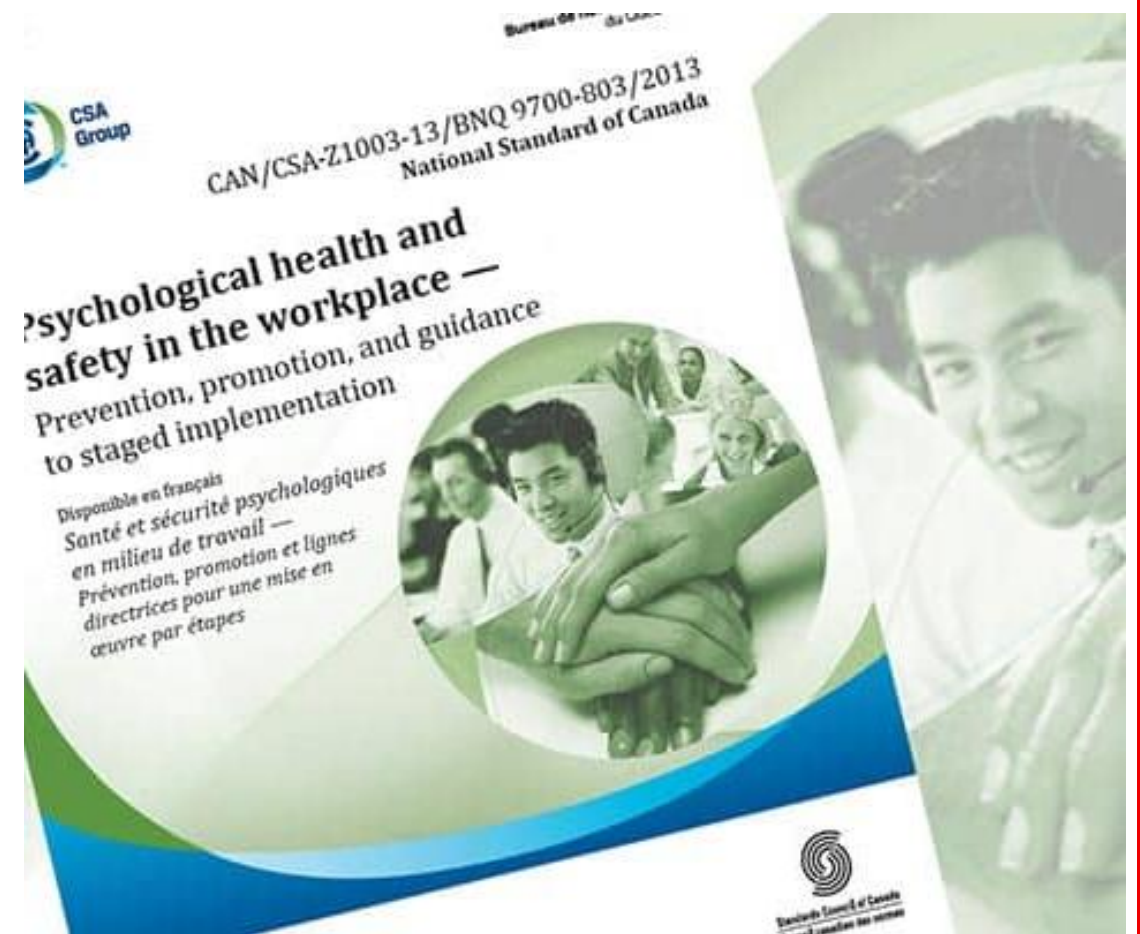


Psychological Health and Safety in the Workplace

Created by: Husna Akramy



What is Psychological Health?

The vision for a psychologically healthy and safe workplace is one that actively works to prevent harm to worker psychological health, including in negligent, reckless, or intentional ways, and promotes psychological well-being

The focus is not on individual employees' health status but rather on organizational factors.

It is also a voluntary standard. It is not a legal framework or regulation.

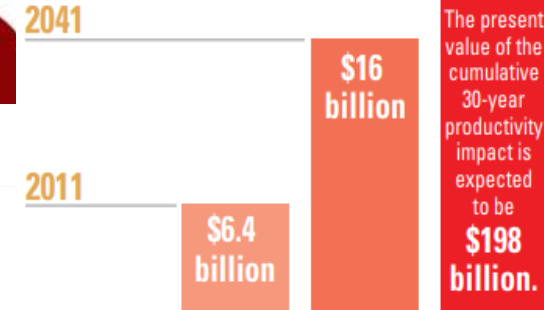
Mental Health Problems and Illness

A quick look at the impact of mental health problems on the Canadian workplace

One in five Canadians currently live with a mental illness.

