



Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada

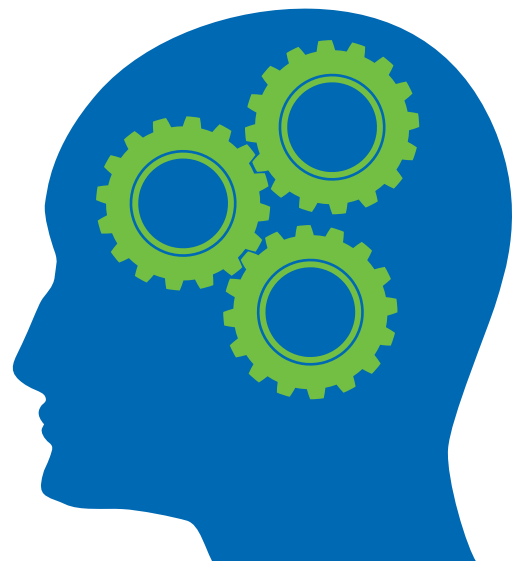
The Working Mind 

# The Working Mind™

## Workplace Mental Health & Wellness



VIRTUAL Training  
Employee Session  
Course Handout



# About MHCC

The Mental Health Commission of Canada (MHCC) leads the development and dissemination of innovative programs and tools to support the mental health and wellness of Canadians. The MHCC offers several mental health training programs including The Working Mind and Mental Health First Aid.

For more information about these courses, you can visit the MHCC website at <https://www.mentalhealthcommission.ca>

## What is The Working Mind (TWM) Virtual Training?

This evidence-based training is designed to initiate a shift in the way you think, feel and act with respect to mental health by increasing your awareness, reducing stigma and other barriers to care in the workplace, encouraging mental health conversations, and strengthening your resilience. By accomplishing these goals, TWM aims to help you maintain your wellness and support others living with a mental health problem or illness in a psychologically healthy and safe work setting.

## Course Objectives

At the end of this course, you will be better able to:

- Define basic concepts related to mental health and mental illness;
- Recognize the impact of stigma and discuss how to reduce stigma and other barriers to care in the workplace;
- Recognize and keep track of changes in your mental health and well-being and know when to take appropriate actions;
- Have conversations about mental health and mental illness with colleagues, friends and family members;
- Identify and practice coping strategies to manage stress and remain resilient;
- Identify and use available resources to support self and others.

# Stigma

Brainstorm and write at least 3 possible impacts and/or consequences of these types of stigma for individuals, workplaces and society in general.

Self	Public	Structural
Your negative thoughts/beliefs/statements about yourself	Other people's negative thoughts/beliefs/statements about you	Discriminatory rules, laws, policies, practices at the institutional/systemic level

# Language Matters

## Question

What does “people-first” language mean and why does it matter?

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**Example:** Instead of saying “This person is mentally ill,” say, “This person lives with mental illness.”

Everyone can be a champion against stigma when advocating the use of accurate and respectful language. So, as you communicate with others, be mindful of the impact of your language.

For more information refer to the *MHCC Language Matters Reference Guide* included in this course.

# Other Barriers to Care

Brainstorm and write at least 3 possible ways to prevent/reduce these other barriers to care.

Barriers to Care	Possible ways to prevent/reduce these barriers
Limited Knowledge	
Time	
Access to Resources	
Financial Costs	

# Mental Health Continuum Self-Check

Check the signs and indicators that really speak to how you experience stress and write any additional changes you might notice in the “my personal changes” section.

	Healthy	Reacting	Injured	Ill
Changes in Mood	<input type="checkbox"/> Normal mood fluctuations <input type="checkbox"/> Calm <input type="checkbox"/> Confident	<input type="checkbox"/> Irritable <input type="checkbox"/> Impatient <input type="checkbox"/> Nervous <input type="checkbox"/> Sadness	<input type="checkbox"/> Angry <input type="checkbox"/> Anxious <input type="checkbox"/> Pervasive sadness	<input type="checkbox"/> Easily enraged <input type="checkbox"/> Excessive anxiety/panic <input type="checkbox"/> Depressed mood, numb
Changes in Thinking and Attitude	<input type="checkbox"/> Good sense of humour <input type="checkbox"/> Takes things in stride <input type="checkbox"/> Ability to concentrate and focus on tasks	<input type="checkbox"/> Displaced sarcasm <input type="checkbox"/> Intrusive thoughts <input type="checkbox"/> Sometimes distracted or loss of focus on tasks	<input type="checkbox"/> Negative attitude <input type="checkbox"/> Recurrent intrusive thoughts/images <input type="checkbox"/> Constantly distracted or cannot focus on tasks	<input type="checkbox"/> Noncompliant <input type="checkbox"/> Suicidal thoughts/intent <input type="checkbox"/> Inability to concentrate, loss of memory or cognitive abilities
Changes in Behaviour and Performance	<input type="checkbox"/> Physically and socially active <input type="checkbox"/> Performing well	<input type="checkbox"/> Decreased activity/socializing <input type="checkbox"/> Procrastination	<input type="checkbox"/> Avoidance <input type="checkbox"/> Decreased performance <input type="checkbox"/> Tardiness <input type="checkbox"/> Begins to pull away from family	<input type="checkbox"/> Withdrawal <input type="checkbox"/> Can't perform duties/tasks <input type="checkbox"/> Absenteeism <input type="checkbox"/> Is not mentally present at home
Physical Changes	<input type="checkbox"/> Normal sleep patterns <input type="checkbox"/> Good appetite <input type="checkbox"/> Feeling energetic <input type="checkbox"/> Maintaining a stable weight	<input type="checkbox"/> Trouble sleeping <input type="checkbox"/> Changes in eating patterns <input type="checkbox"/> Some lack of energy <input type="checkbox"/> Some weight gain	<input type="checkbox"/> Restless sleep <input type="checkbox"/> Loss of appetite <input type="checkbox"/> Some tiredness or fatigue <input type="checkbox"/> Fluctuations or changes in weight	<input type="checkbox"/> Cannot fall/stay asleep <input type="checkbox"/> No appetite <input type="checkbox"/> Constant lasting fatigue/exhaustion <input type="checkbox"/> Extreme weight gain or loss
Changes in Substance Use and Addictive Behaviours	<input type="checkbox"/> Limited alcohol consumption, no binge drinking <input type="checkbox"/> Limited/no addictive behaviours <input type="checkbox"/> No trouble/impact (social, economic, legal, financial) due to substance use	<input type="checkbox"/> Regular to frequent alcohol consumption, limited binge drinking <input type="checkbox"/> Some regular to addictive behaviours <input type="checkbox"/> Limited to some trouble/impact due to substance use	<input type="checkbox"/> Frequent alcohol consumption, binge drinking <input type="checkbox"/> Struggles to control addictive behaviours <input type="checkbox"/> Struggle to control addictive behaviours	<input type="checkbox"/> Regular to frequent binge drinking <input type="checkbox"/> Addiction <input type="checkbox"/> Significant trouble/impact due to substance use
My Personal Changes	<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>

