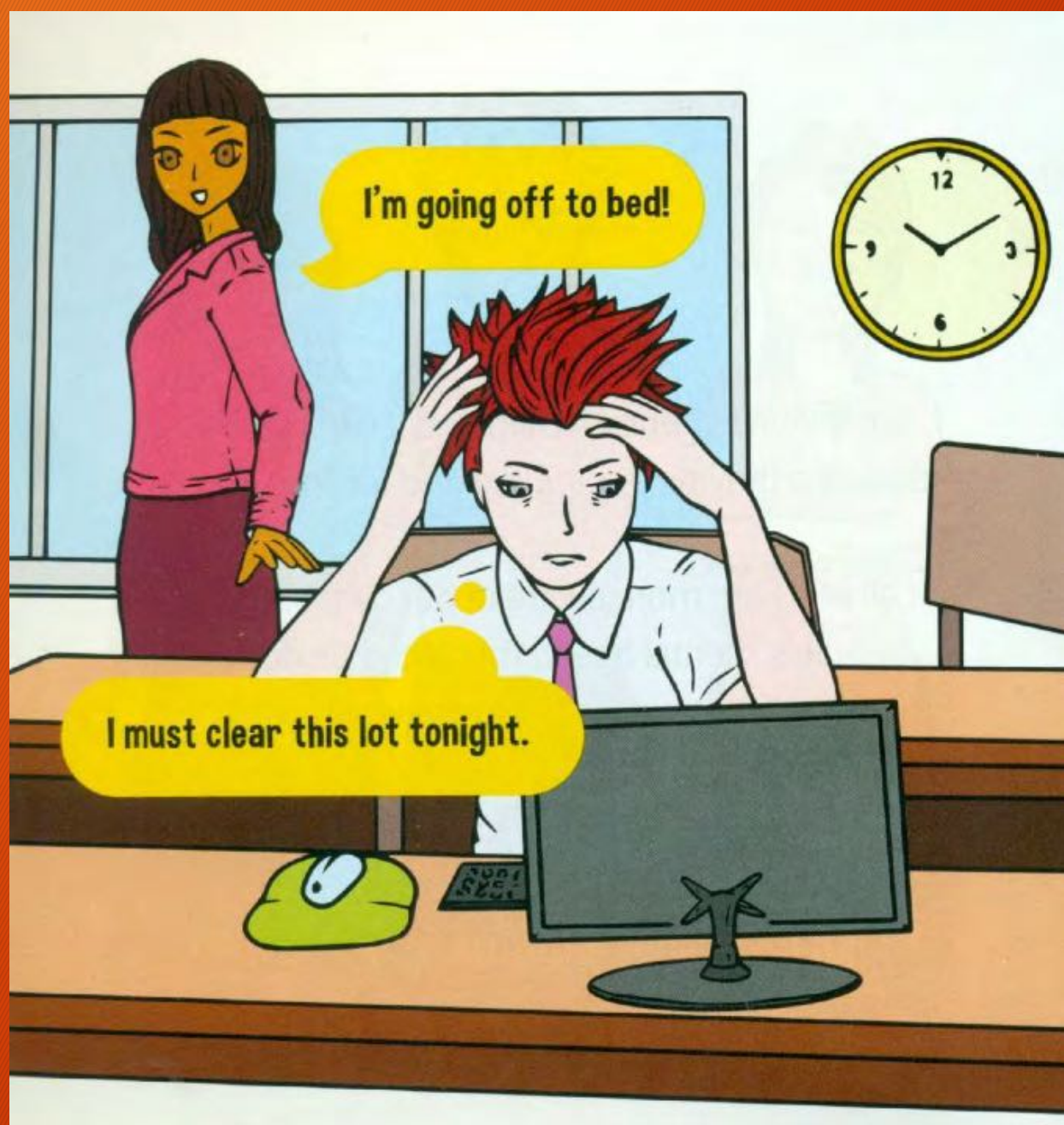
**Most
thrive**

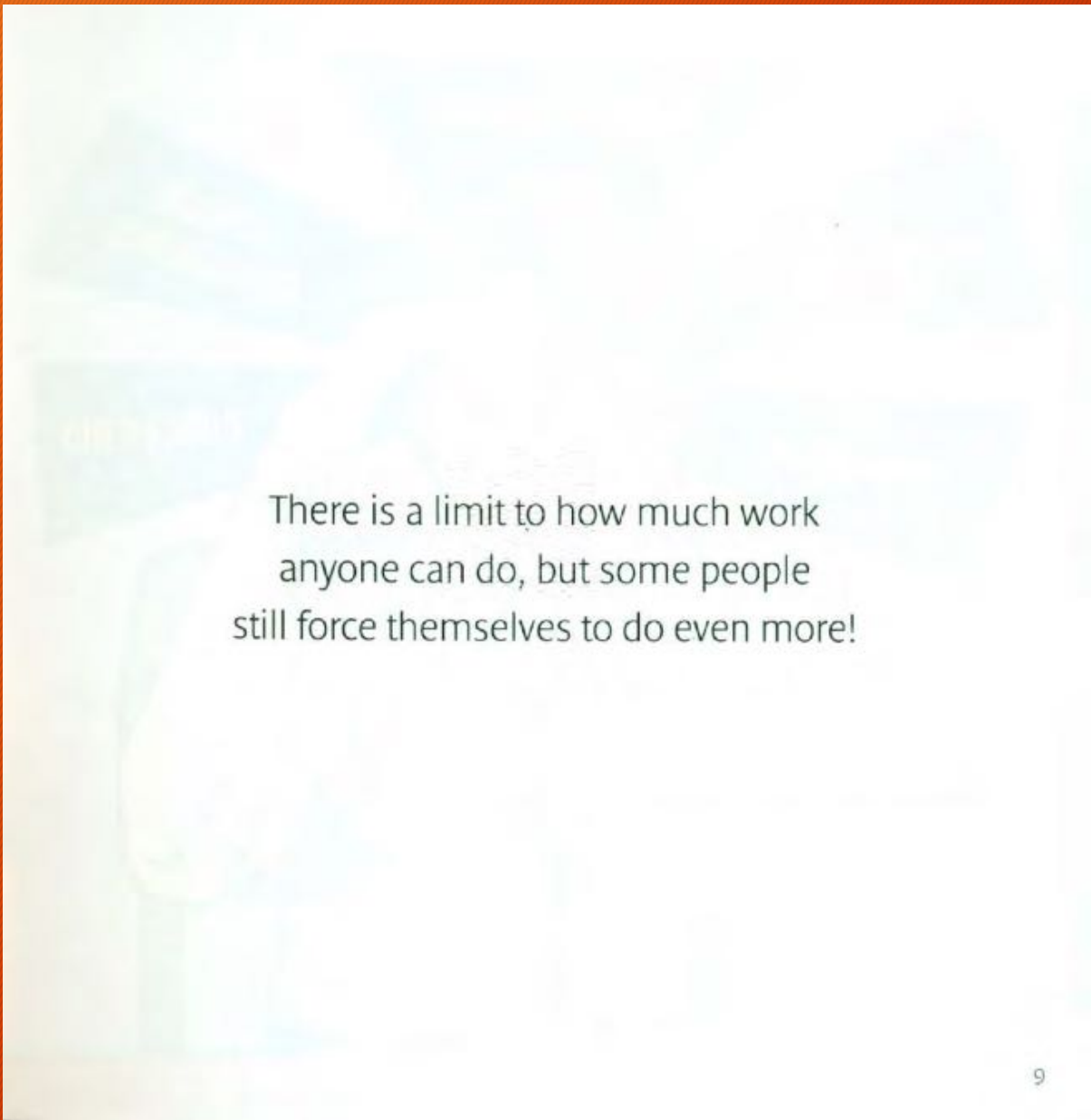
**Some
struggle**

**A few are
unwell**

We all have mental health and it can fluctuate between thriving, struggling and feeling unwell.


If all of us are more aware of our own and other people's mental health much can be done to improve well-being at work.





There is a limit to how much work
anyone can do, but some people
still force themselves to do even more!






Some people take on too much - both
at work and at home. Eventually they
hit a crucial moment when they start
staring into space.

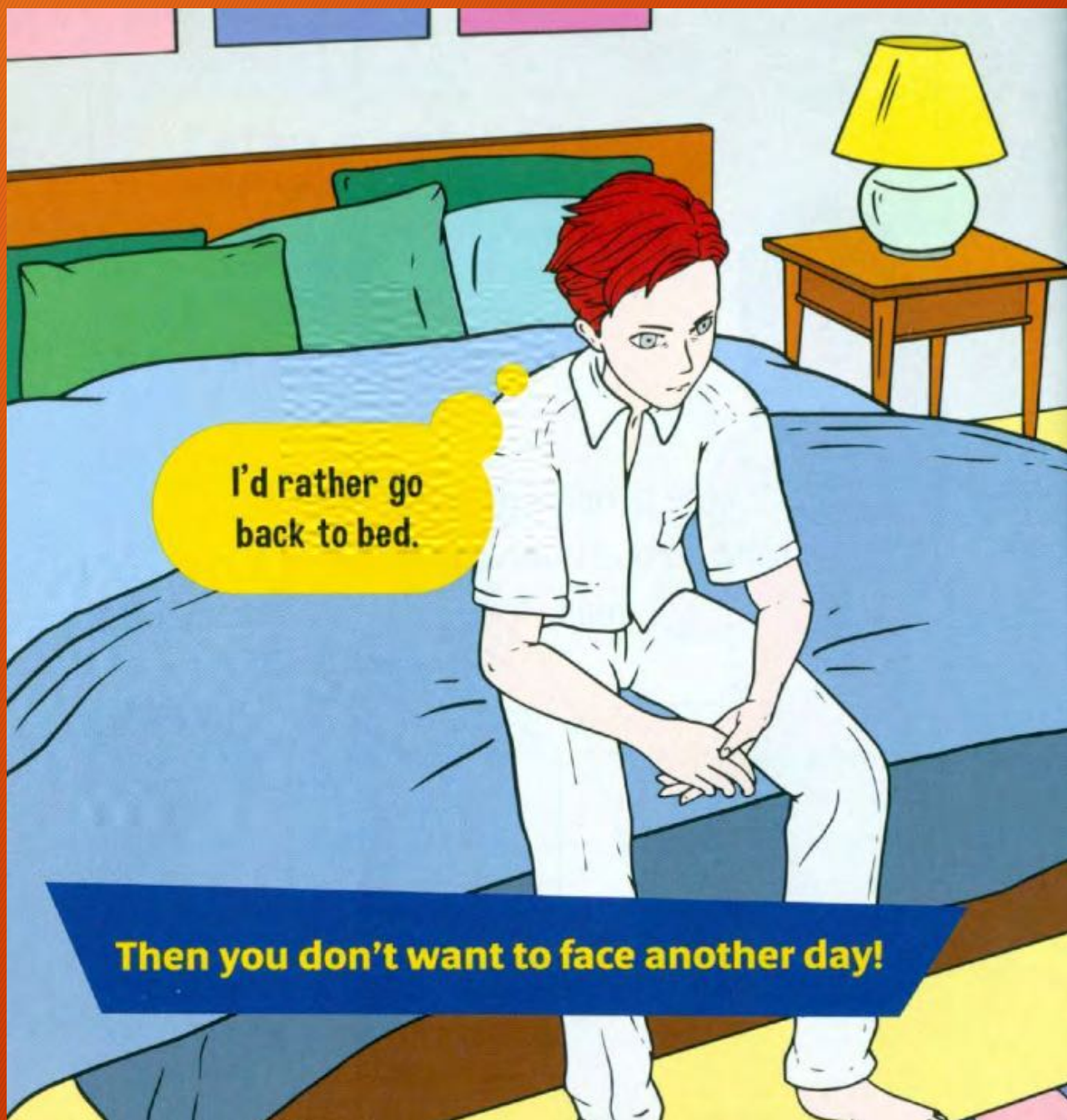
That was an inspirational talk
at the annual conference.

If only she knew!





For a time people can put on a face
and no one notices how they
really feel.



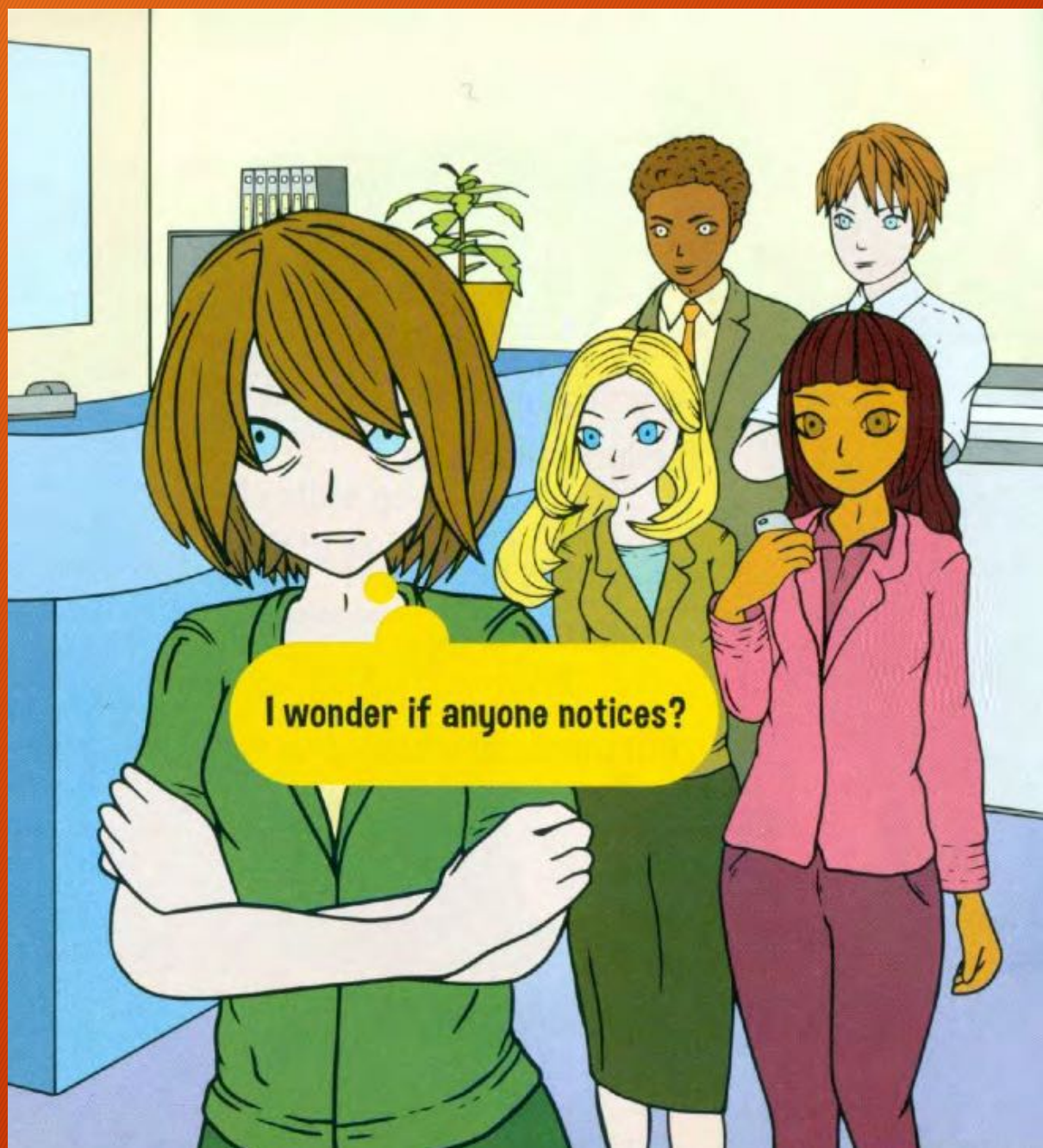
I'd rather go
back to bed.

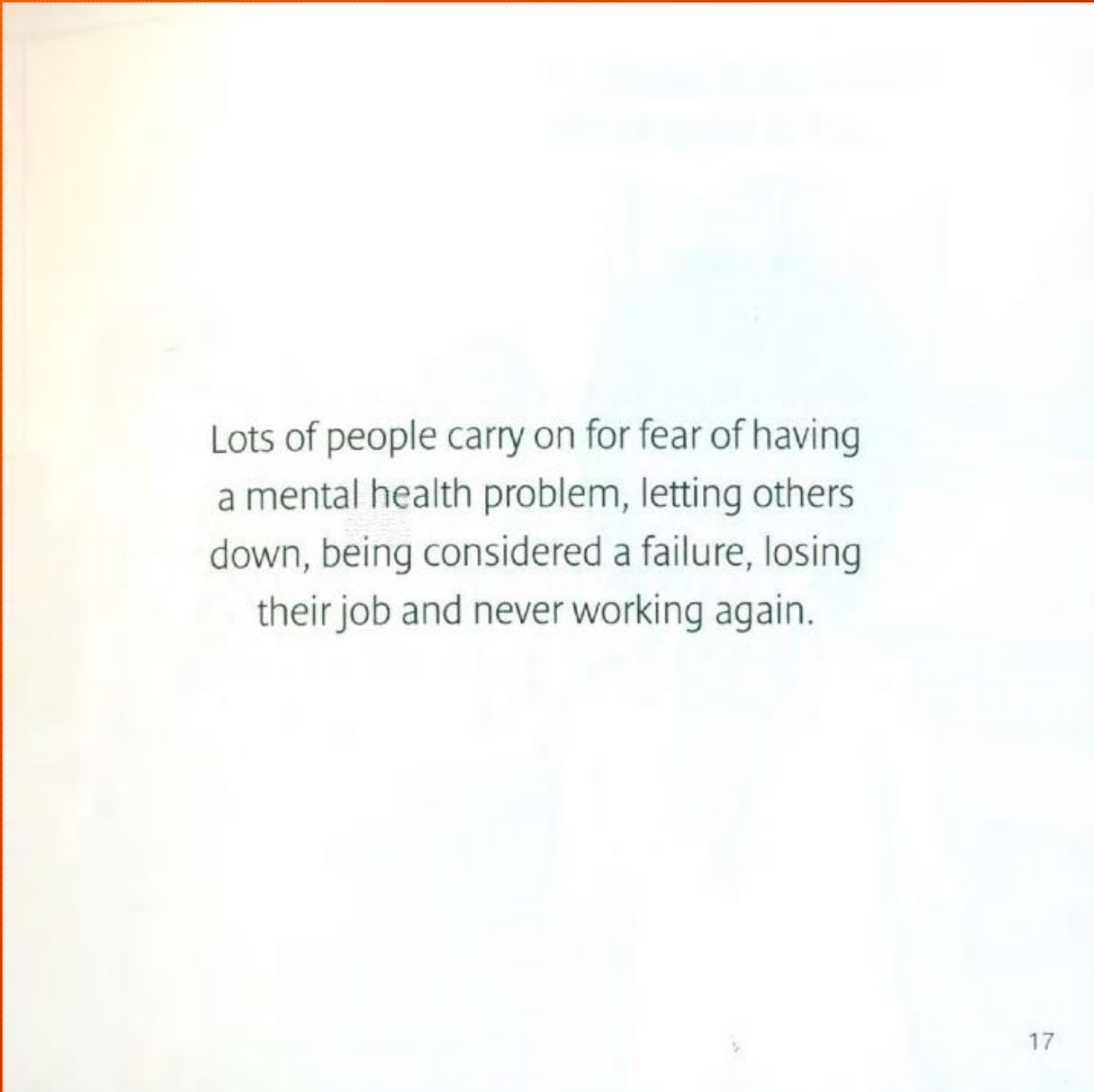
Then you don't want to face another day!

Everyone can wake up
feeling a bit down...

...we all have good days
and bad days...

...but this is different.





Lots of people carry on for fear of having a mental health problem, letting others down, being considered a failure, losing their job and never working again.

They are all so capable - I wish I was
half as happy as they are?



Many of those with stress feel they are surrounded by happy people who can all cope with life without a care in the world.



I'd tell her to snap out of it.

I'm worried about her, she doesn't seem herself.

Sue's a real misery, has she got problems at home.

She has forgotten lots of things recently.

They reckon everyone is talking behind
their back.

But without knowing they are ill why
should anyone else make allowances?