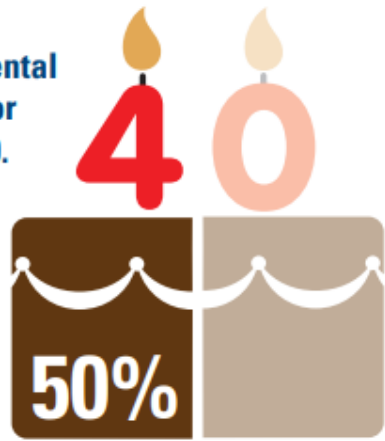


Annual productivity impact of mental illness in the workplace

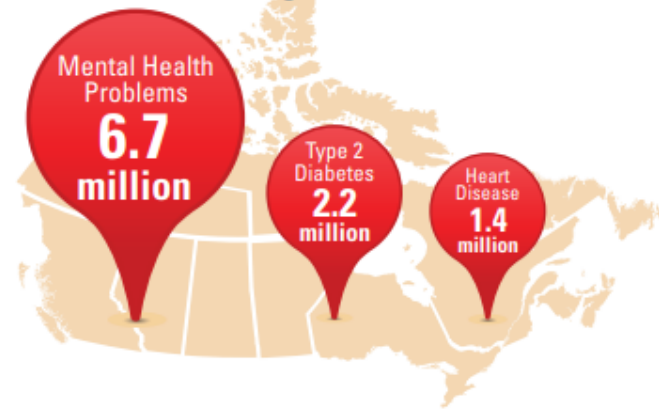


Reducing the number of people experiencing a new mental illness in a given year **by 10%** would save the economy **\$4 billion per year.**

People who will experience a mental health problem or illness by age 40.



Canadians are living with:



Fours Areas of Consideration to Improve Psychological Health and Safety

Risk Mitigation

**Cost
Effectiveness**

**Recruitment
and Retention**

**Organizational
excellence and
sustainability**

Benefits of Psychological Health and Safety Systems

Employee well-being

Job satisfaction

Self-esteem

Job Fulfillment

13 Psychological Health and Safety



Psychological and Social Support

“Psychological and social support are present in an environment where co-workers and supervisors are supportive of employees’ psychological and mental health concerns and would respond appropriately as needed.”

By providing psychological and social support to your team, you will observe:

- Improved overall psychological health of employees
- Sustainable/successful return to work
- Reasonable workplace support during times of emotional distress, crisis or upset
- Understanding and awareness of mental health
- Employees who feel safe to talk about mental health and are not confronted with stigma
- Employees who are supported to stay productive and maintain healthy relationships
- Greater job attachment, job commitment, job satisfaction, and positive work mood
- Employees distressed at work will be more likely to seek and receive help

Psychological and Social Support



Organizational Culture

.Organizational culture is “the degree to which a work environment is characterized by trust, honesty and fairness”.

Organizational culture depends on the mix of values, beliefs, meanings and expectations of the group members within the organization and according to their behavioral and problem-solving cues.

With positive organizational culture, workplaces will benefit from:

- Higher job satisfaction and morale
- Enhanced employee retention and recruitment
- Organizational commitment
- Enhanced productivity
- Strong communication at all levels
- A positive public and community image

Organizational Culture



Clear Leadership and Expectation

Clear leadership and expectations are present in an environment in which leadership is effective and there is support that helps employees know what they need to do, what is expected of them, how their work contributes to the organization and whether there are impending changes.

When effective leadership and support are present:

- ⑩ Employee morale is positive and resiliency is high even during times of stress
- ⑩ Frustration and conflict are minimized among employees
- ⑩ Employees have clear expectations regarding job responsibility and roles
- ⑩ Employees have trust in management

Clear Leadership and Expectation



Civility and Respect

Civility and respect is about showing care and consideration for others, whether through interactions within staff, customers, clients or the public. “A civil and respectful workplace ensures a work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients, and the public”.

With civility and respect in our workplace we will experience:

- Greater job satisfaction among employees
- Increased interest for personal growth
- Effective teamwork with positive morale
- Reduced sick leave and turnover
- Reduced conflicts among colleagues
- Effective resolution of conflicts that arise
- Respectful leadership at all levels

Civility and Respect



Psychological Competencies & Demands

Psychological competencies and demands are found in a workplace that constantly finds or creates a good fit between employees' interpersonal and emotional competencies and what is needed for the job role. These psychological demands should be clear to both the leader and the employee.