# Mental Health Continuum Scenario

Refer to the *Mental Health Continuum Poster* to help guide your discussion



## Scenario

Recently, your workplace has made a lot of changes to its business operations including modified work duties and shifts. Many part-time employees have been laid off and many others like yourself have been working extended hours and taking on extra responsibilities. In the last week or so, you have been feeling exhausted, frustrated and overwhelmed, and one day, you break down crying in front of your co-workers. You are worried about losing your family income if you can't keep up with the new expectations.

## Questions

1. What signs and indicators are you noticing?

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2. Where might you be on the Mental Health Continuum (green - healthy; yellow - reacting; orange - injured; red - ill)?

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3. Where can you go, what can you do and who can you talk to at this time?

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# Sources of Stress

Take a moment to think about and list some personal/work-related/other stressors. Be ready to share some of your answers with the group.

Work-Related	Personal	Other

# Big 4 Scenario

You are usually a very patient and easygoing person who likes to make jokes. Lately, you've lost your sense of humour and you're feeling more frustrated about having to manage additional work while trying to take care of your family and worrying about your elderly parents. You would like to ask your boss for help, but with the recent layoffs the last thing you want is for your boss to feel like you're not able to do your job. You often catch yourself thinking negative thoughts such as "I'm such a failure," "I'm going to lose my job" and "I should be able to do more." The constant worry is keeping you up at night.

## The Big 4 Strategies



### Questions

1. What signs and indicators are you noticing?

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2. Where might you be on the Mental Health Continuum (green - healthy; yellow - reacting; orange - injured; red - ill)?

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3. Which of the Big 4 strategies would you use and in what order?

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# Self-Care Assessment

1. One thing I do on a regular basis to take care of myself is...

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2. One thing I would like to do more often for myself is...

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3. I know I need to pause and take care of myself when...

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For more information refer to the *MHCC Self-Care & Resilience Guide* included in this course.

# Online Resources

MHCC Resource Hub: Mental health and wellness during the COVID-19 pandemic  
<https://www.mentalhealthcommission.ca/English/covid19>

Mental Health Continuum Tool Self-Check:  
<https://theworkingmind.ca/continuum-self-check>

The Working Mind Self-Care & Resilience Guide  
<https://theworkingmind.ca/blog/working-mind-covid-19-self-care-resilience-guide>

## Workplace Psychological Health and Safety

Free online training: Being a Mindful Employee: An Orientation to Psychological Health and Safety in the Workplace  
<https://www.mentalhealthcommission.ca/English/online-training-psychological-health-and-safety>

National Standard for Psychological Health and Safety in the Workplace  
<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>

13 Psychosocial Workplace Factors (Posters)  
[https://www.mentalhealthcommission.ca/sites/default/files/2019-02/13\\_factors\\_posters\\_eng.pdf](https://www.mentalhealthcommission.ca/sites/default/files/2019-02/13_factors_posters_eng.pdf)

## Recovery Resources

Guidelines for Recovery-Oriented Practice  
[https://www.mentalhealthcommission.ca/sites/default/files/2016-07/MHCC\\_Recovery\\_Guidelines\\_2016\\_ENG.PDF](https://www.mentalhealthcommission.ca/sites/default/files/2016-07/MHCC_Recovery_Guidelines_2016_ENG.PDF)

Recovery Declaration  
<https://www.mentalhealthcommission.ca/English/declaration>

Recovery Inventory  
<https://www.mentalhealthcommission.ca/English/inventory>

Video “Hope Changes Everything” (16:11 minutes)  
<https://www.mentalhealthcommission.ca/English/media/3675>

## Suicide Prevention Resources

Canadian Crisis Centres  
<https://thelifelinecanada.ca/help/crisis-centres/canadian-crisis-centres/>

Canada Suicide Prevention Service  
Call Toll free number:  
1-833-456-4566 Available 24/7