BACK HOME

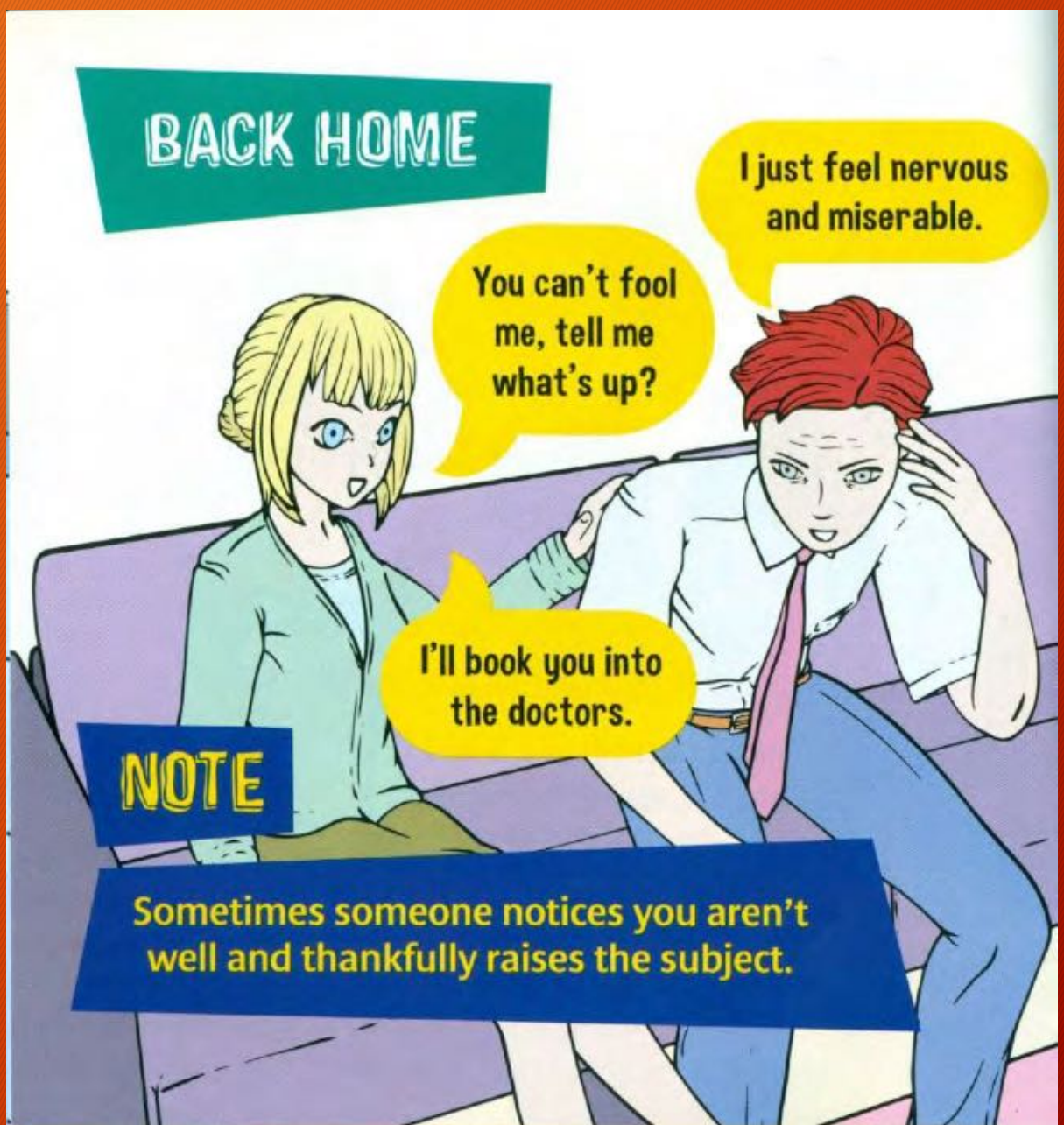
You can't fool me, tell me what's up?


I just feel nervous and miserable.

I'll book you into the doctors.

NOTE

Sometimes someone notices you aren't well and thankfully raises the subject.





The first step on the road to recovery is to
pluck up the courage to tell someone
things aren't okay.

**For once you are
going to listen to me!**

But I can handle this on my own.



ADVICE TO ANYONE STRUGGLING

You need help - trying to cope on your own will only make you feel worse. The sooner you get help the sooner your life will get back on track. Telling someone you have a problem doesn't make you less of a person.

Don't be ashamed, be proud that you are facing up to reality.

4 TIPS

ON HOW TO GET HELP



Thanks, it means a lot.

1. Talk to a friend.

Pick the person who is easiest to talk to



Have you got a minute?

2. (If you feel you can) Talk to your boss.

3. Find out about the help available.

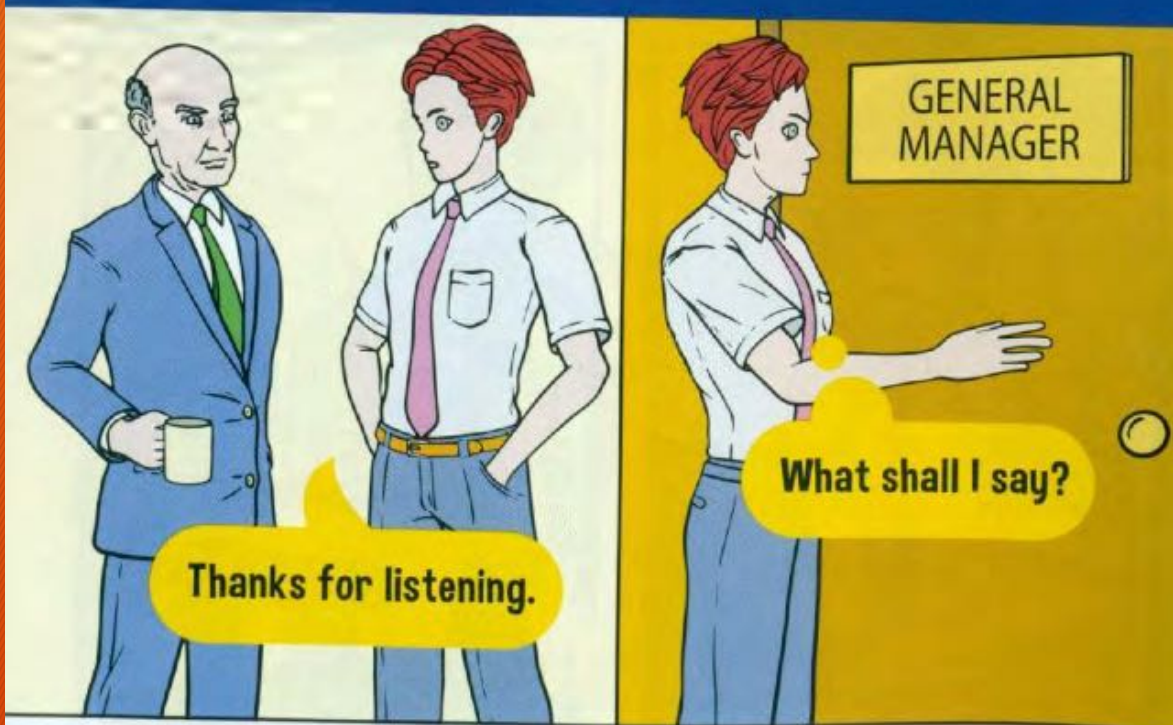


4. Go to the doctor.



The longer you wait the worse things can get.

TALKING TO YOUR BOSS



It makes a big difference if your boss is someone you can talk to.

But even with a sympathetic boss it is difficult to start the conversation.

STARTING A CONVERSATION



The first words are the most difficult
but these could help...

I've been meaning to talk to you for some time.

I'm hoping that you can help me.

I'm worried about letting down the rest of the team.

I haven't been well for a few weeks.

I know I haven't been on top form.

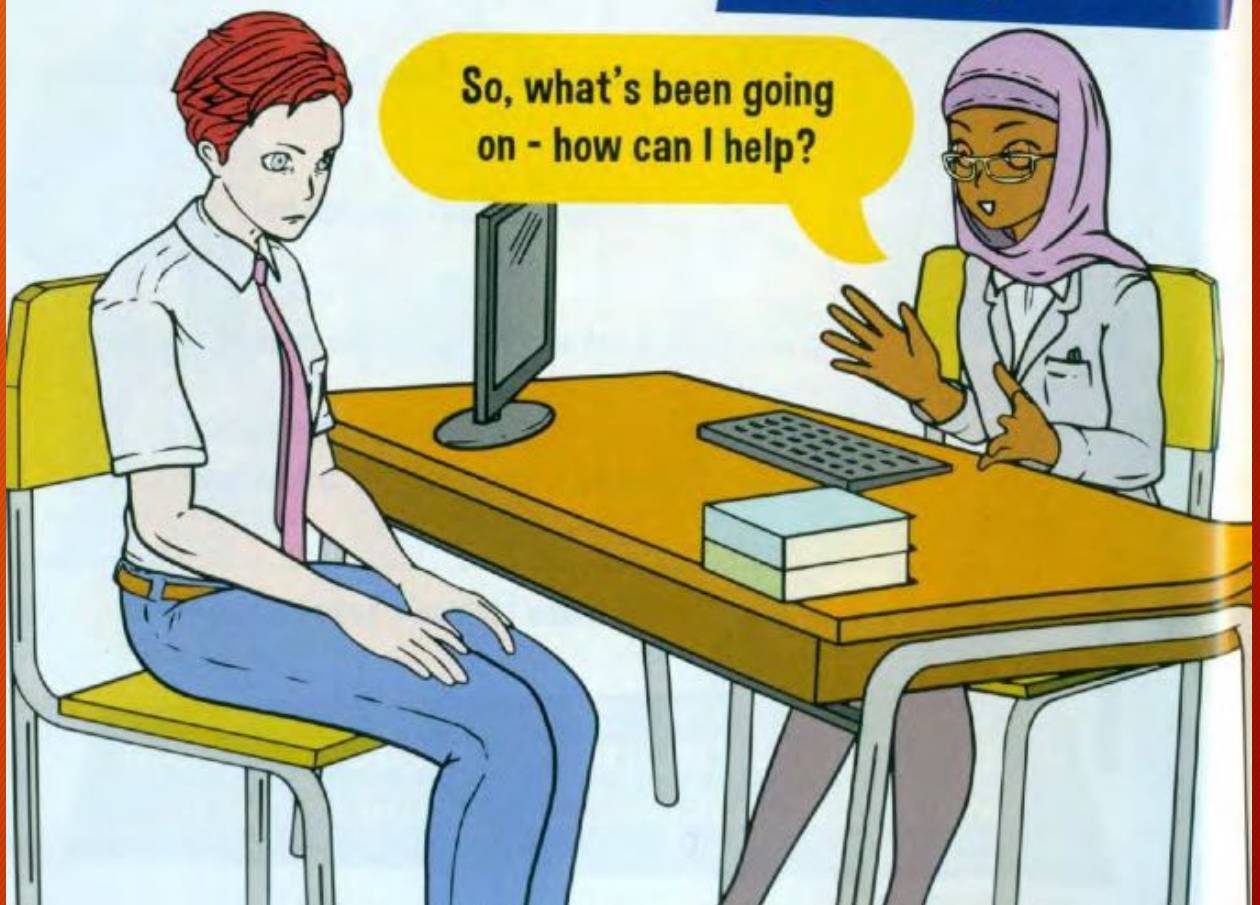
It doesn't really matter what you say - what matters is that you are talking about it.

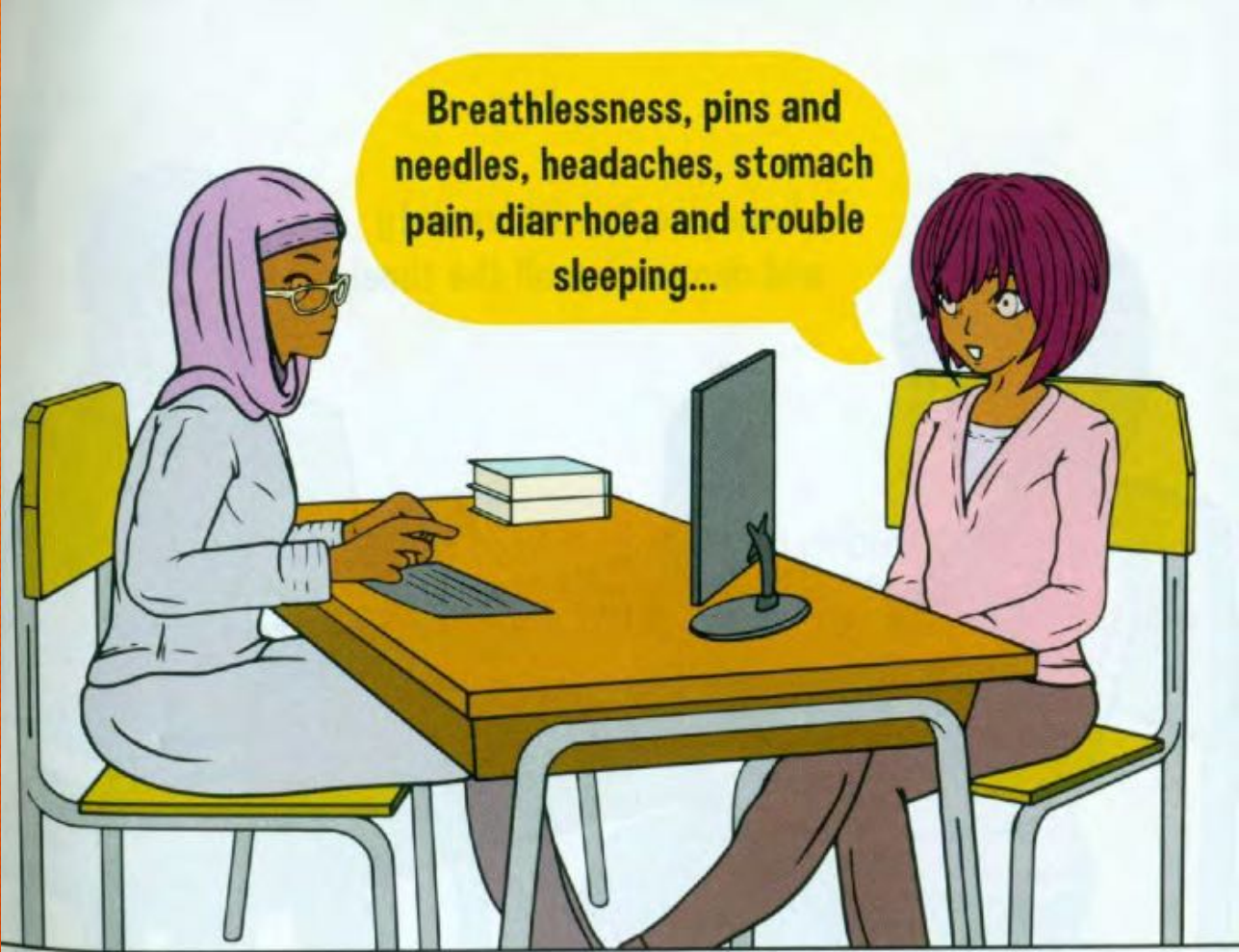
AT THE DOCTORS

TIP

Make sure you talk to a GP you can get on with

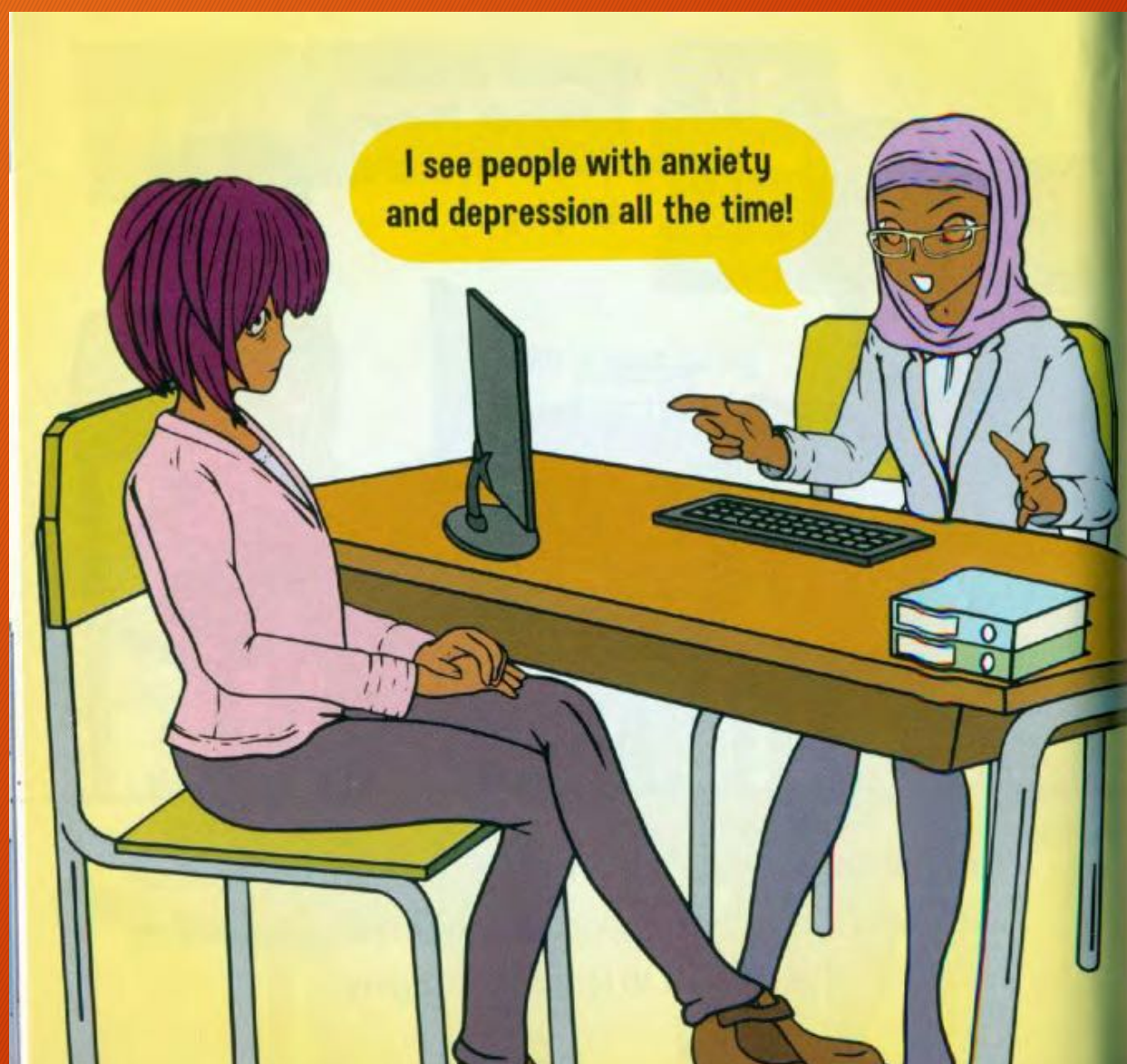
So, what's been going on - how can I help?

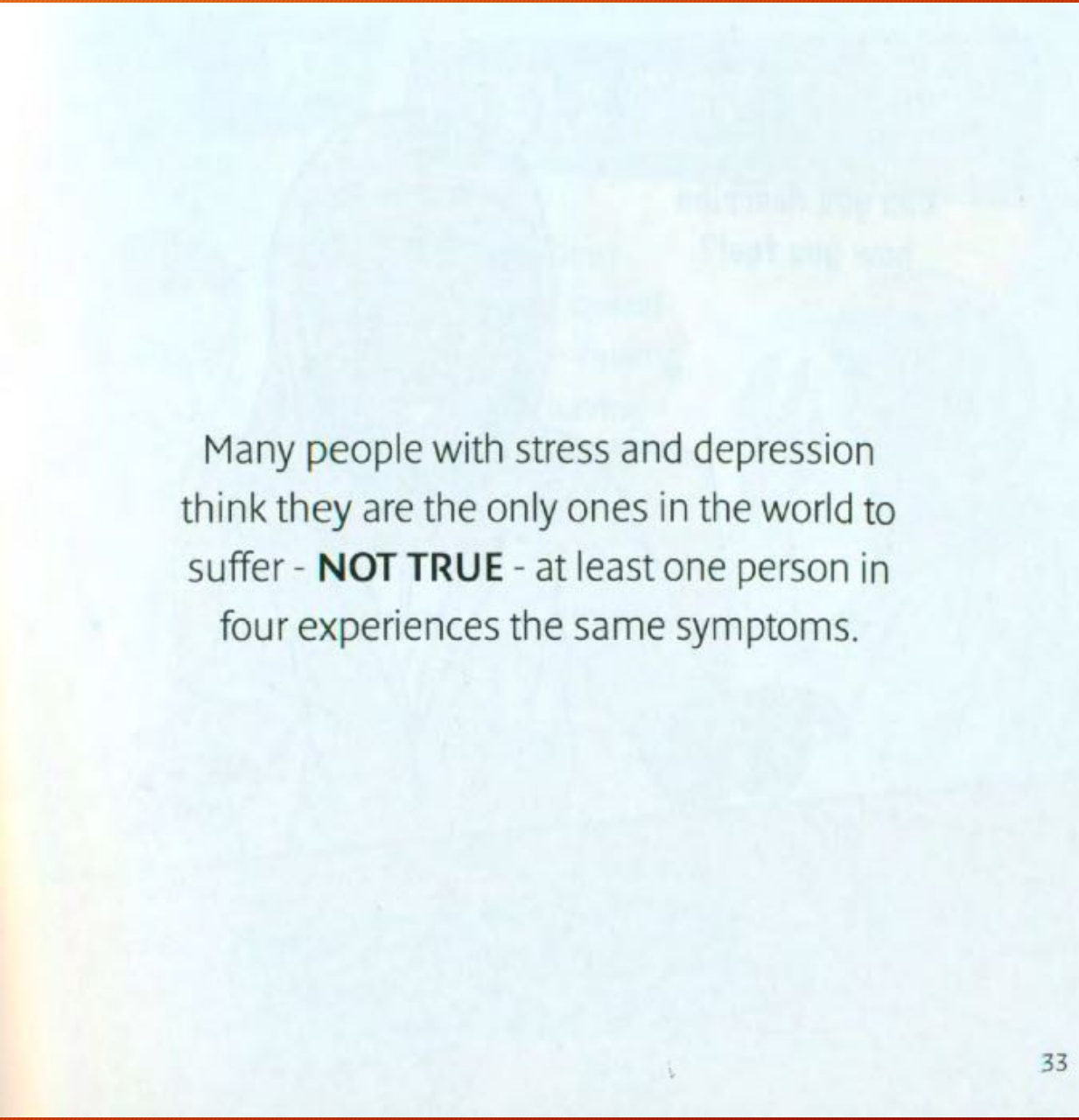


An illustration of two women sitting at a wooden desk. The woman on the left is wearing a light purple hijab, glasses, and a grey long-sleeved top. She is looking towards the woman on the right. The woman on the right has short purple hair and is wearing a pink long-sleeved top. She is looking back at the first woman. On the desk, there is a laptop, a stack of three books, and a computer monitor. A yellow speech bubble originates from the woman on the right, containing the text: "Breathlessness, pins and needles, headaches, stomach pain, diarrhoea and trouble sleeping...".