With recognition of psychological demands, the following will occur:

- Enhanced job performance and overall productivity
- Greater job satisfaction
- Increase in retention of employees
- Attraction of skilled employees

Psychological Competencies & Demands



Growth & Development

Growth and Development is present in a workplace where employees receive encouragement and support for their interpersonal, emotional and job skills development by providing them with internal and external opportunities to build their competencies.

With support and opportunities for employee growth and development, we may experience:

- Increased employee competency
- Retention of skilled staff
- Effective succession planning/internal promotions
- Goal commitment and organizational commitment
- Job satisfaction

Growth & Development



Recognition & Reward

Recognition and Reward is present in a work environment that acknowledges and appreciates employees for their efforts in a fair and timely manner. It doesn't mean that everyone needs to be praised for every action they take.

Employees who are acknowledged and rewarded will:

- Be motivated to perform better
- Have higher self-esteem and enhanced team success
- Increase employee satisfaction, motivation, and loyalty
- Improve teamwork and positive morale
- Have enhanced employee and/or labor relations
- Treat their colleagues, customers, and clients with courtesy, respect and understanding

Recognition & Reward



Involvement & Influence

Involvement and influence refers to involving employees in discussions on how their work is done and how important decisions are made.

When employees are encouraged to have meaningful input:

- It increases their willingness to make an extra effort
- Employee engagement and morale are increased
- Psychological well-being is improved
- Innovation and organizational commitment are enhanced
- Job satisfaction and positive engagement are improved

Involvement & Influence



Workload Management

Workload management is present in a work environment where tasks and responsibilities can be accomplished successfully within the time available.

The relationship between job demands, intellectual demands and job satisfaction determines the amount of stress on the employee. Having high decision-making ability allows employees to thrive even with high demands.

With effective workload management, we would see:

- Reduced stress and burnout
- Fewer job-related injuries and accidents
- Increased employee retention

Workload and Management

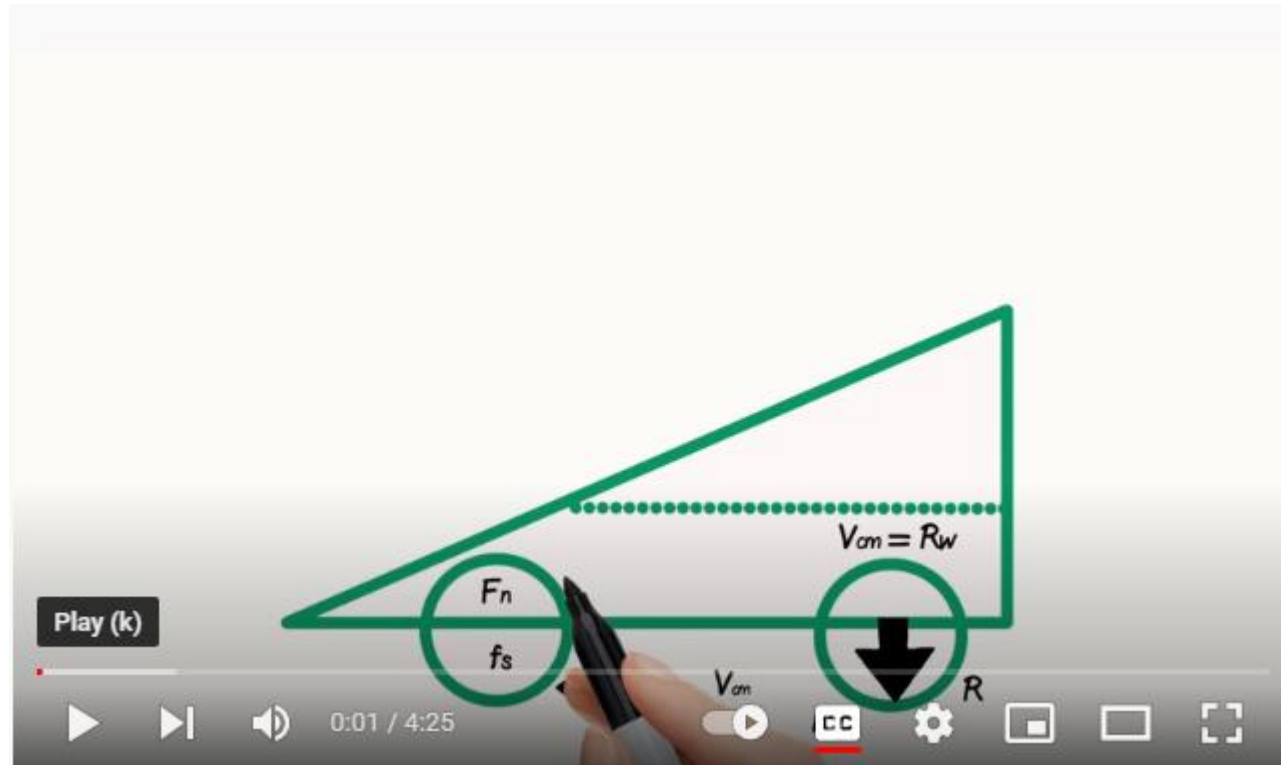


Engagement

Engagement is present in a work environment where employees feel connected to their work and are motivated to do their job well.