Breathlessness, pins and needles, headaches, stomach pain, diarrhoea and trouble sleeping...

Due to shame and guilt many start talking about physical symptoms and only mention anxiety/depression as they are about to leave the surgery.





Many people with stress and depression think they are the only ones in the world to suffer - **NOT TRUE** - at least one person in four experiences the same symptoms.

Can you describe
how you feel?



TIP

TELL THE TRUTH!

It started about 2 months ago, I spend every day either feeling miserable or having butterflies in my stomach.

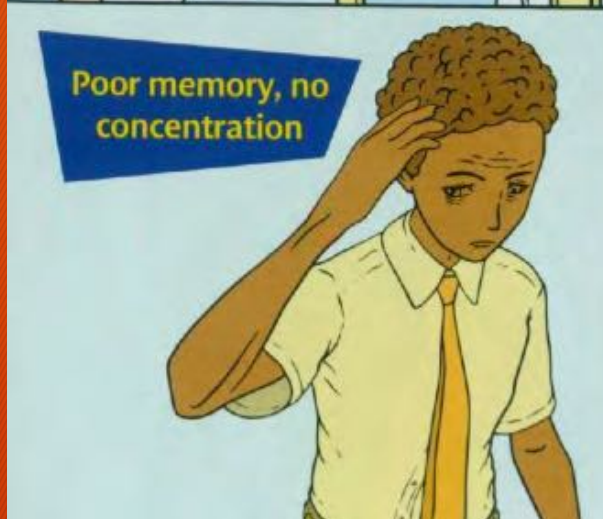
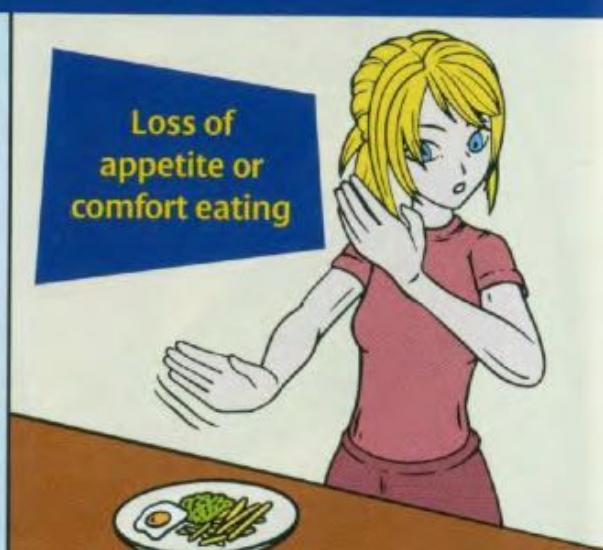
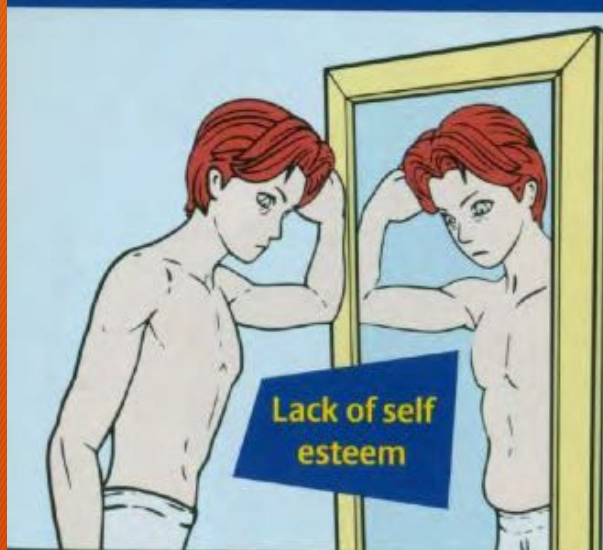




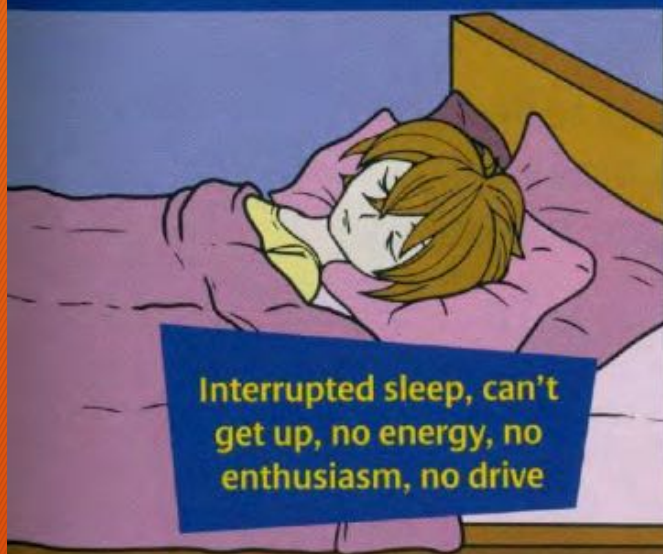
**I am always turning over trivial
problems in my mind and can't
make a decision.**



COMMON SYMPTOMS



COMMON SYMPTOMS



Interrupted sleep, can't get up, no energy, no enthusiasm, no drive



No patience



More alcohol as self medication



LACK OF FEELINGS

Hope, love - and almost anything else you can think of...

COMMON SYMPTOMS



Wanting to be alone - not wishing to meet anyone.

COMMON SYMPTOMS



I can't face the day



Well I made it to work



**I feel a bit better
this afternoon**



I almost feel relaxed



Worse in the morning better as the day goes on.



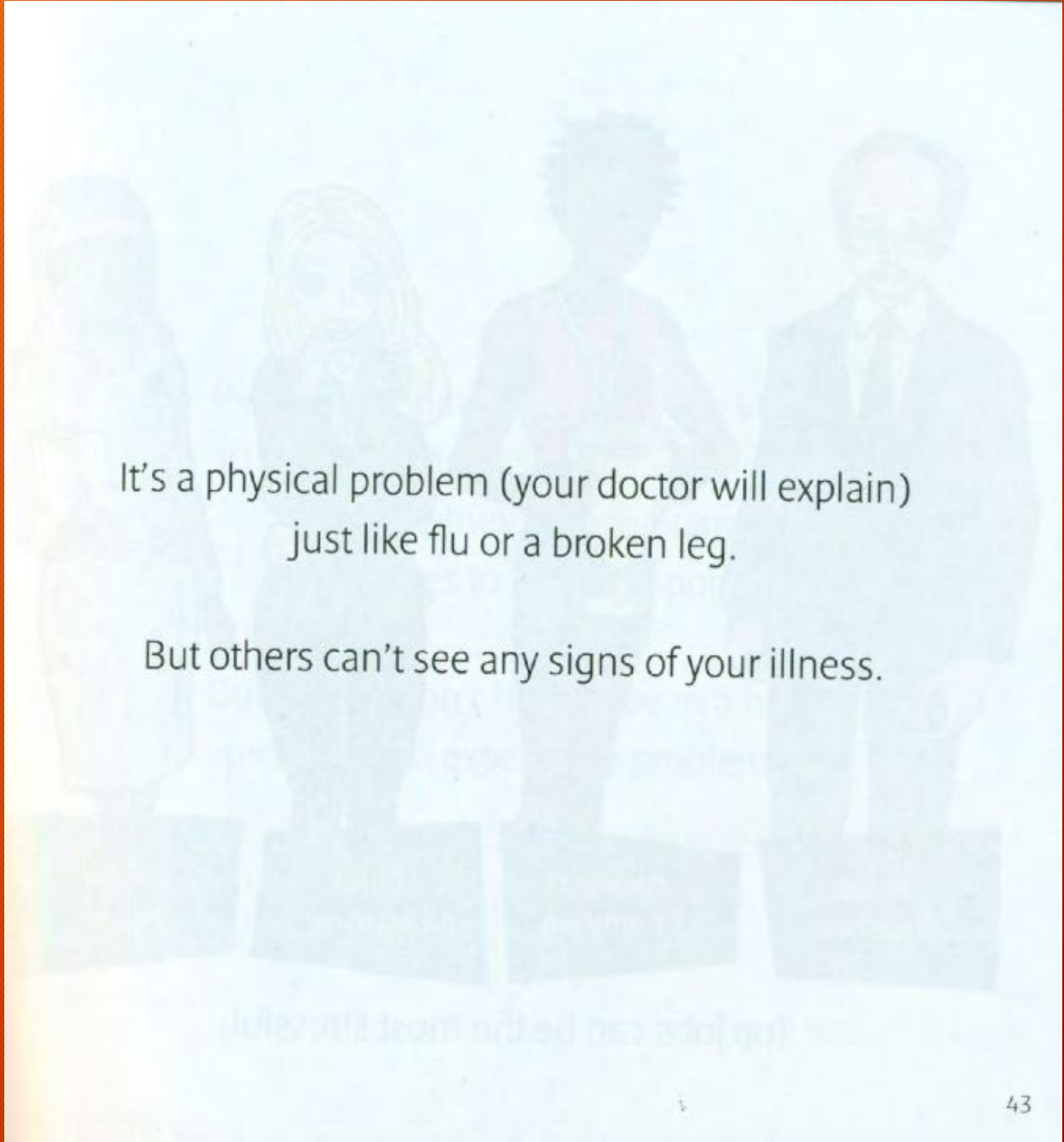
Flu



Depression



Broken leg

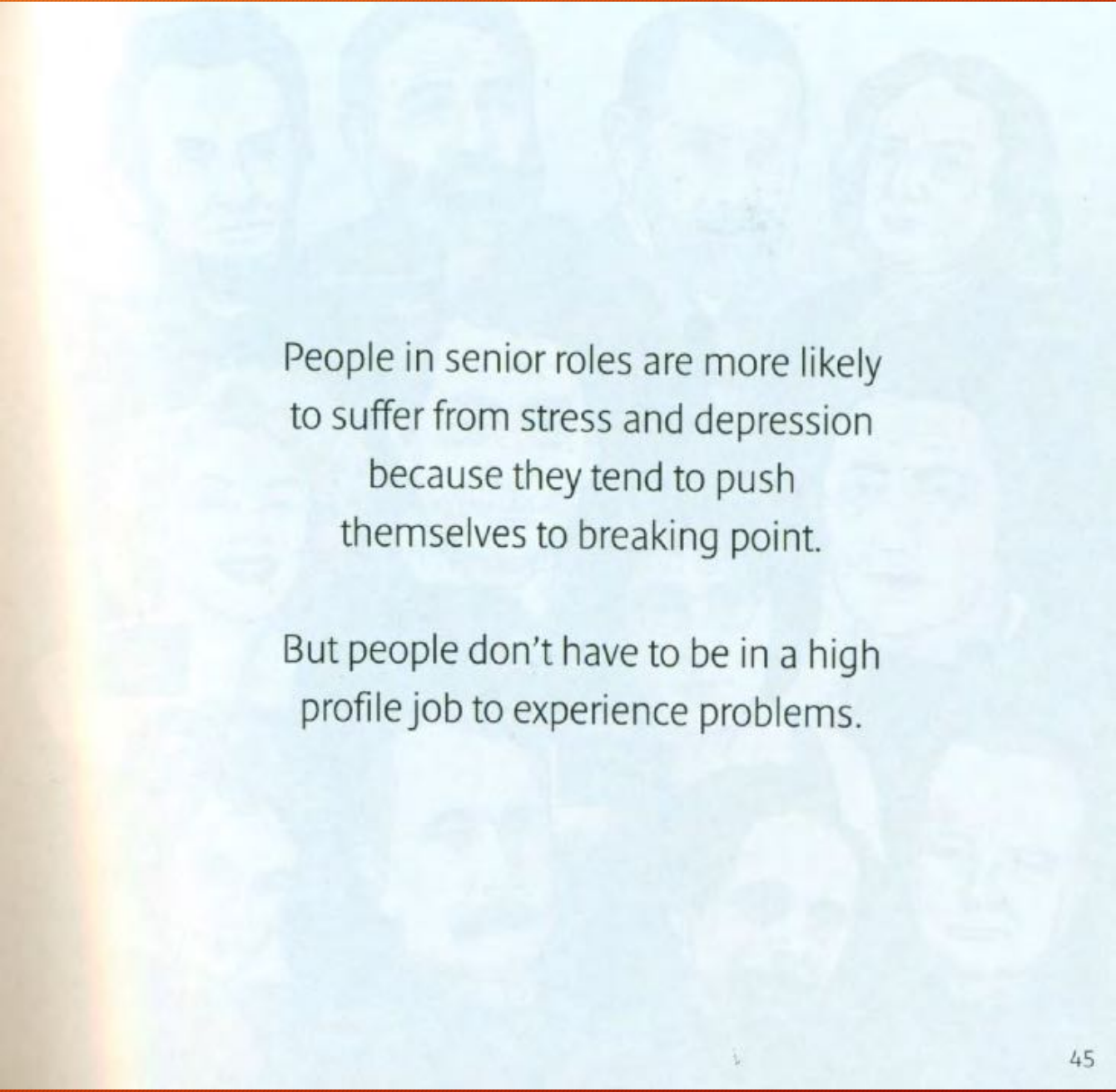


It's a physical problem (your doctor will explain)
just like flu or a broken leg.

But others can't see any signs of your illness.

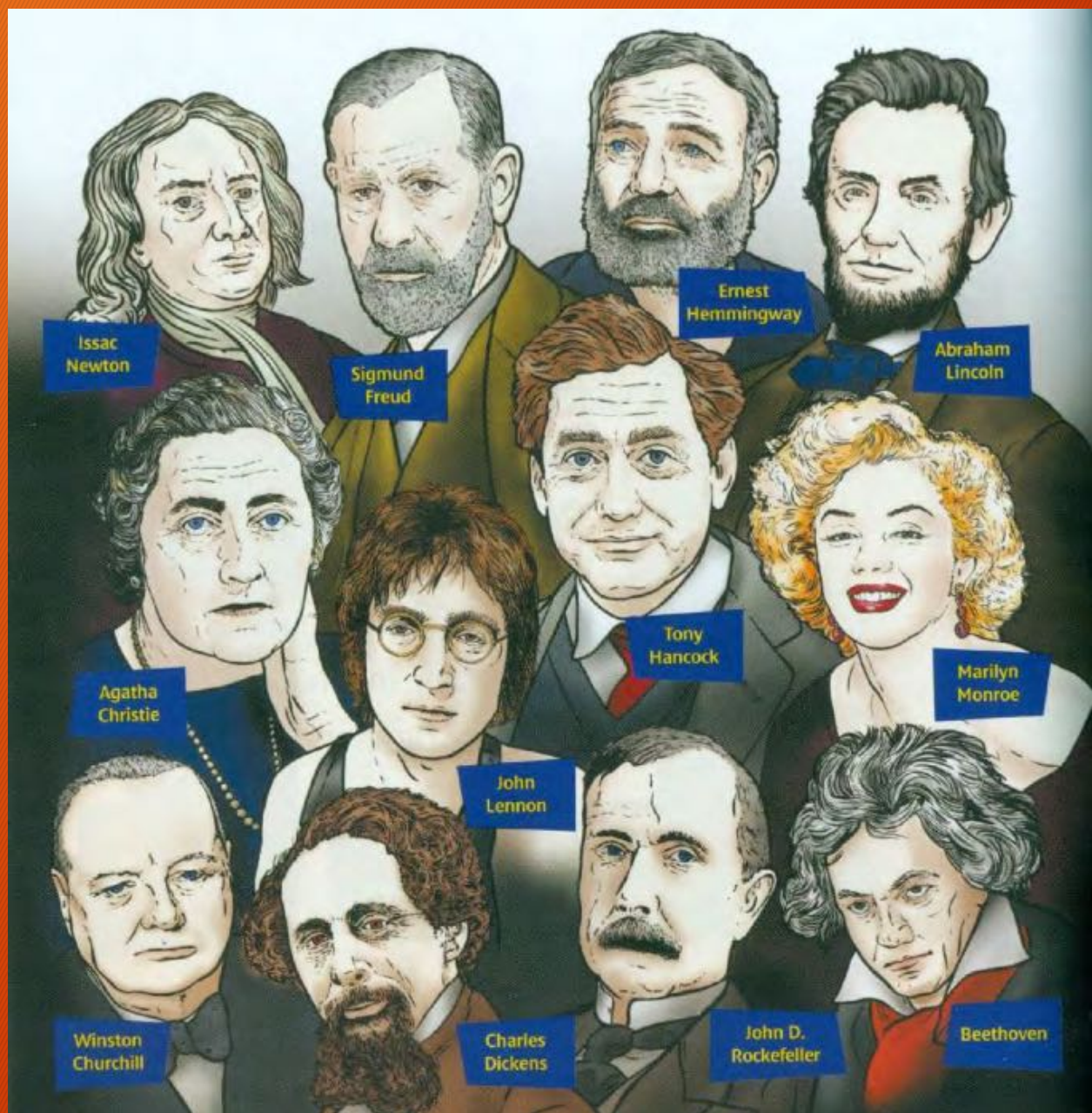


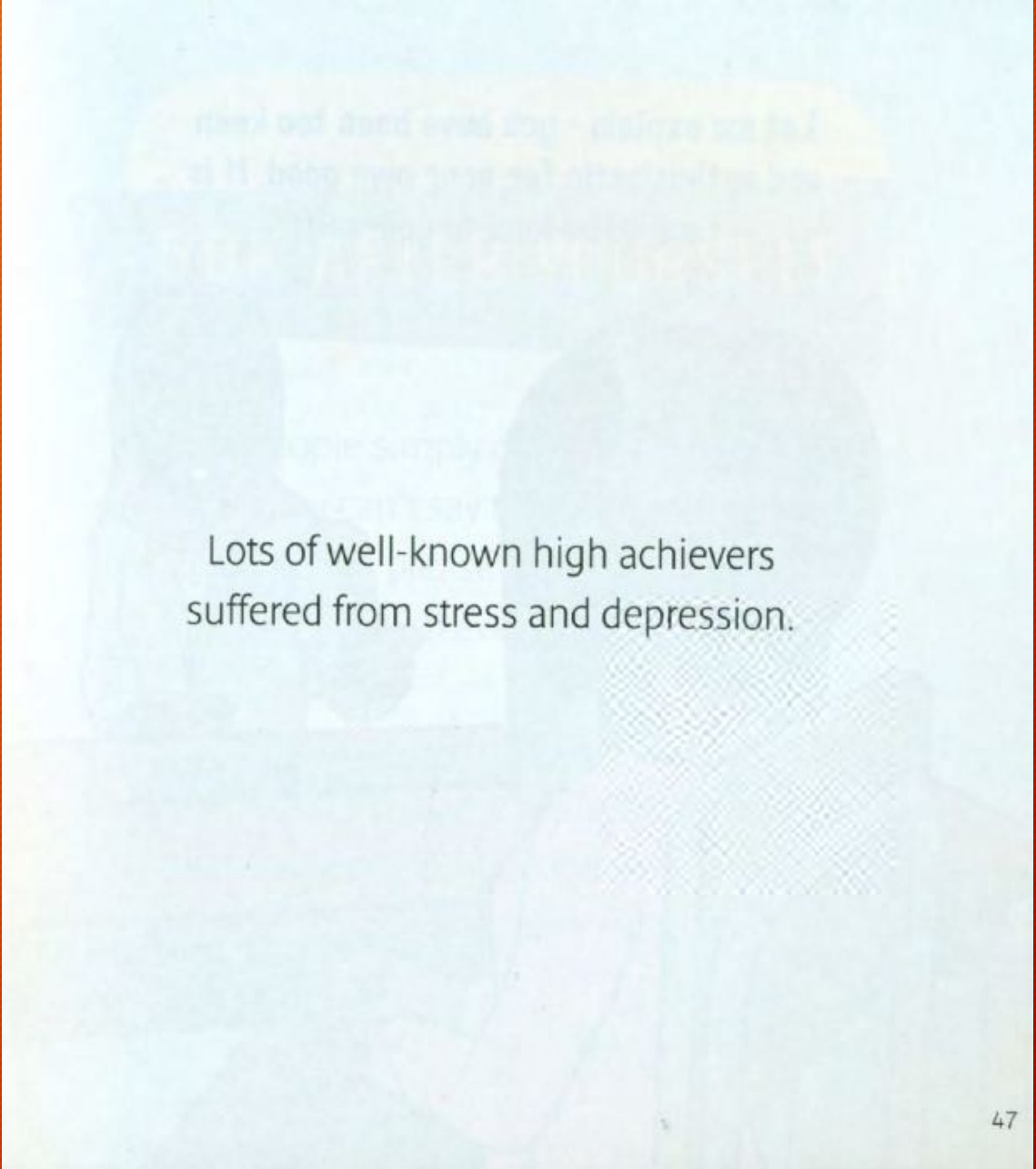
Top jobs can be the most stressful.



People in senior roles are more likely
to suffer from stress and depression
because they tend to push
themselves to breaking point.

But people don't have to be in a high
profile job to experience problems.





Lots of well-known high achievers
suffered from stress and depression.

**Let me explain - you have been too keen
and enthusiastic for your own good. It is
time to be kind to yourself.**



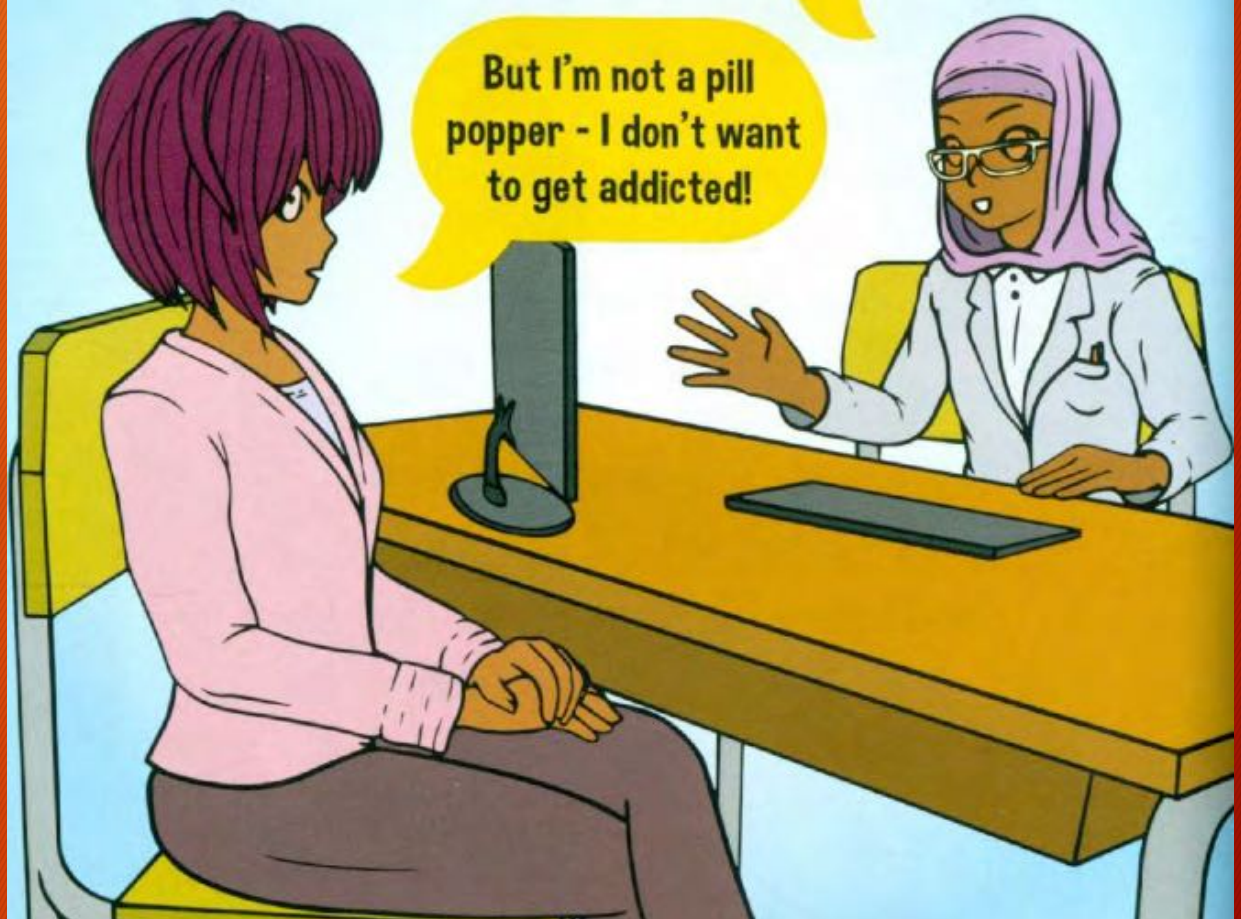
LOOK AFTER YOURSELF

Some people simply don't know when to stop - they can't say no, always wanting to do better, please other people and finish every job.

Consequently they are so hard on themselves they go a step too far and reach breaking point - but they still won't give up - making matters even worse.

I'm prescribing some pills.

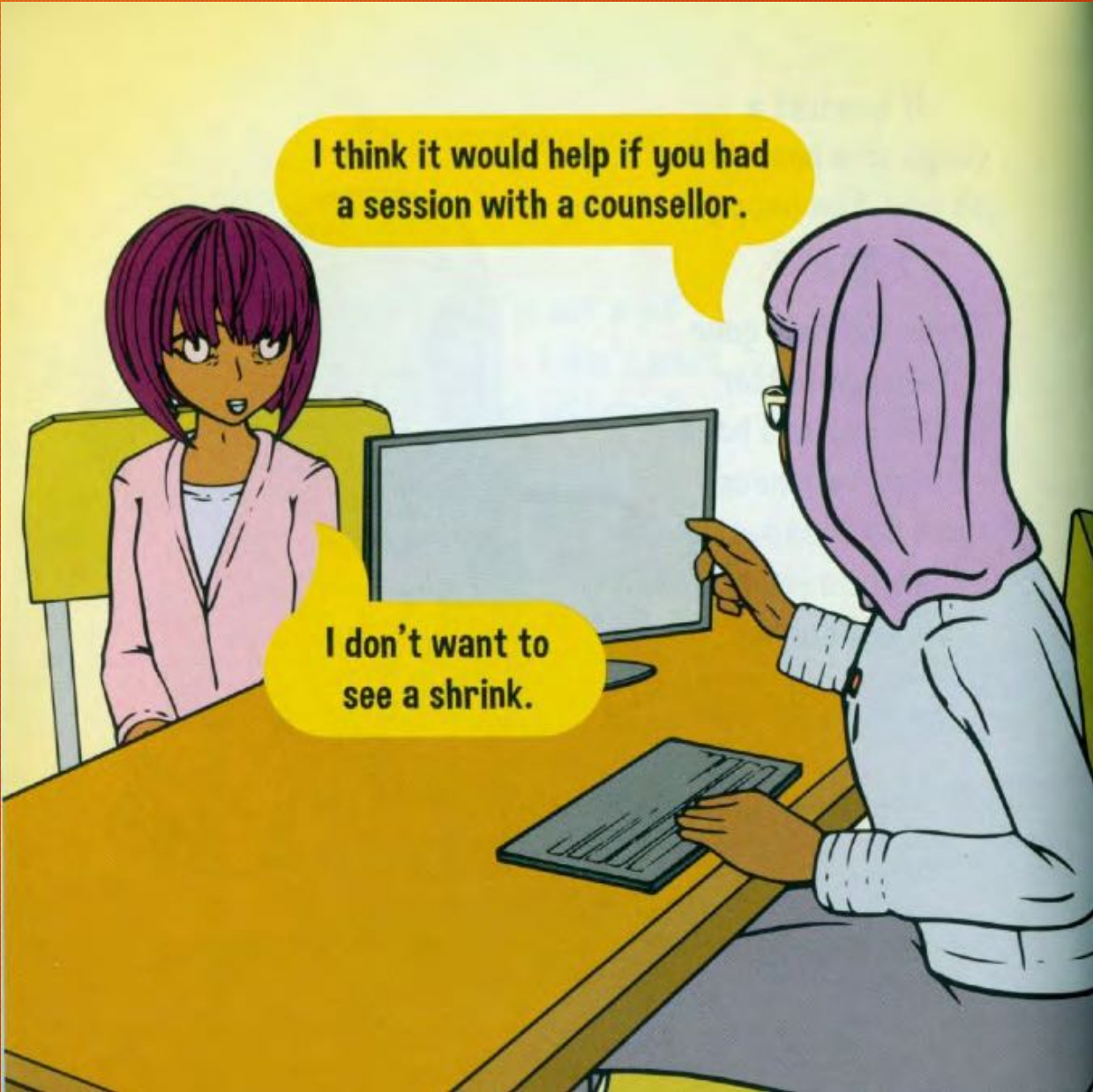
**But I'm not a pill
popper - I don't want
to get addicted!**



**If you had a
cough or a headache
you would be happy to
take pills.**

**These will help your
body get better
(remember you have
a physical illness)
but don't expect
them to work
straight away.**





I think it would help if you had
a session with a counsellor.

I don't want to
see a shrink.

**Over 75% of my patients
find it helpful to talk to
an expert.**

COUNSELLING

SELF PREVENTION

PROPER SLEEP

GOOD DIET

REGULAR
EXERCISE

MINDFULNESS

What do you think
triggered it off?



Counsellors can help patients to understand much more about their illness so they can help themselves get back to being at their best. They may mention that sleep, diet, exercise and mindfulness can all play a part in preventing high levels of stress.

TYPICAL TRIGGER POINTS AT WORK



TYPICAL TRIGGER POINTS AT HOME

Bereavement



Relationship issues



Money



Children



Parents



AND MANY MORE...

COUNSELLING

You need a break from
the causes of stress.



**Statement of fitness for work
For social security or Statutory Sick Pay**

Patient's name

I assessed your case on: / /

and, because of the following condition(s):

Stress and depression

I advise you that:

- ☒ you are not fit for work.
☐ you may be fit for work taking account of the following advice:

If available, and with your employer's agreement, you may benefit from:

- ☐ a phased return to work ☐ amended duties
☐ altered hours ☐ workplace adaptations

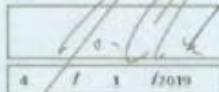
Comments, including functional effects of your condition(s):

Give your brain a break. Take at least two weeks off and don't look at any work for more than 10 minutes at a time. Relax watching daytime television.

This will be the case for
or from / / to / /

I will/will not need to assess your fitness for work again at the end of this period.
(Please delete as applicable)

Doctor's signature



Date of statement

/ /

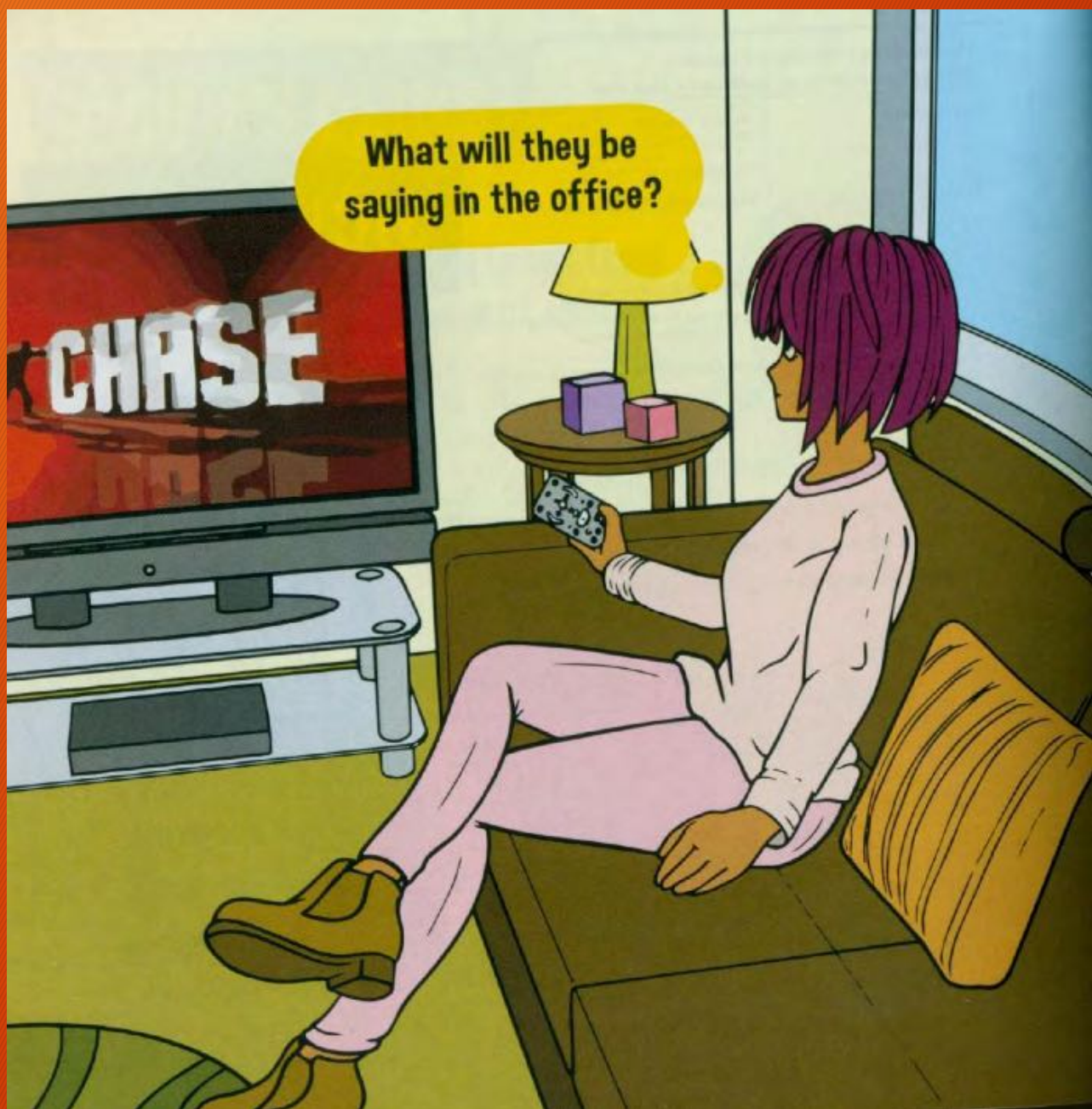
Doctor's address

Doctor's medical practice
23 The Road
Manchester
M44 4AY

SICK LEAVE

**Time for some
convalescence.**

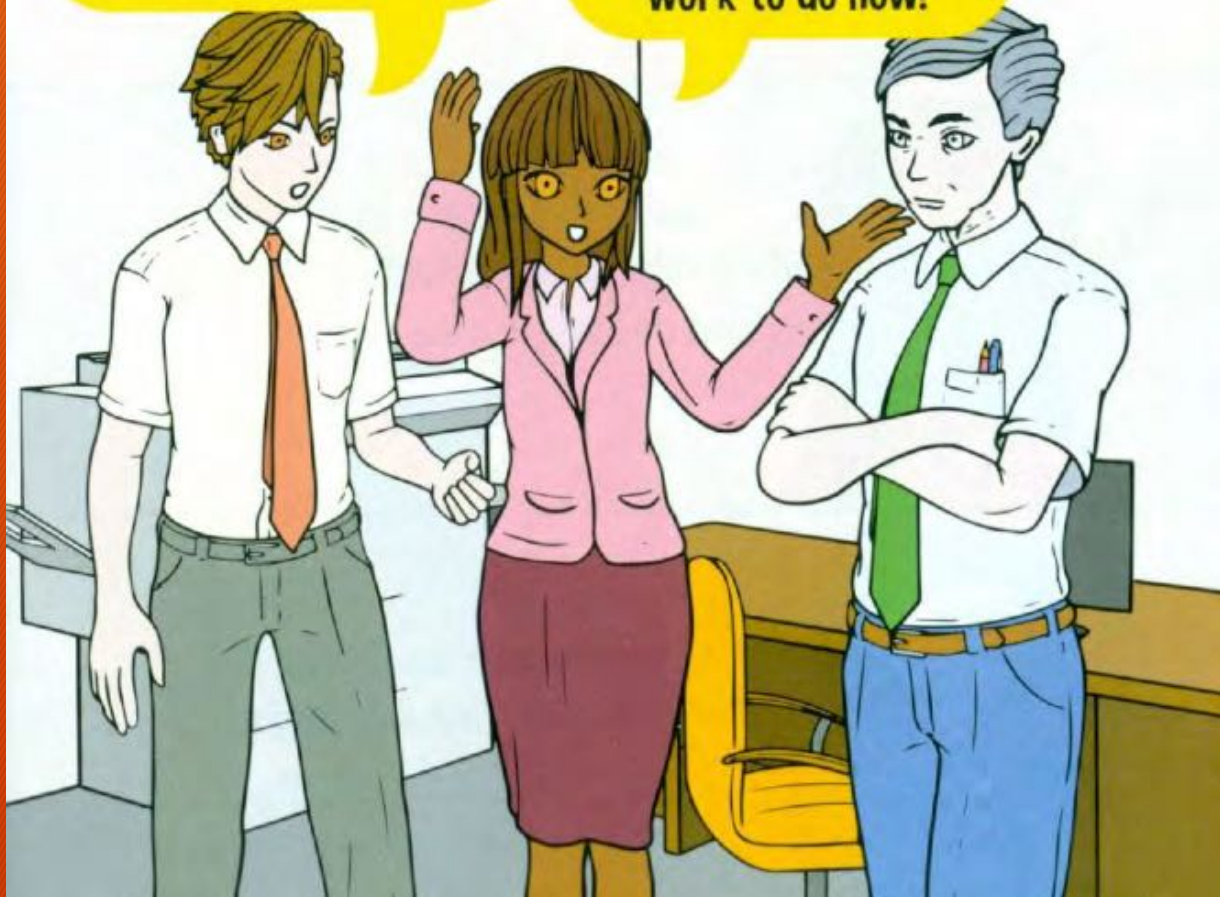
What will they be
saying in the office?

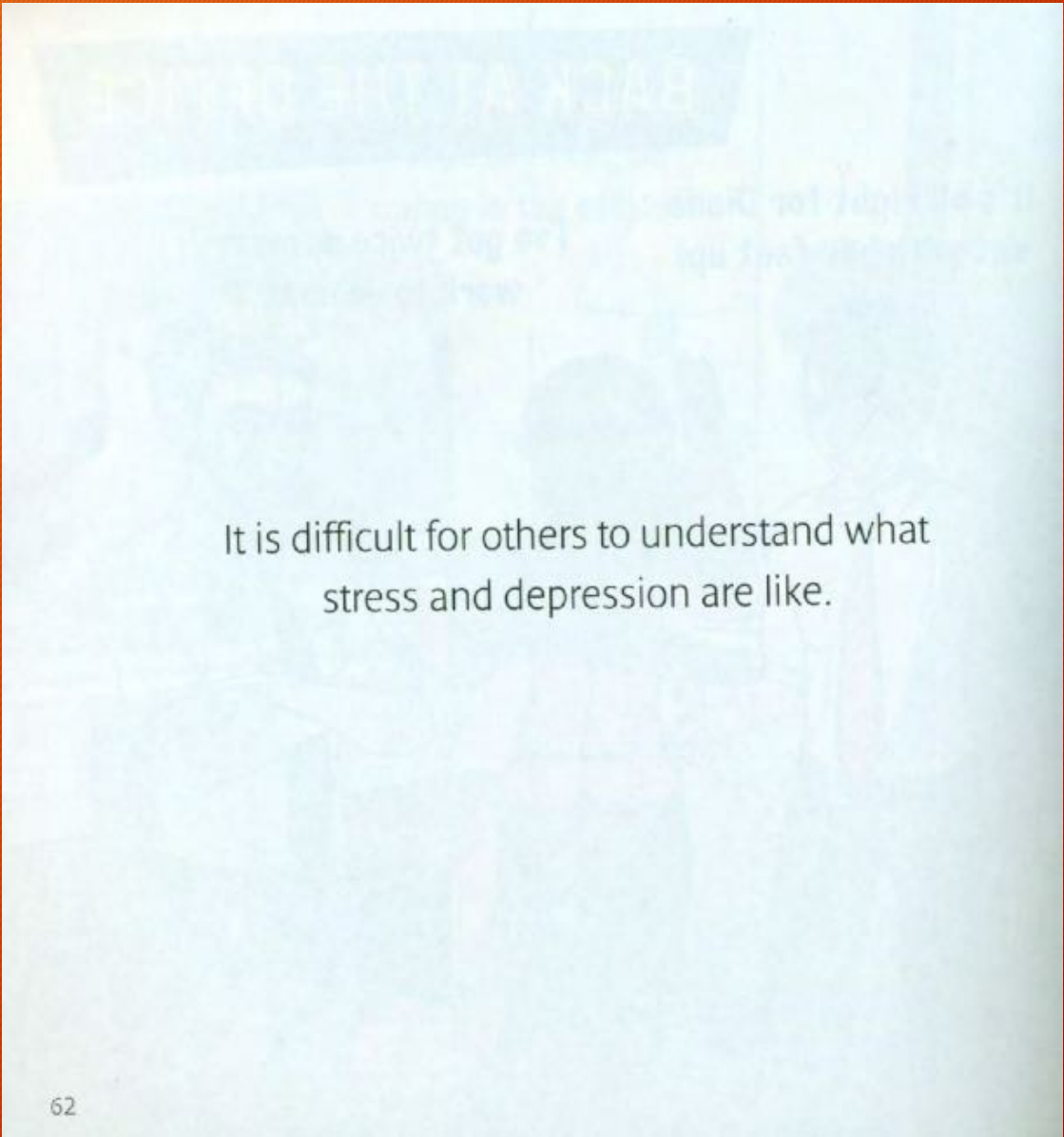


BACK AT THE OFFICE

It's all right for Diane
sat with her feet up!

I've got twice as much
work to do now!





It is difficult for others to understand what stress and depression are like.