Employee engagement can be physical, emotional, and/or cognitive. Physical engagement is based on the amount of exertion an employee puts into his or her job. Physically engaged employees view work as a source of energy. Emotionally engaged employees have a positive job outlook and are passionate about their work. Cognitively engaged employees devote more attention to their work and are absorbed in their job. Whatever the source, engaged employees feel connected to their work because they can relate to, and are committed to, the overall success and mission of their organization.

Engagement



Balance

Work/Life balance is present in an environment where there is recognition of the need for balance between the demands of work, family and personal life.

It is important to note that everyone has multiple roles to handle. This complexity allows fulfillment of individual strengths and responsibilities, but if not handled properly may lead to role conflict and overload

When the need for work-life balance is recognized, we will witness:

Greater staff satisfaction and morale

Reduced staff stress and burnout

Reduced absenteeism and disability

The ability to concentrate, take responsibility and have a sense of work control

Employees who feel valued and happier both at work and at home

Job satisfaction and employee commitment

Balance



Psychological Protection

Psychological Protection is present in a work environment where employees' psychological safety is ensured. Workplace psychological safety is demonstrated when workers feel able to safely ask questions, seek feedback, report mistakes and problems, or propose a new idea without fearing negative consequences to themselves, their job or their careers.

When employees are ensured that they are psychologically protected they demonstrate:

- Greater job satisfaction
- Enhanced team behaviour
- Improved performance
- Increased morale and engagement
- Reduced conflict
- Fewer job-related errors, incidents, accidents and injuries
- Enhanced compliance with legal and regulatory requirements

Psychological Protection



Protection of Physical Safety

Physical safety is present in a workplace where management takes appropriate action to protect the physical safety of employees. Employees who perceive their workplace to be physically safe feel more secure and engaged at work.

When physical safety in the workplace is present:

- A policy is in place to protect workers' physical safety
- Training in safety-related protocols takes place
- Concern for employees' physical safety is clearly demonstrated
- There is a rapid and appropriate response to physical accidents or situation identified as risky
- A safety culture is consistent with and part of the larger culture or climate of the organization
- There is a shared and enduring belief in and commitment to the importance of promoting and protecting the physical safety of all employees by taking actions to identify and address risks

Protection of Physical Safety



Commitment, leadership, and participation

Commitment: the organization shall have or incorporate into existing policies a current policy statement approved by senior management and the Board of Directors (where applicable) that outlines their commitment to the development of a systematic approach for managing psychological health and safety in the workplace.

Leadership:

This Clause pertains to those who have key responsibility for the organization's performance. People in leadership roles shall

- Reinforce the development and sustainability of a psychologically healthy and safe workplace
- Environment based on a foundation of ethics and stated values;
- Support and reinforce all line management in the implementation of the PHSMS;
- Establish key objectives toward continual improvement of psychological health and safety in the workplace;
- Lead and influence organizational culture in a positive way
- Ensure that psychological health and safety is part of organizational decision making processes;
- Engage workers and, where required, their representatives to
- Be aware of the importance of psychological health and safety;
- Be aware of the implications of tolerating psychological health and safety hazards;
- Provide feedback to help the organization determine the effectiveness of the PHSMS
- Implementation and operation; and
- Identify workplace needs regarding psychological health and safety.

Commitment, leadership, and participation

Worker participation is an essential aspect of the PHSMS in the organization. The organization shall

- Provide workers and worker representatives with time and resources to participate effectively in the
- development of the psychological health and safety policy and in the process of PHSMS planning,
- implementation, training, evaluation, and corrective action; and
- Encourage worker participation by providing mechanisms that
- Support worker participation, such as identifying and removing barriers to participation;
- Establish workplace health and safety committees or worker representatives where required by
- OHS legislation and, where applicable, collective agreements or other requirements; and
- Ensure that workers and worker representatives are trained in, and consulted on, all aspects of
- PHSMS associated with their role within this system.