**I also have bad days, but
I just get on with it!**

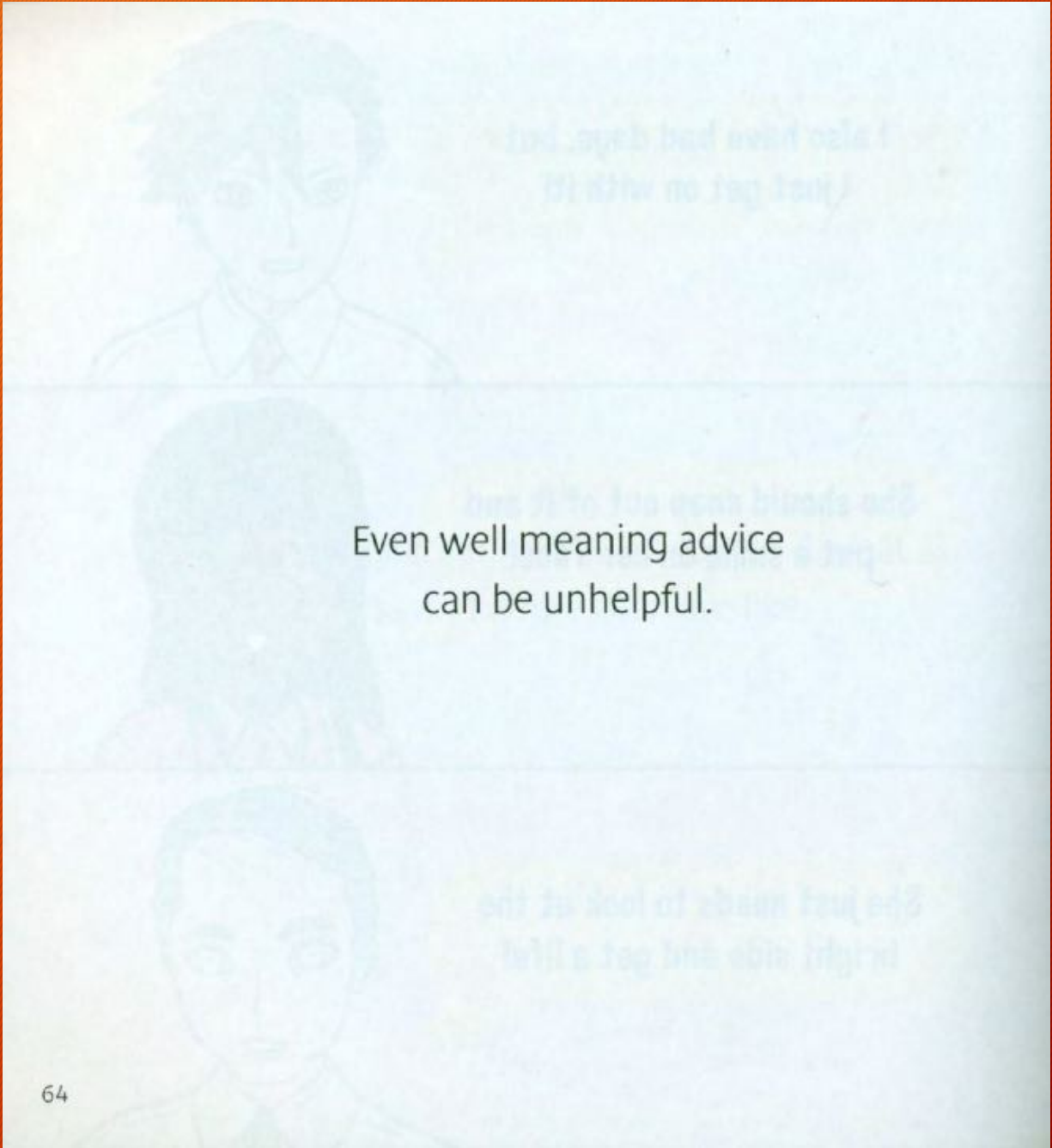



**She should snap out of it and
put a smile on her face!**



**She just needs to look at the
bright side and get a life!**





Even well meaning advice
can be unhelpful.

My mother got better by joining a choir and making new friends.

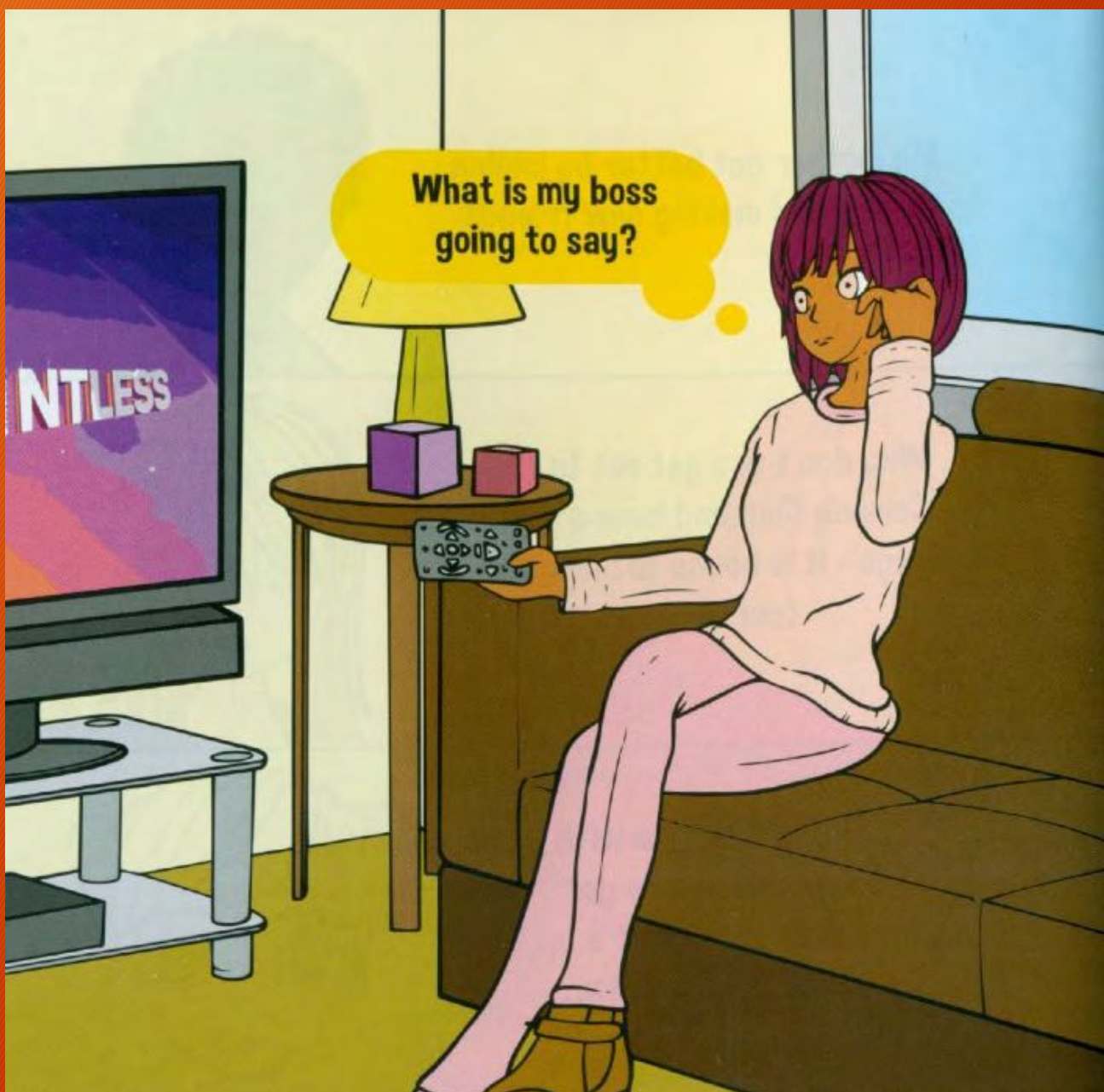


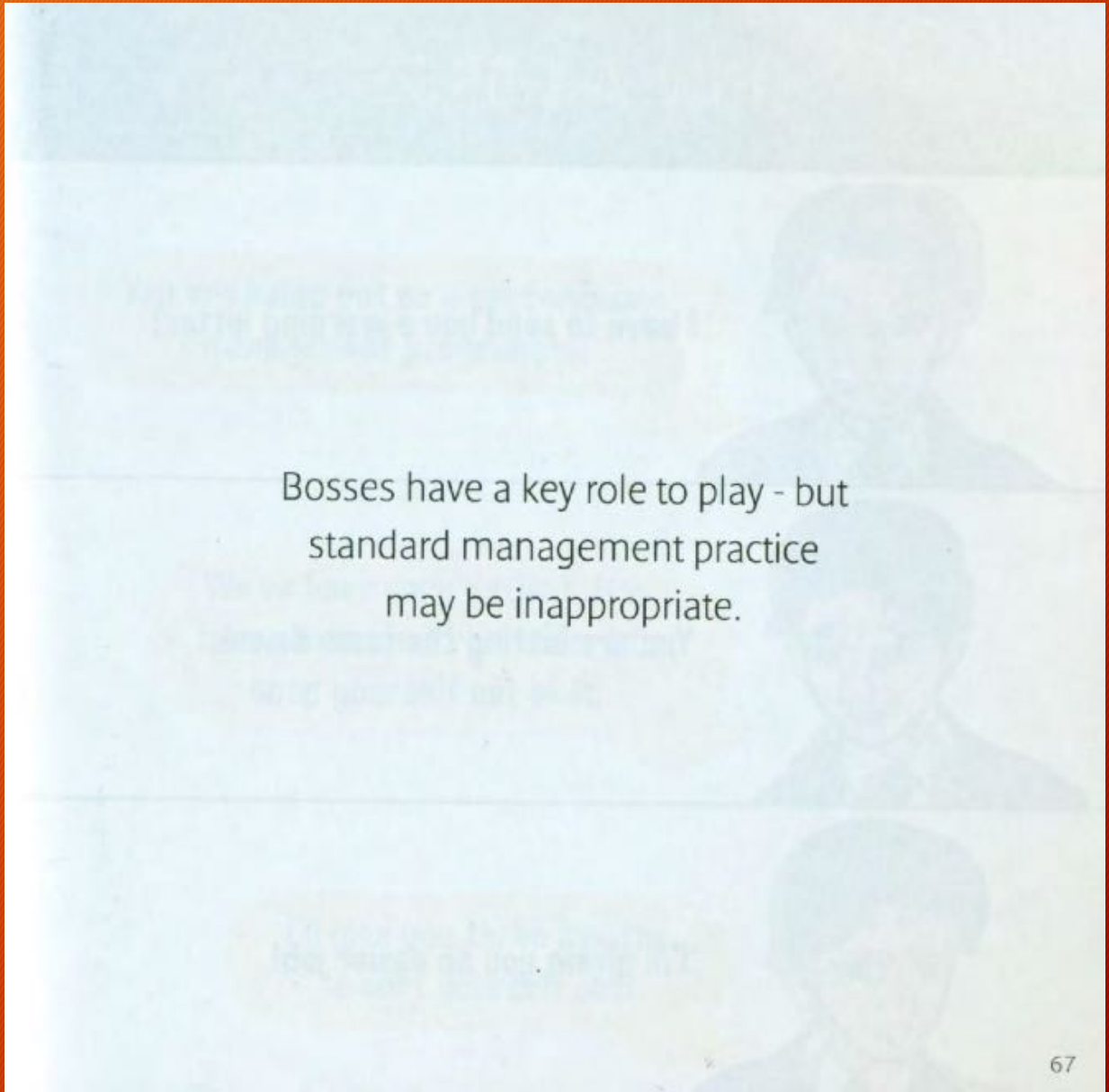

Why don't you get out to The Comedy Club and have a good laugh - it is bound to make you feel better!



I know someone with depression who got a dog - it made a massive difference.







Bosses have a key role to play - but
standard management practice
may be inappropriate.

HOW A BOSS...



I have to send you a warning letter!



You are letting the team down!



I'm giving you an easier job!

...CAN MAKE THINGS WORSE

You are being put on a performance management programme!



We've been very patient. It is time you made a real effort to snap yourself out of it!



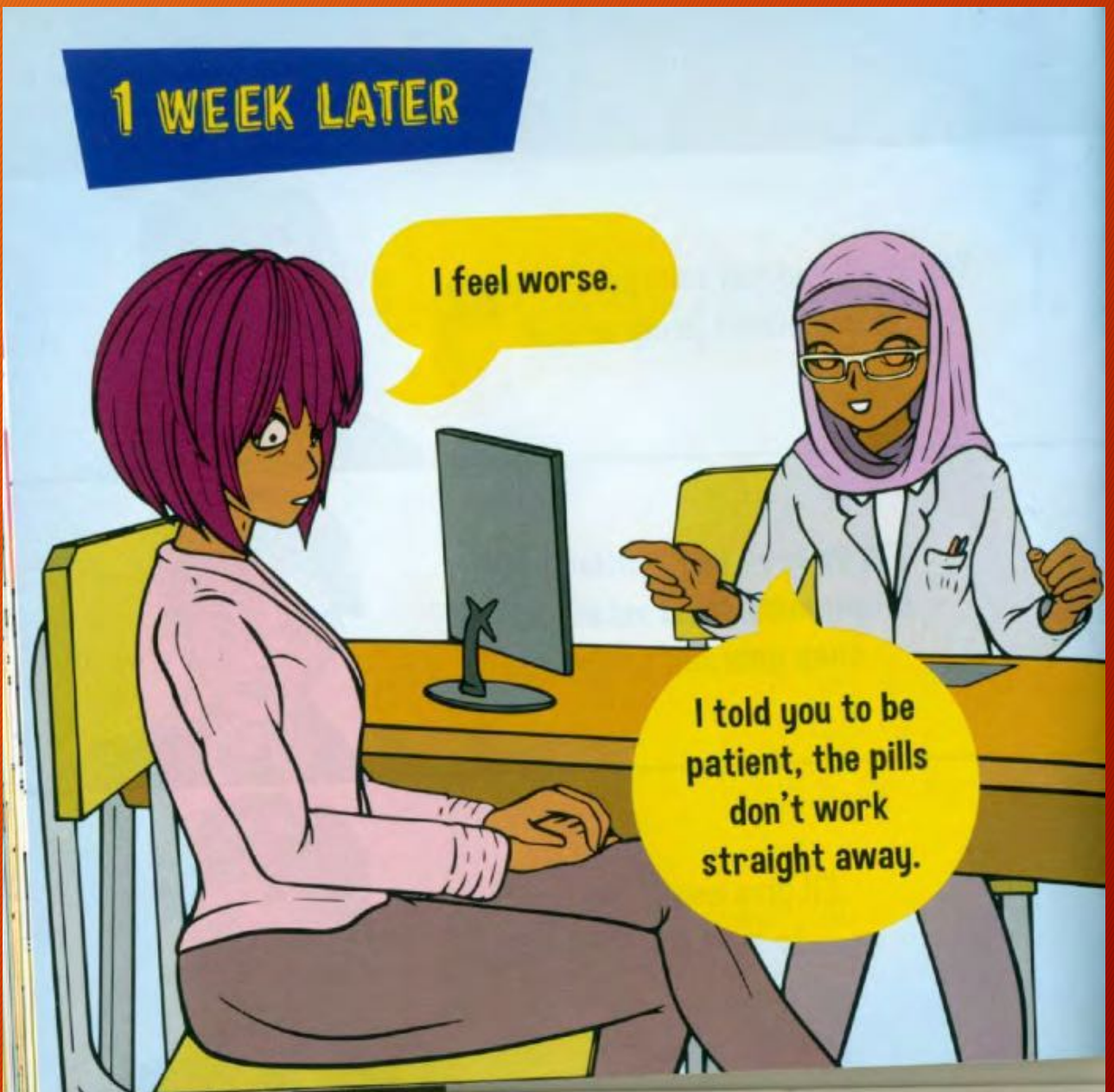
I'll give you three months to sort yourself out!



1 WEEK LATER

I feel worse.

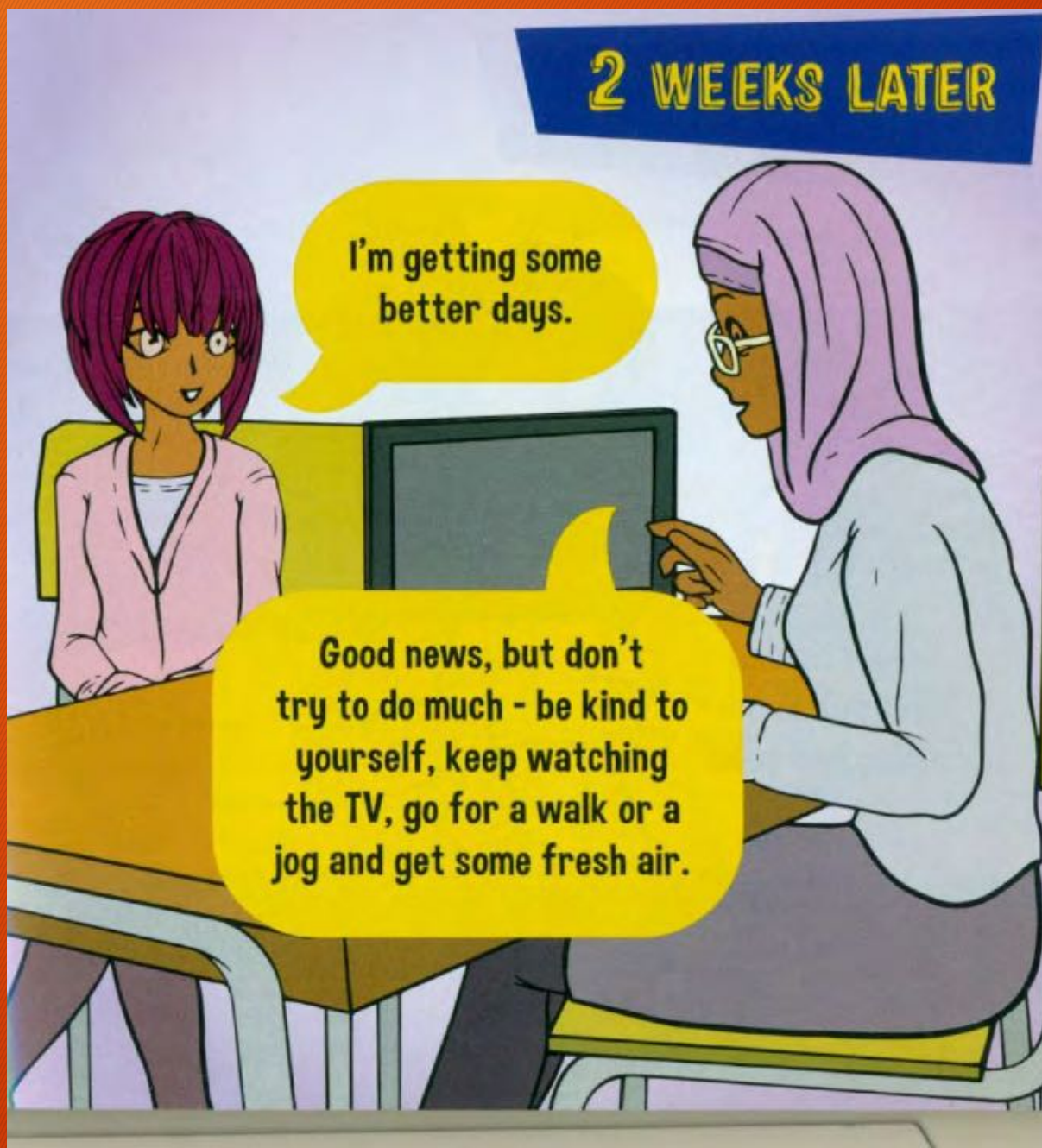
I told you to be patient, the pills don't work straight away.



2 WEEKS LATER

I'm getting some better days.

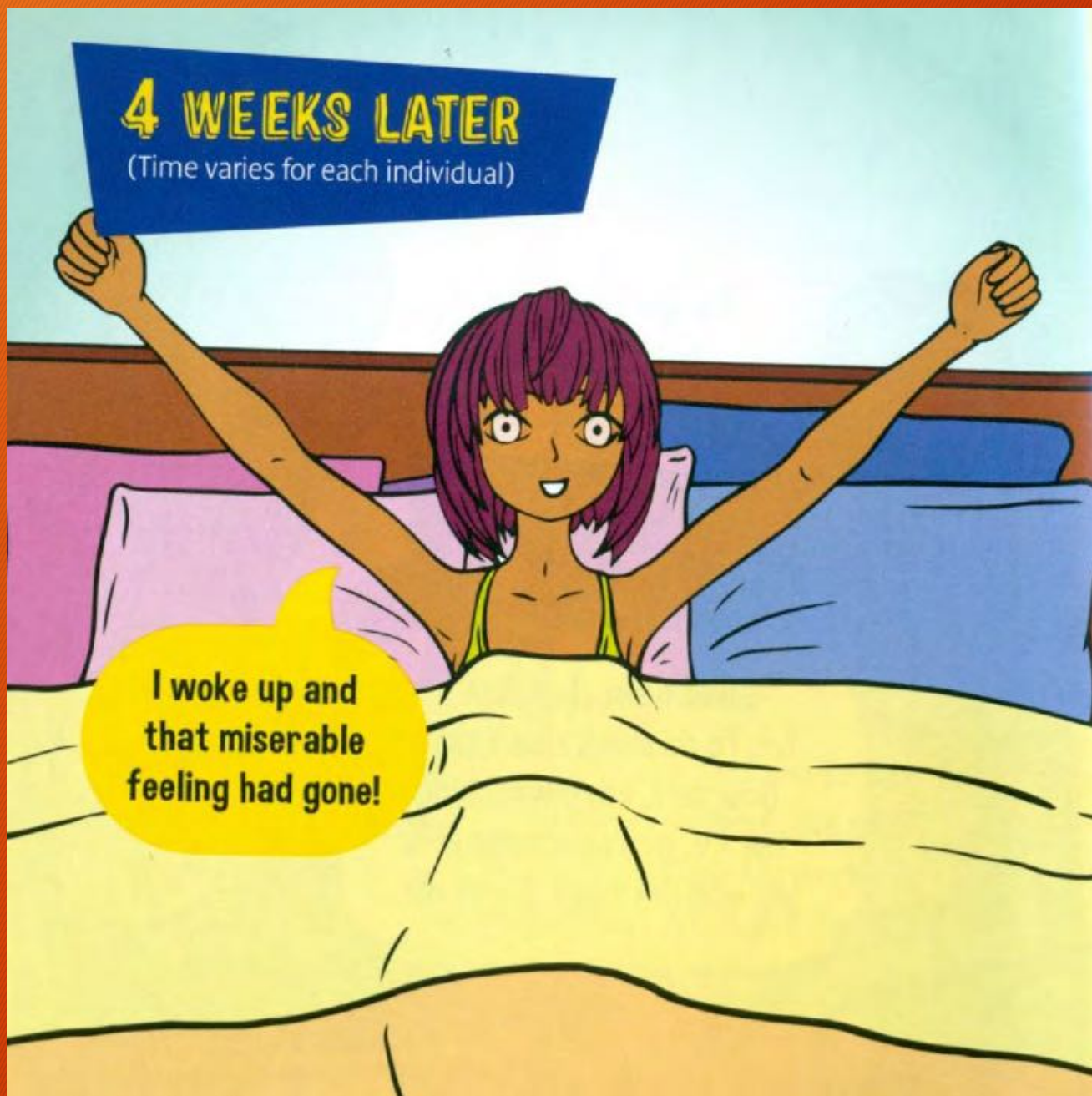
Good news, but don't try to do much - be kind to yourself, keep watching the TV, go for a walk or a jog and get some fresh air.



4 WEEKS LATER

(Time varies for each individual)

I woke up and
that miserable
feeling had gone!



BUT...

What will they say at work?

So you made it
back at last!

Cheer up it may
never happen!!

“I’m worried about going back to work.”

HOW COLLEAGUES CAN HELP

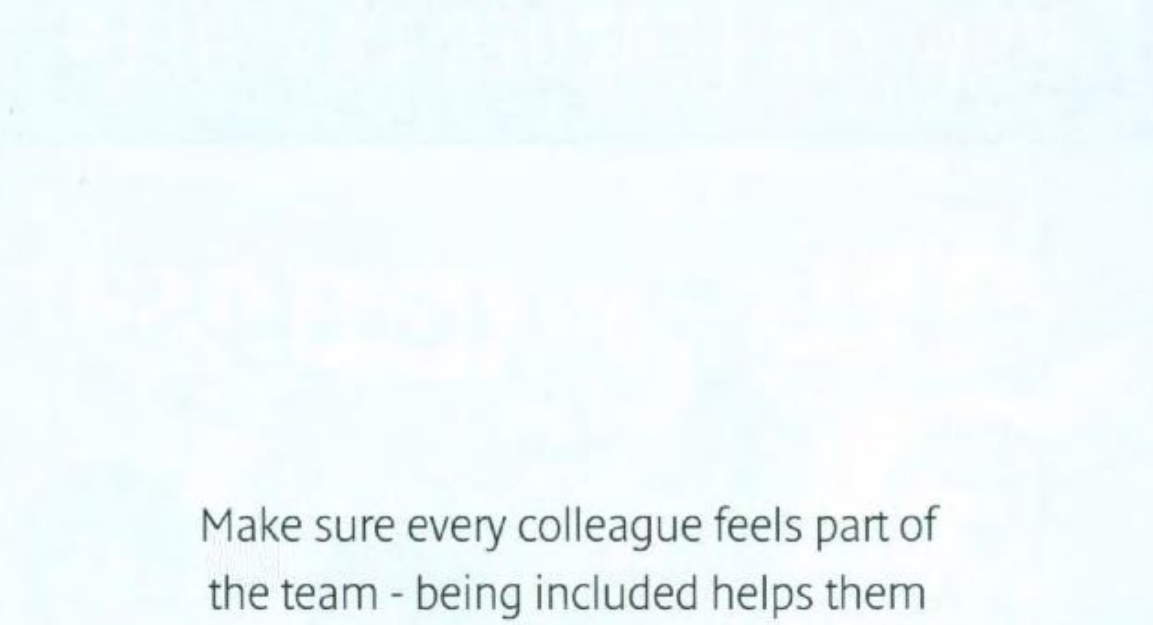


HOW COLLEAGUES CAN HELP

If colleagues at work learn enough about stress and depression they can be really helpful. They realise that a valuable colleague has recovered from an illness and with their support get back to being the best they can be.

HOW COLLEAGUES CAN HELP





Make sure every colleague feels part of the team - being included helps them feel safe and will build confidence.

HOW COLLEAGUES CAN HELP

WELCOME BACK



HOW COLLEAGUES CAN HELP



WHAT A BOSS CAN DO TO HELP



Come and see me straight away.

BE AVAILABLE



I've got as long as you like.

BE PATIENT



It can't be easy for you.

BE UNDERSTANDING



I'm here to help however I can.

BE KIND



I think you should go and see the doctor.

BE HELPFUL



Take the next week off and then give me a ring for a chat.

BE FLEXIBLE

WHAT A BOSS CAN DO TO HELP

GREAT BOSS



A boss can make a major difference to colleagues with mental health problems.

WHAT A BOSS CAN DO TO HELP



Come and see me straight away.

BE AVAILABLE



I've got as long as you like.

BE PATIENT



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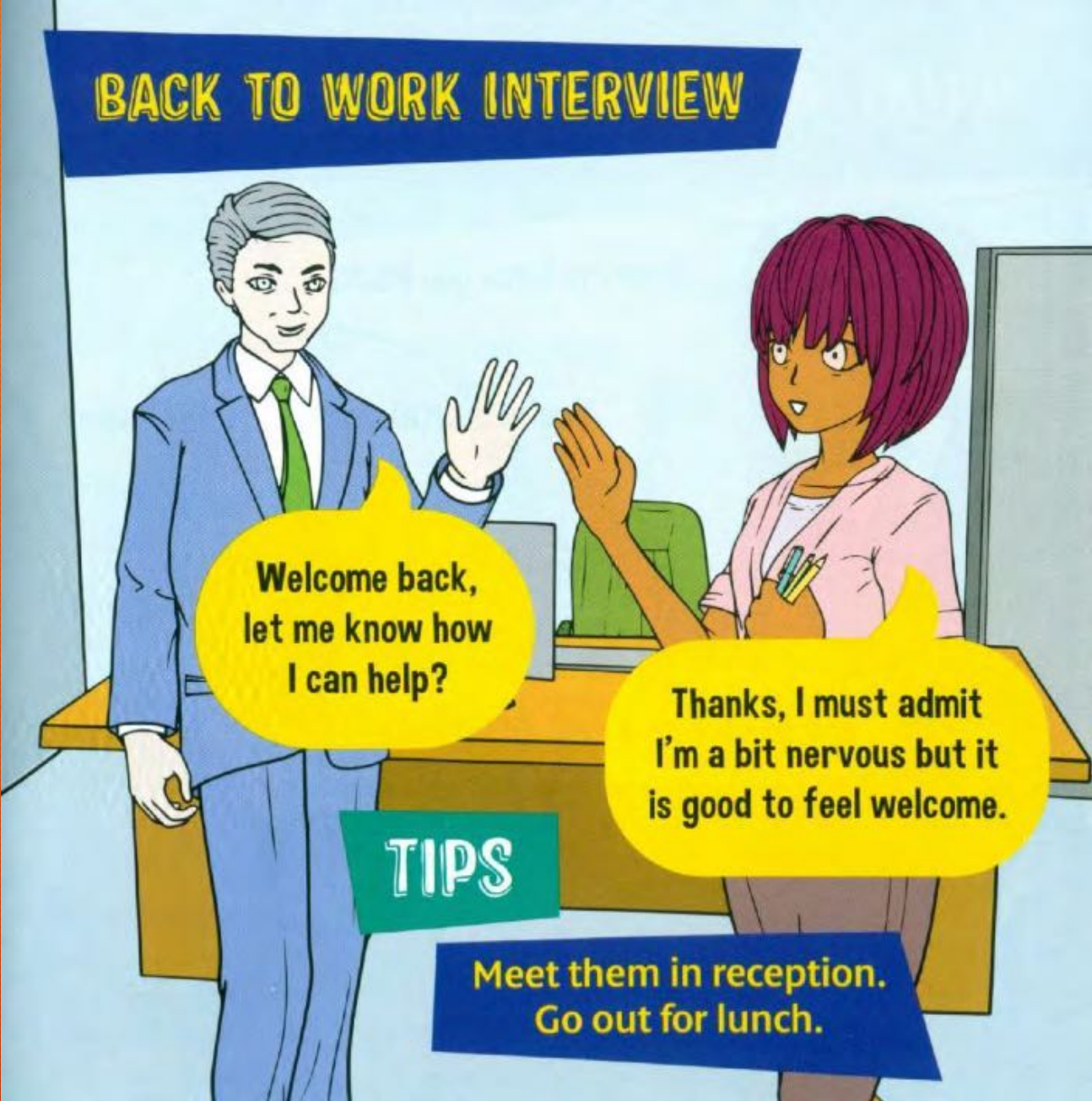
BE FLEXIBLE

WHAT A BOSS CAN DO TO HELP



A boss can do a lot to help a colleague get back into the work place after a spell away.

BACK TO WORK INTERVIEW



Welcome back,
let me know how
I can help?

Thanks, I must admit
I'm a bit nervous but it
is good to feel welcome.

TIPS

Meet them in reception.
Go out for lunch.

WHAT A BOSS CAN DO TO HELP

Great to have you back!

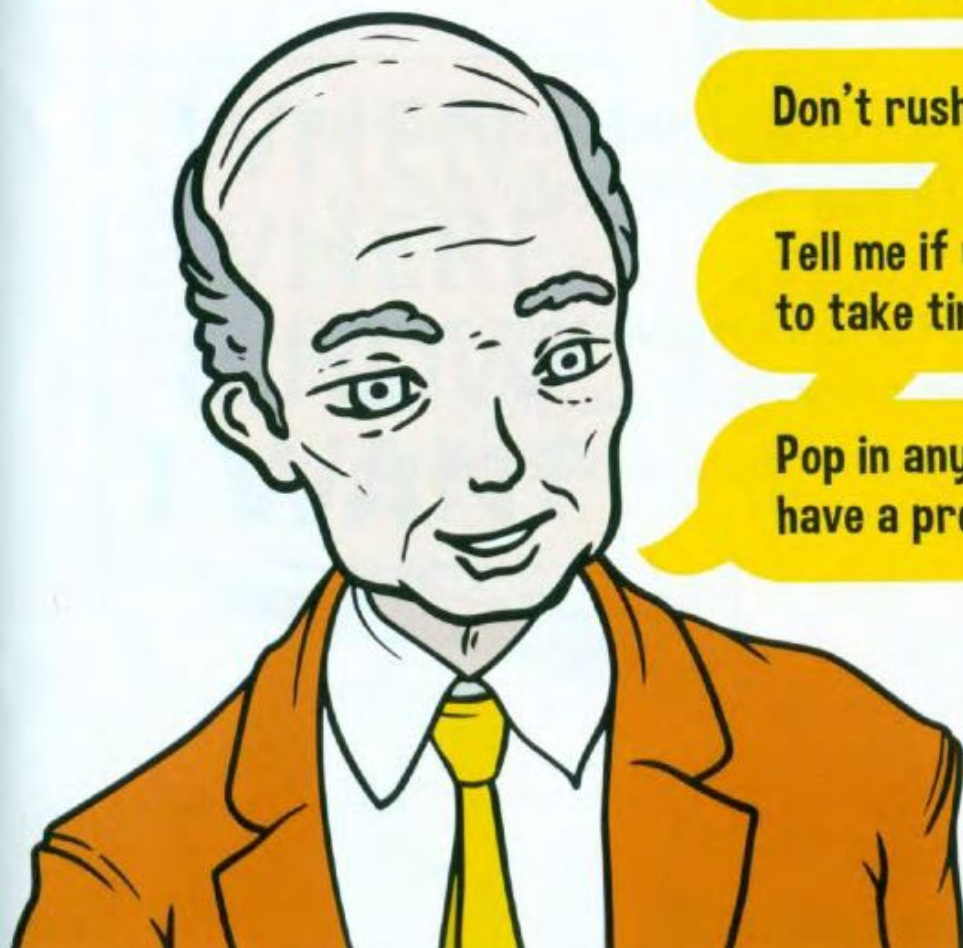
You're a vital member of the team.

You're making a real difference.

Boost confidence



HELPFUL ADVICE



Take it steady.

Don't rush into anything.

**Tell me if you need
to take time off.**

**Pop in anytime if you
have a problem.**

FLEXIBLE WORKING

Whenever possible, let colleagues fit their work around the rest of their lives.

For someone recovering from stress and depression the ability to take a break can make all the difference.

I CAN WORK...

**WHEN,
WHERE
& HOW
I WANT**

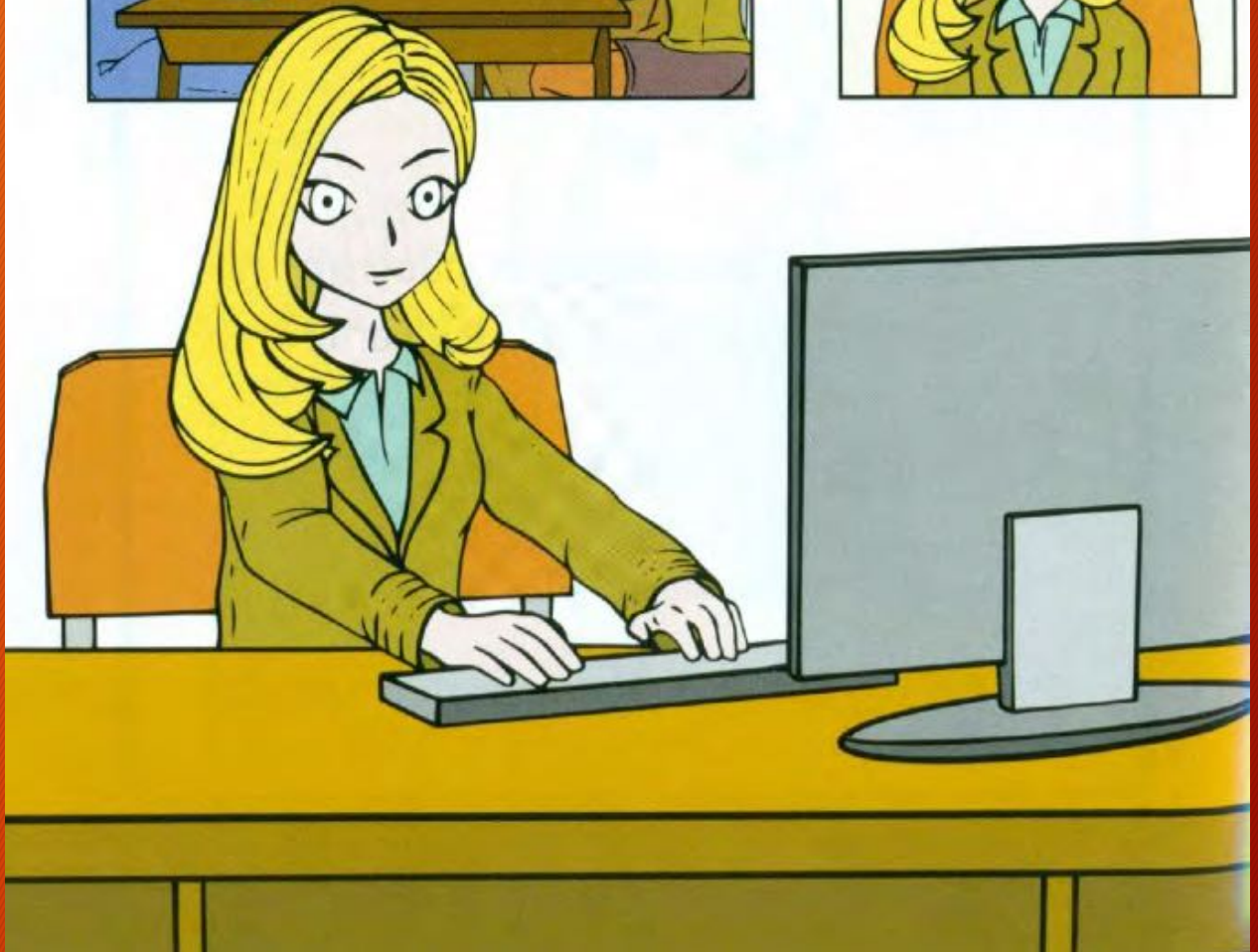





How to be a great boss



A boss can have a massive influence
on the mental health of their team.





A great boss doesn't simply sit in the office, give orders and chair meetings.

KNOW YOUR PEOPLE


I never expected
to meet the boss!



Your colleagues run the business, so get to know them as well as you can.

That means meeting face-to-face - you can't spot a great personality by studying personnel records on a computer.

BE A GOOD LISTENER...



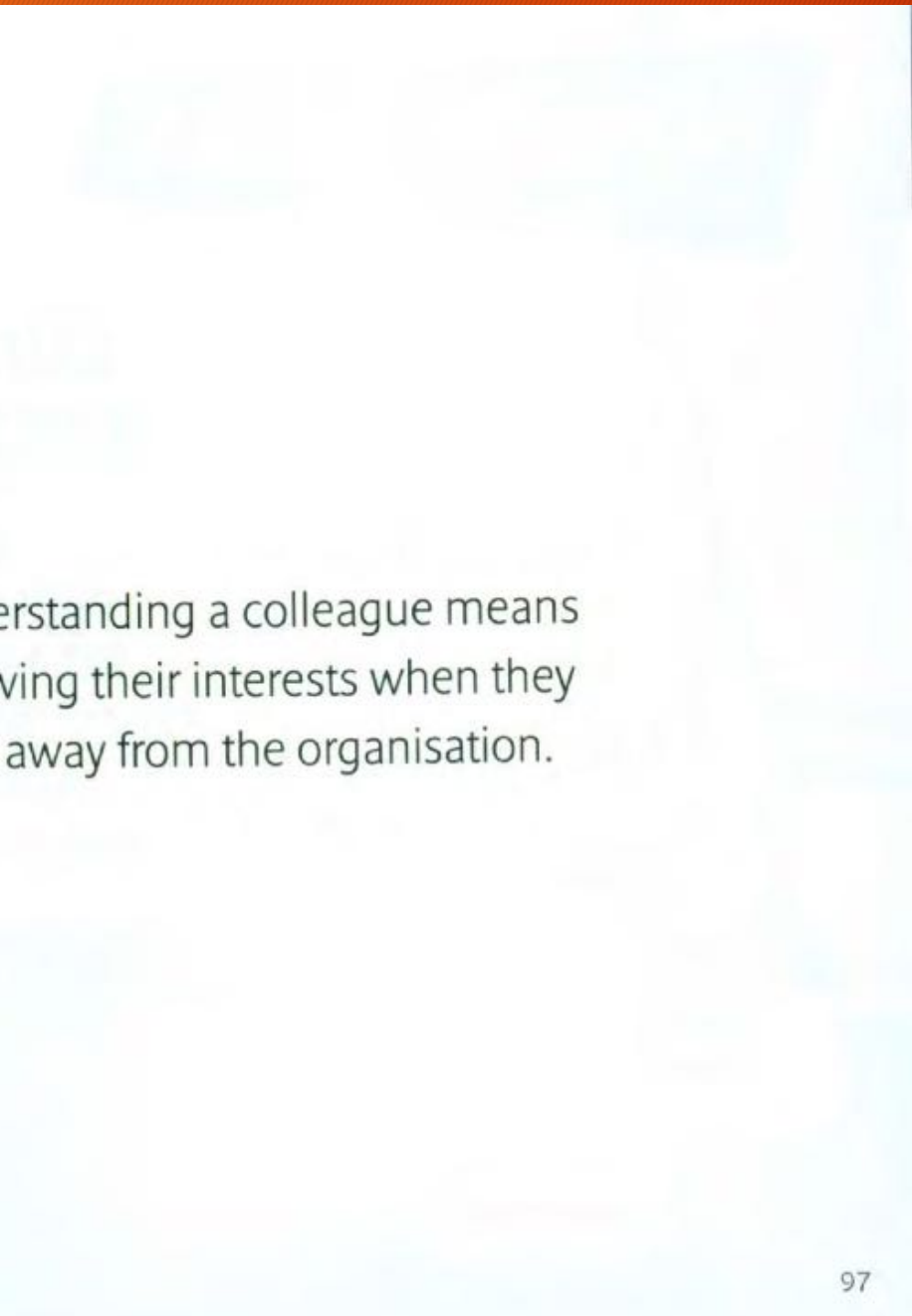
I thought it was getting better until my Aunt Bet came and told me the cat had to come as well as my mother. I don't know if I can put up with it much longer...

Managers are in a privileged position - they can influence more people than clergy, doctors, social workers, teachers and politicians.

A big part of the role is being a mentor - helping to solve the problems that fill a colleague's mind with worry.

TIP

Keep in touch with colleagues who are off work and offer a home visit



Understanding a colleague means
knowing their interests when they
are away from the organisation.

DO YOU KNOW YOUR PEOPLE?

DO YOU KNOW YOUR PEOPLE?

SUBJECT (pick random, selected name here)
 All the questions relate to your chosen subject

	Points Available
PARTNERS NAME	10
LAST HOLIDAY	10
PETS	10
HOBBIES	5
WHAT HE/SHE WOULD LIKE FOR BIRTHDAY (£20)	5
WHAT DOES HE/SHE DRINK	5
WHAT CAR	5
FOOTBALL TEAM	5
CHILDREN - NAMES AND AGES	20
WHERE IS HOME	5
FAVOURITE TELEVISION PROGRAM	10
TASTE IN MUSIC (eg. Rock, Pop, Jazz, Classical)	5
IDEA OF A NIGHT OUT (eg. Night Club, Cinema, Restaurant, Pub)	5

MORE THAN 70

LESS THAN 70

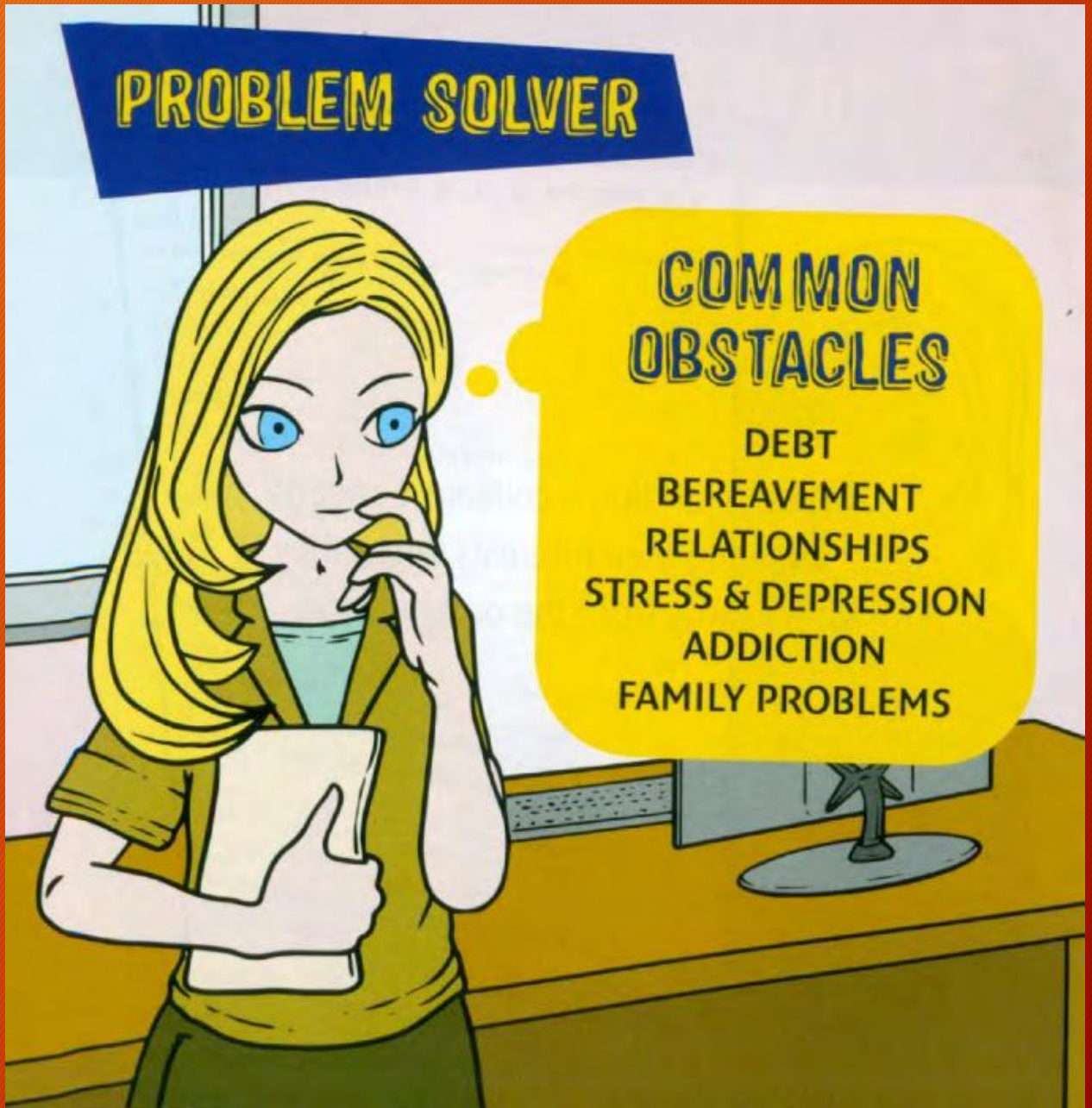
→ You are a people person
 → Get to know your staff
 before taking the test again

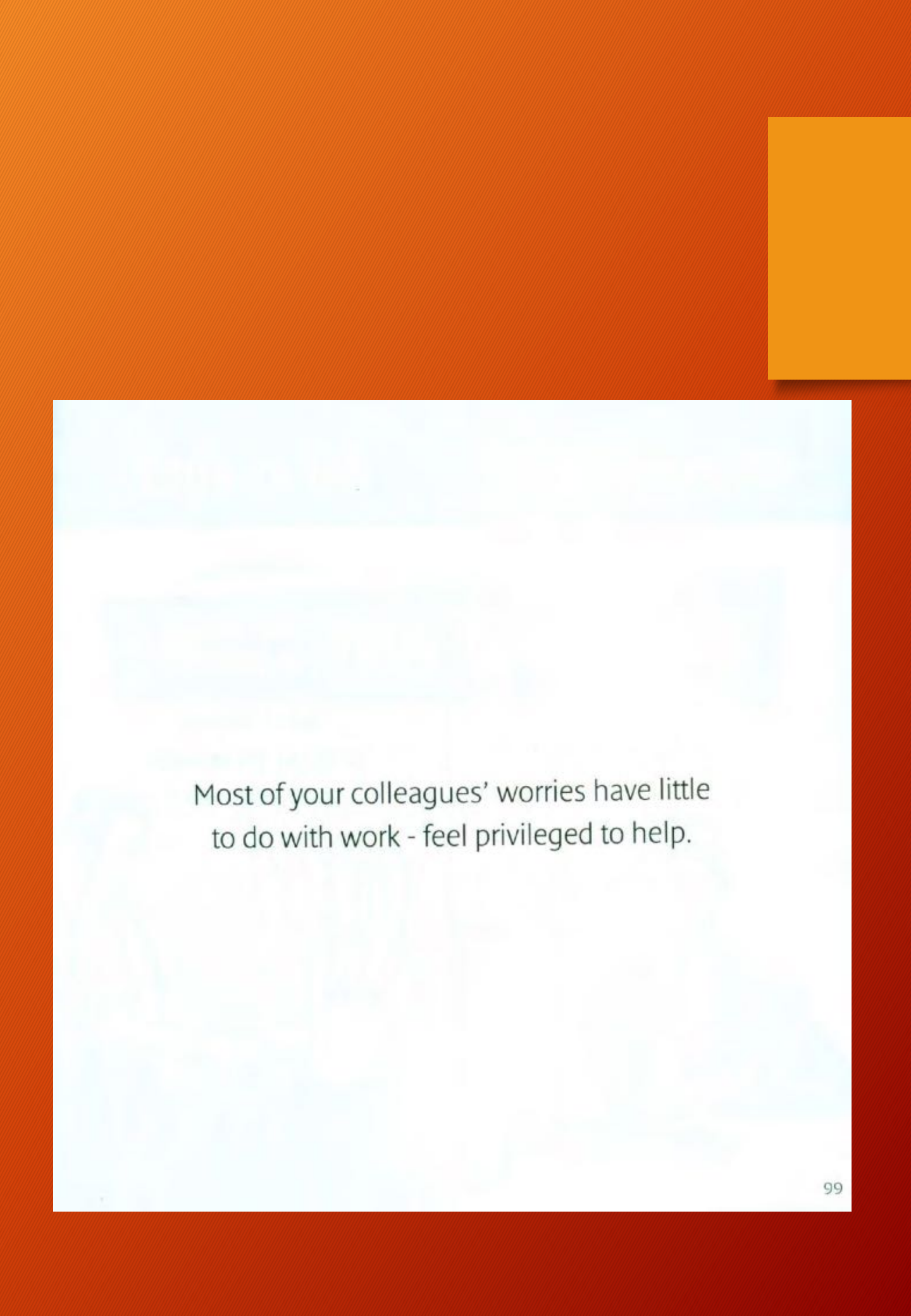


PROBLEM SOLVER

COMMON OBSTACLES

DEBT
BEREAVEMENT
RELATIONSHIPS
STRESS & DEPRESSION
ADDICTION
FAMILY PROBLEMS





Most of your colleagues' worries have little
to do with work - feel privileged to help.

ORDINARY BOSS

POLICIES
DEPARTMENTAL MEETINGS
APPRAISALS
KPI'S
QUARTERLY REPORTS
GUIDELINES



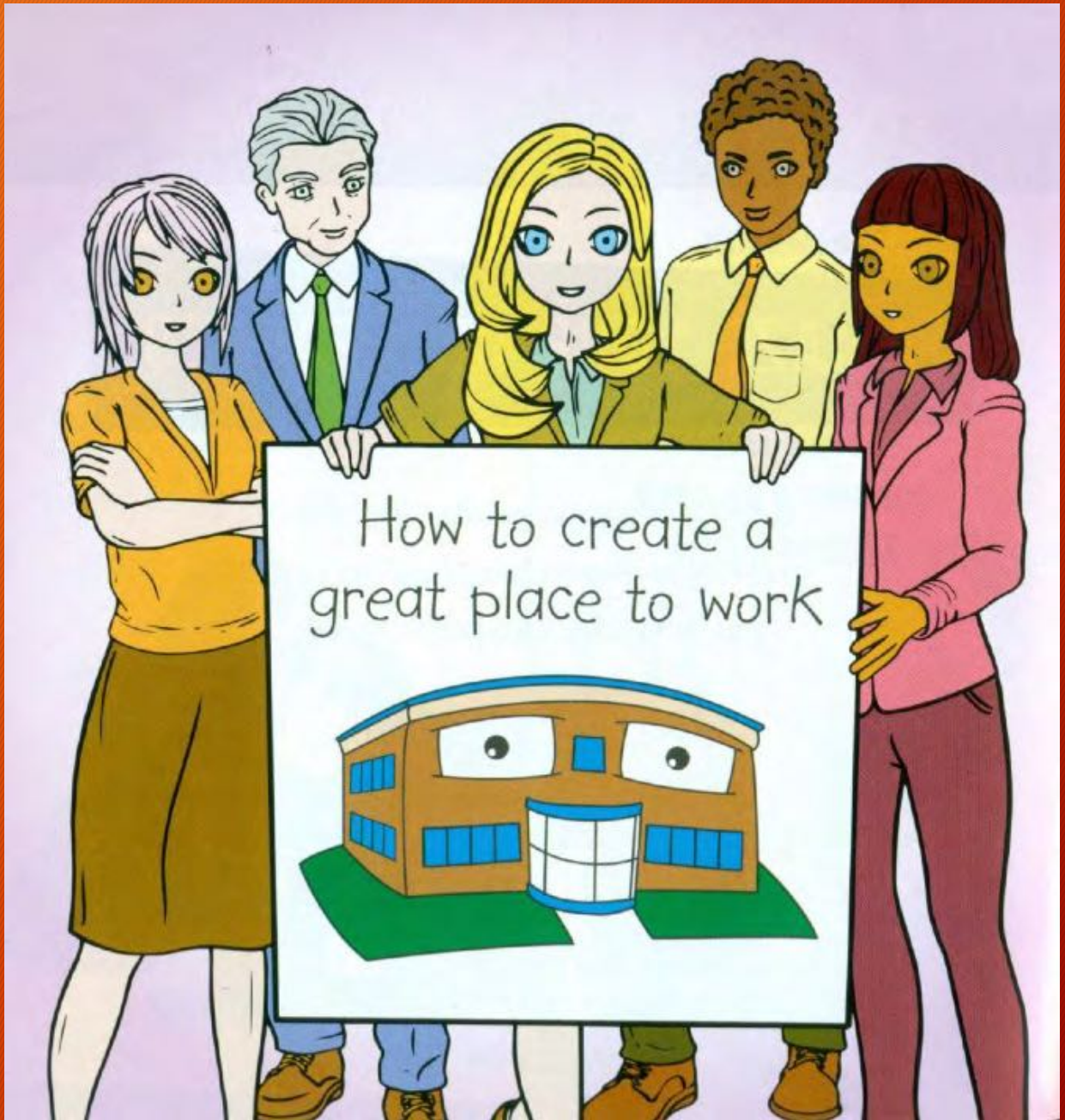
GREAT BOSS

KINDNESS
PERSONAL MENTOR
TRAINING
"THANK YOU"
"WELL DONE"
SPECIAL REWARDS
BIRTHDAY OFF



AMAZE YOUR COLLEAGUES

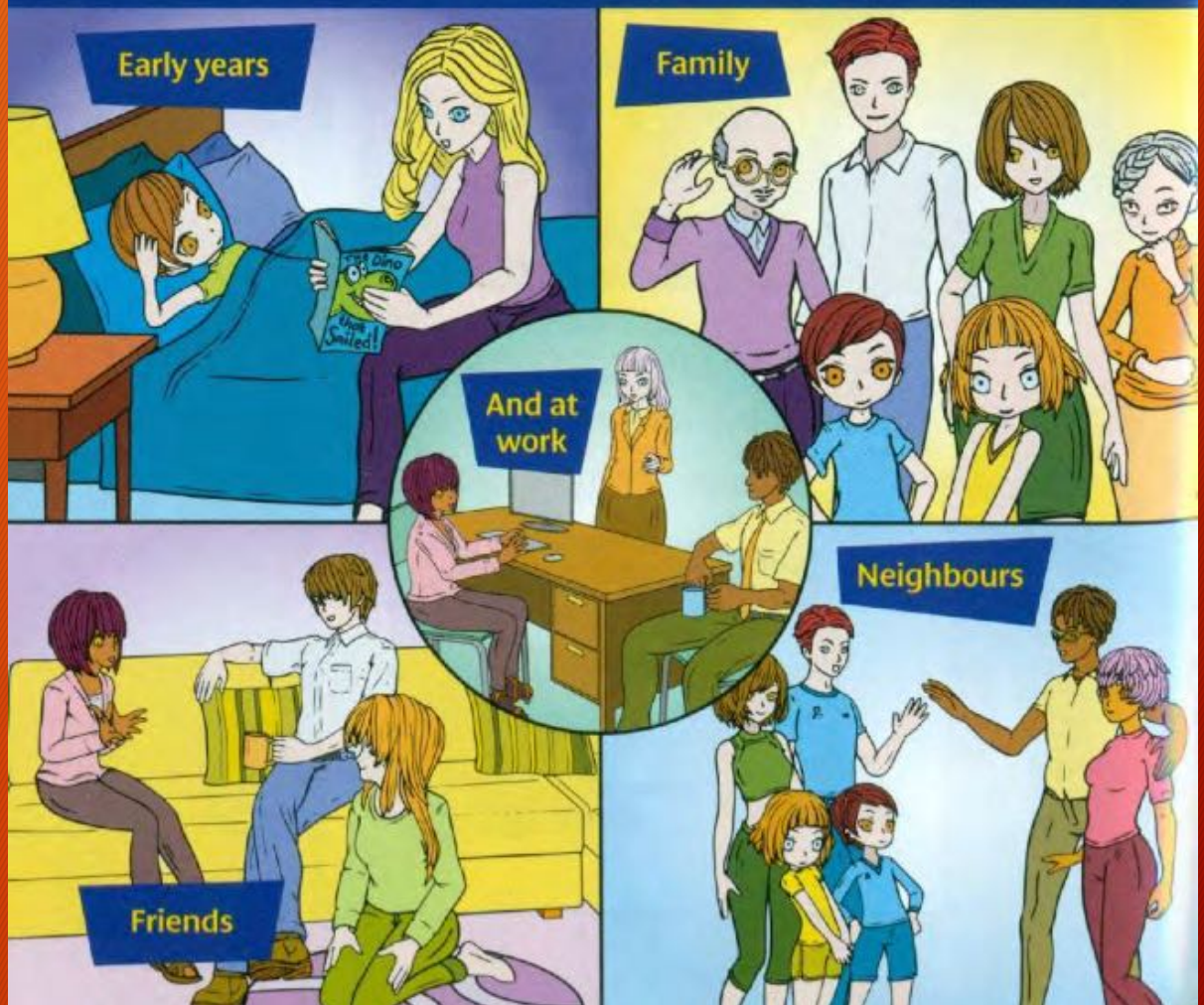
A great boss looks after the team
and helps every colleague become
the best they can possibly be.

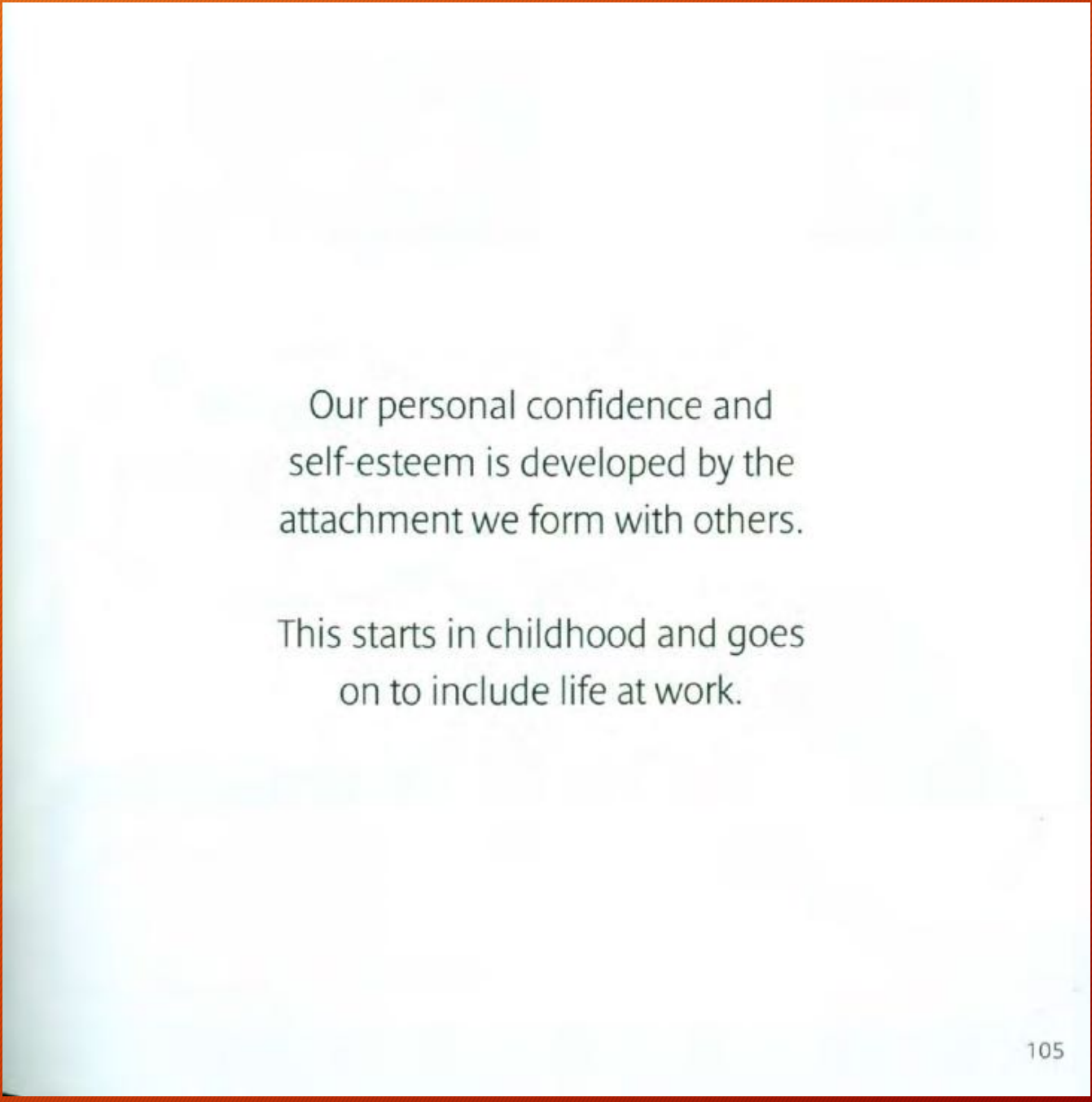


GETTING THE RIGHT CULTURE

The way an organisation is managed
has a big influence on the colleagues'
health and well-being.

IMPORTANCE OF FEELING VALUED





Our personal confidence and self-esteem is developed by the attachment we form with others.

This starts in childhood and goes on to include life at work.



Geoff
MR HAPPY
Part of the family
since 2011


Geoff
MR HAPPY
Part of the family
since 2011




Welcome to my shop



My name is Paul and I am the manager of this shop
I have worked for 12 years in 32 years and love
working for this company
I am very family focused and have two grown up
sons one is a teacher the other is an artist
My hobbies include travel, food and fishing
I am always happy to help you please just ask



Every work place should create a
happy community - giving a safe base
to colleagues who look forward to
coming to work.

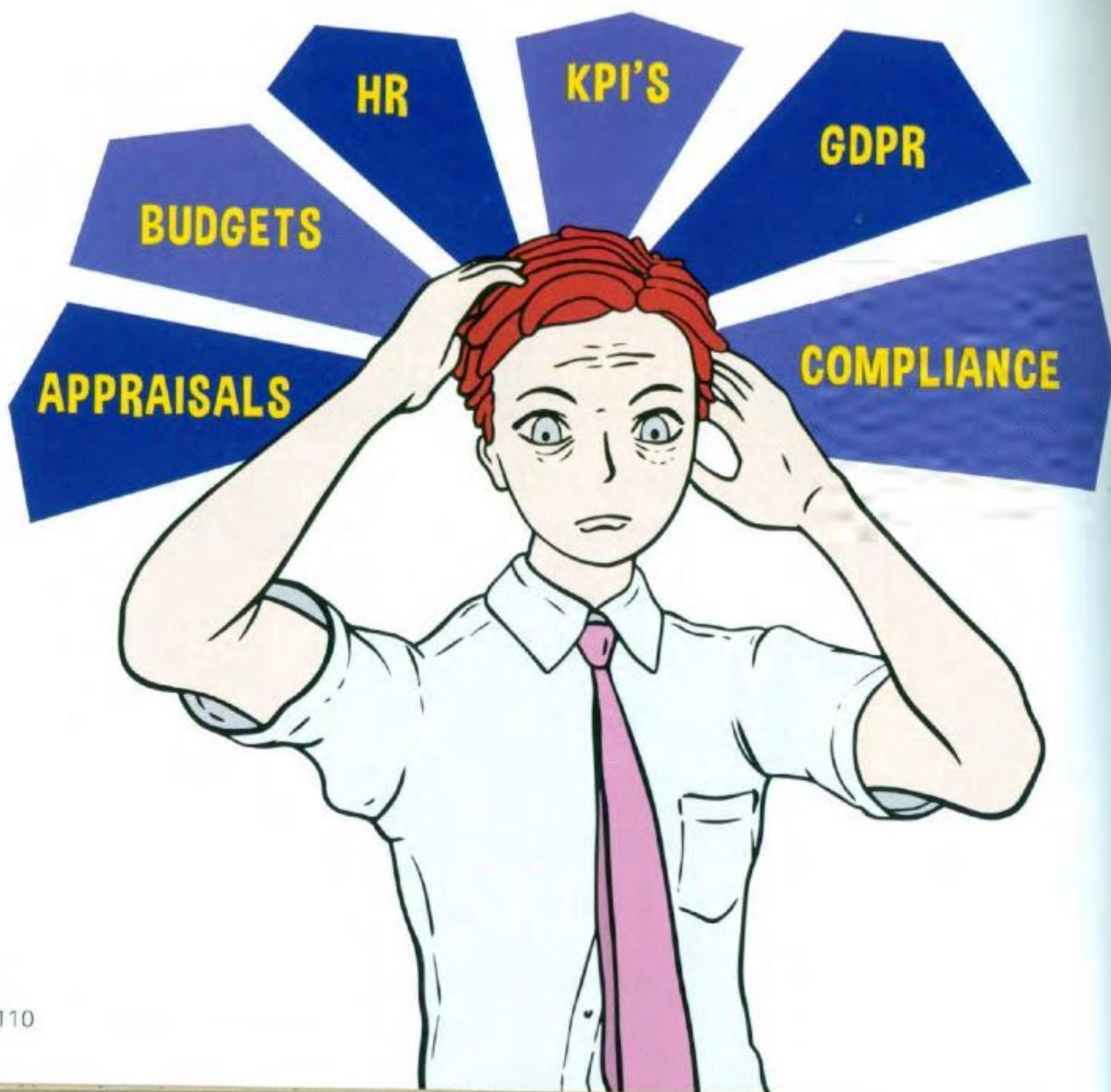


An organisation dominated by red tape
and process can cause dedicated and
talented colleagues to feel overworked
and under valued.

THE PROCESS AND GOVERNANCE CORPORATION

Management suite floor 25






Star performers work extra hard to compensate for a rigid regime but may become so stressed they move elsewhere. Leaving the organisation to be run by people who care more about themselves and less about the business. No wonder rigidly run organisations can be so inefficient.

UPSIDE-DOWN MANAGEMENT

Our colleagues in this shop have my total authority to do whatever they can to give you amazing service.





Trust your colleagues with the freedom to
do their job in the way they know best.

GREAT PEOPLE MAKE A GREAT BUSINESS



MR HELPFUL



MISS SKILLFUL



MR AMBITIOUS



MRS HAPPY



MR PUNCTUAL



MR KEEN



MR QUICK



MR FRIENDLY



MR PERSONALITY




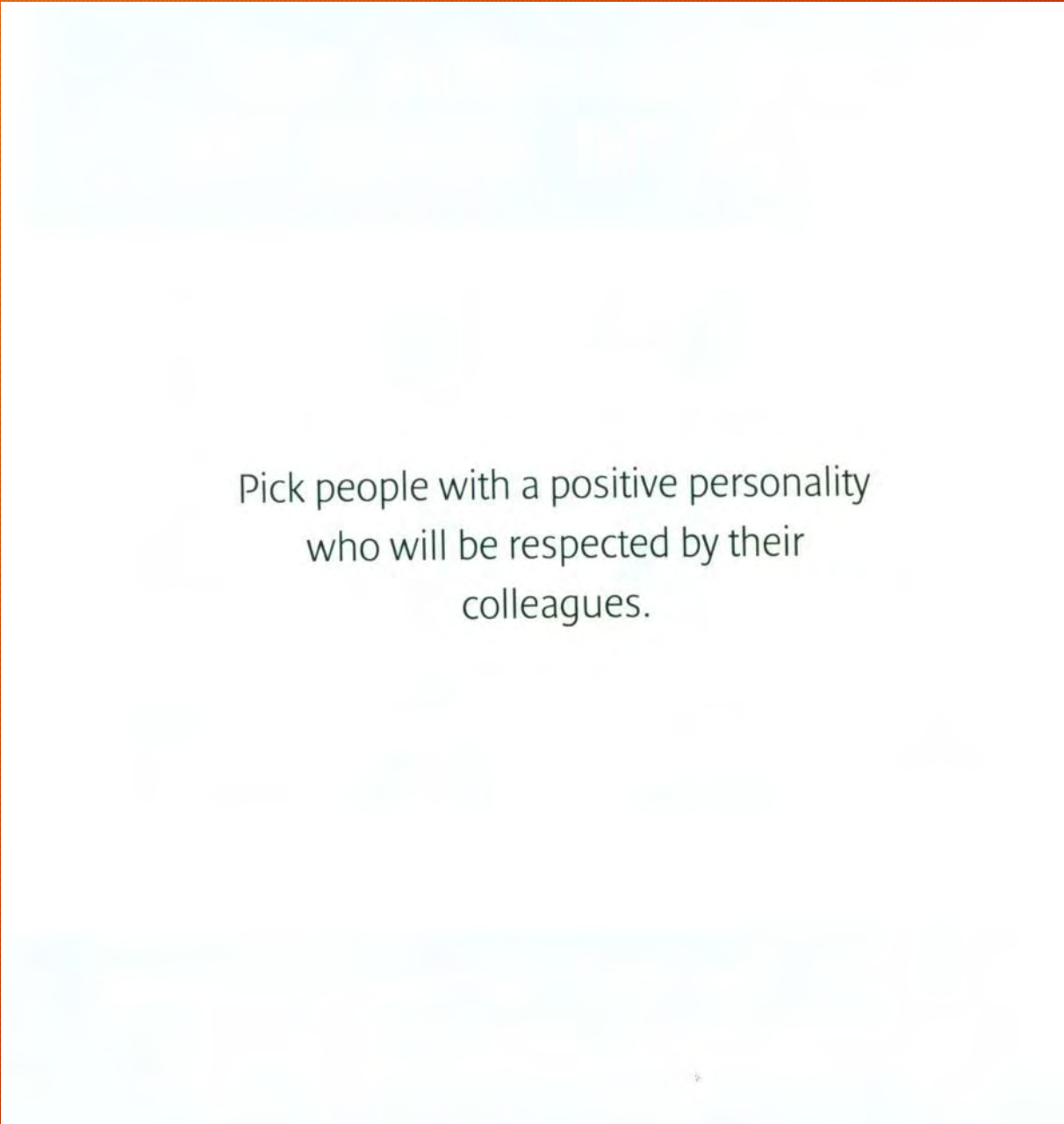
MR FUN TO BE WITH



MRS HONEST



MR CAN'T STOP SMILING



Pick people with a positive personality
who will be respected by their
colleagues.

IF A COLLEAGUE HAS PICKED THE WRONG JOB



MR SCRUFFY



MS LATE



MR IS IT FIVE 'O' CLOCK



MR RUDE



MR CARELESS



MISS DON'T CARE



MR GRUMPY



MR DULL



MRS SLOW



MR SCROUNGER




MR DISHONEST



MISS FIB

HELP THEM FIND THEIR HAPPINESS ELSEWHERE
GENEROUSLY/NICELY/QUICKLY



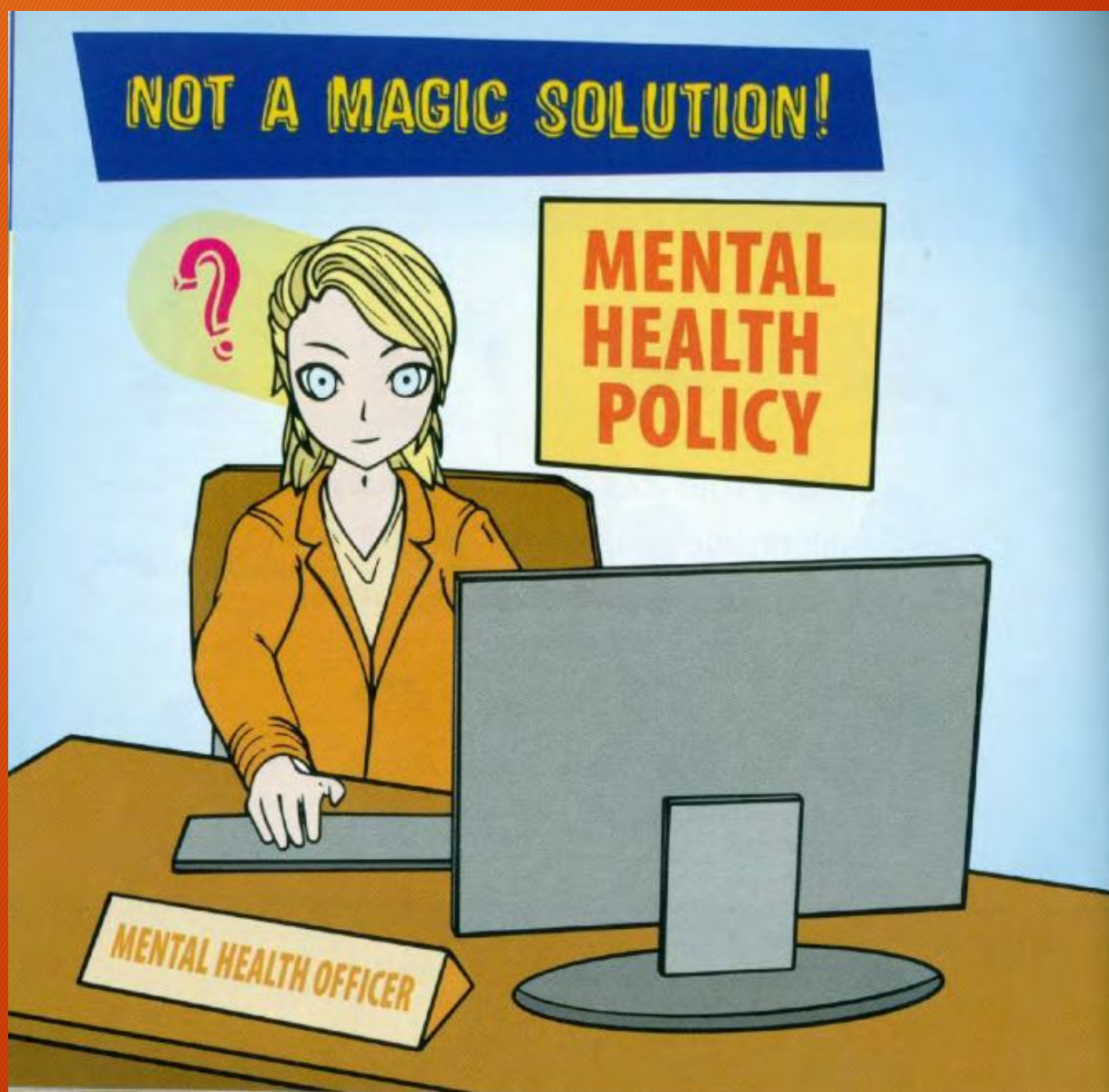
Make sure your great colleagues work
alongside people who love coming to
work as much as they do.


NOT A MAGIC SOLUTION!



**MENTAL
HEALTH
POLICY**

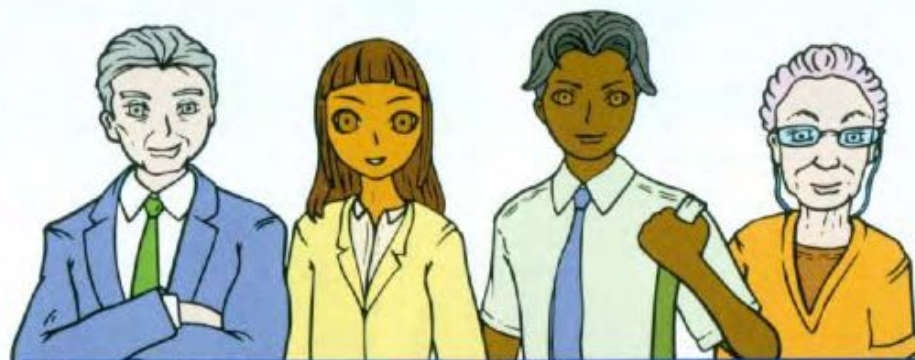
MENTAL HEALTH OFFICER





Support for colleagues with stress and depression
isn't simply provided by a process or through
appointing a mental health officer.

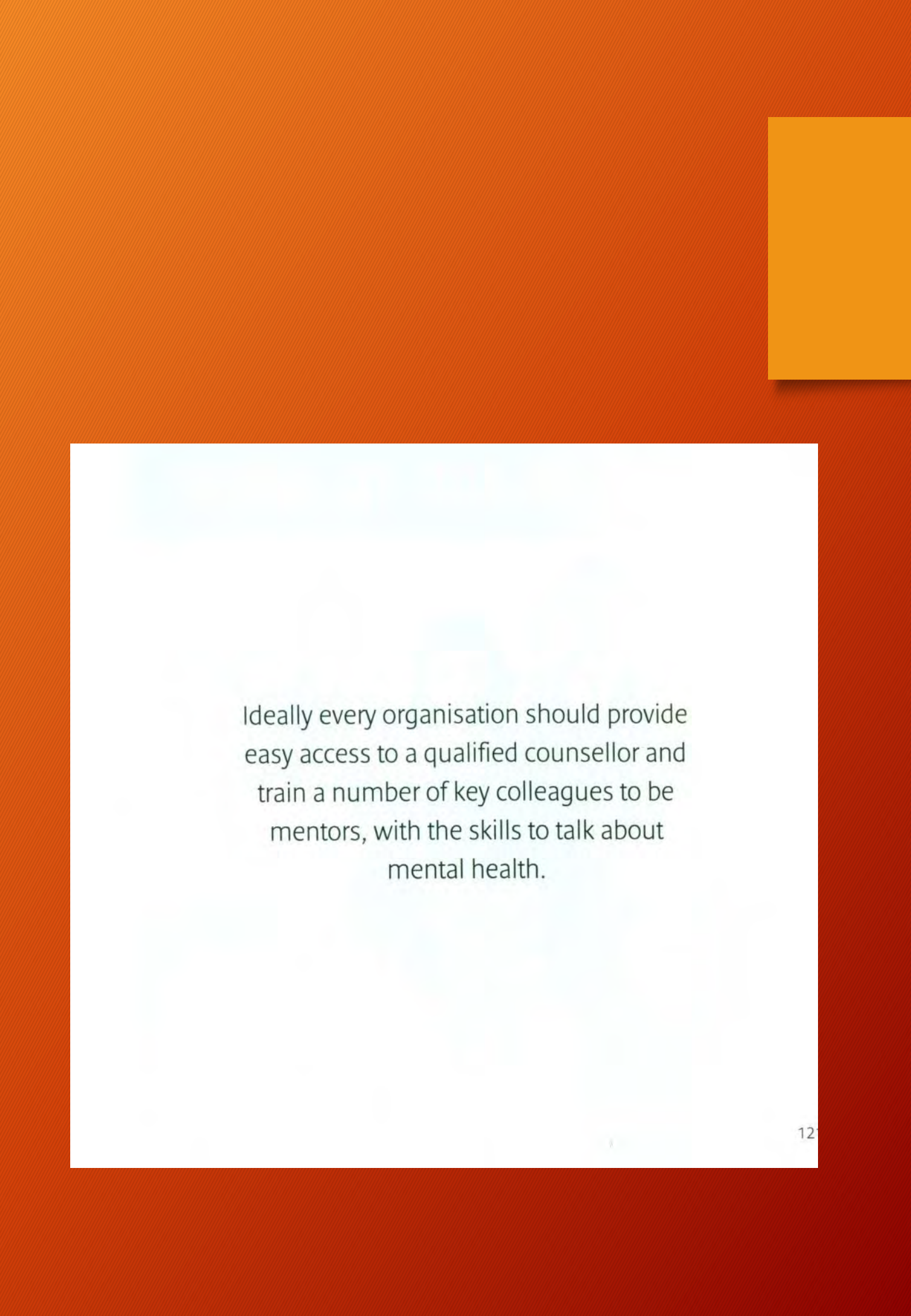
An organisation's culture makes the real difference.



MENTAL HEALTH FIRST AIDERS




INSTANT COUNSELLING



Ideally every organisation should provide easy access to a qualified counsellor and train a number of key colleagues to be mentors, with the skills to talk about mental health.

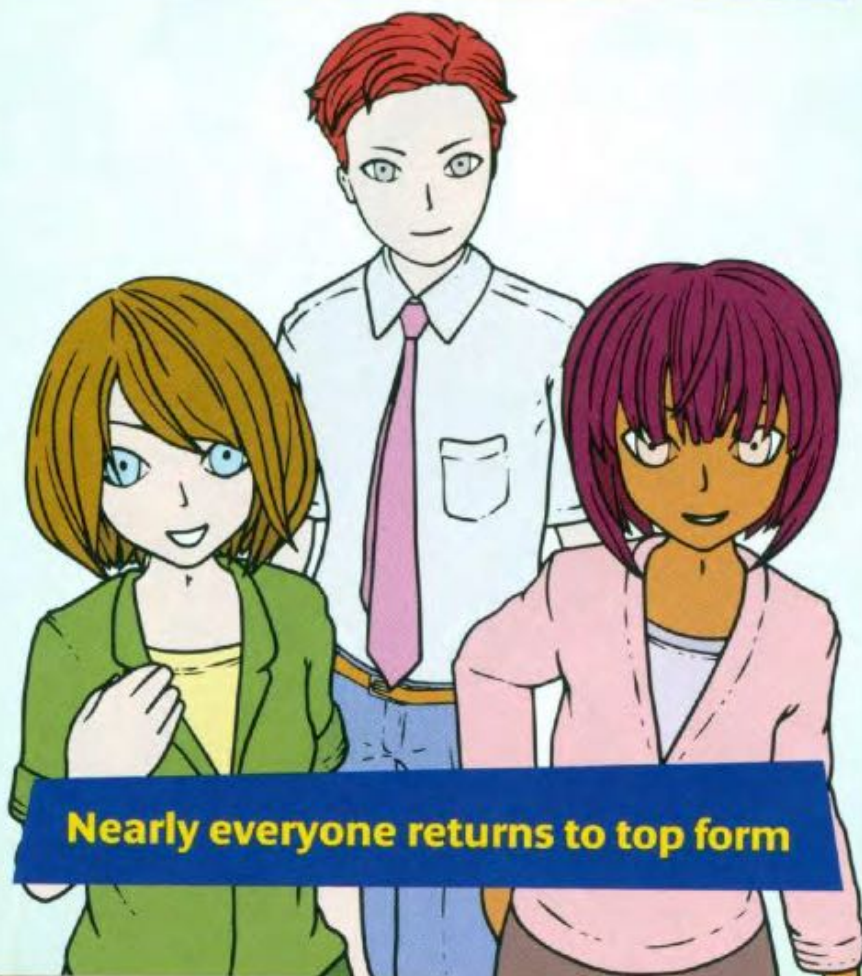
GREAT PLACE TO WORK






The best answers are found in a happy
workplace based on kindness and respect
where everyone understands the
background to stress and depression.

THE GOOD NEWS



Nearly everyone returns to top form



For anyone in the depths of despair
it is reassuring to know that one
day almost everyone will feel
much better.

WE SUPPORT COLLEAGUES
WITH STRESS AND DEPRESSION





The sign of a great workplace.