

Employers Connect Workplace Mental Health Summit 2019



Toronto · January 30, 2019



A black and white photograph of a woman in a business suit, looking down at a tablet device she is holding. The image is partially obscured by a large teal rectangular overlay containing text.

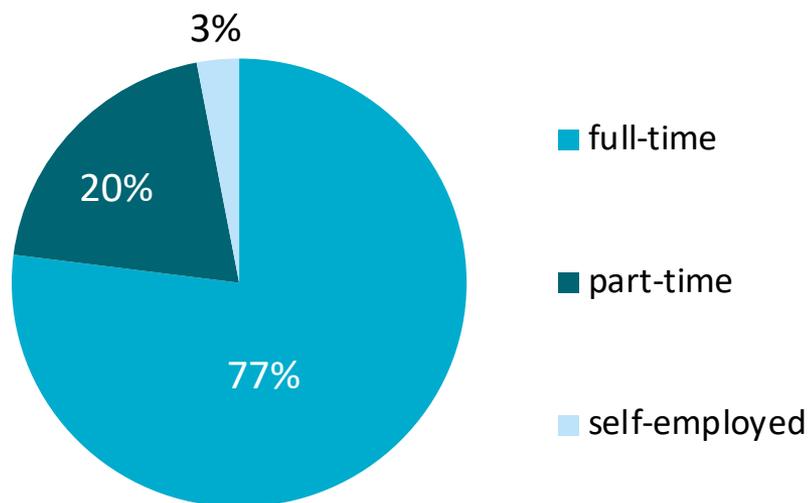
Happy · Healthy · Productive

Mental health and well-being
underlies all

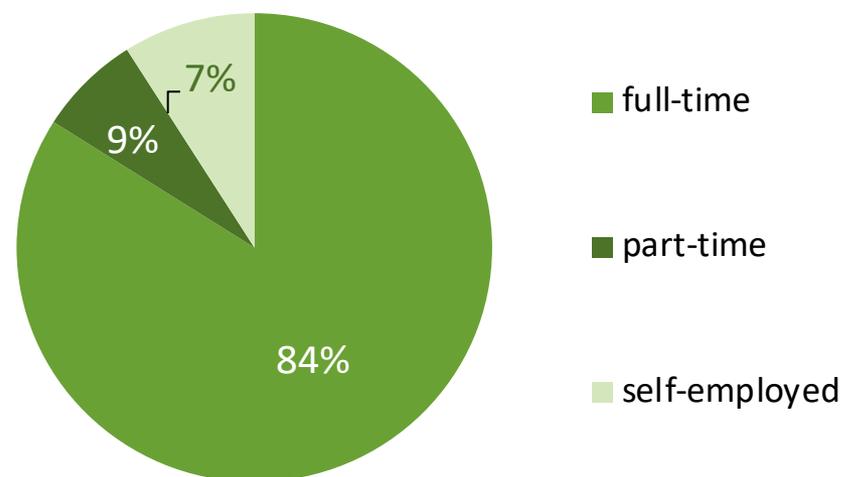
A person with long dark hair, wearing a dark blazer, is pointing with their right hand towards a whiteboard. The whiteboard has some faint, illegible text on it. The background is a bright, slightly blurred office environment.

Morneau Shepell's 5th annual survey
seeks to understand workplace mental
health from the experience of employees
and people managers

Employees



People managers



n= 1,005 employees

n= 586 people managers

51% = organizations 500 employees and under

Margin of error: Valid 19 times out of 20 +/- 3.1%

49% = organizations 501 employees and more

1,591 respondents across Canada, representing all industries and geographies



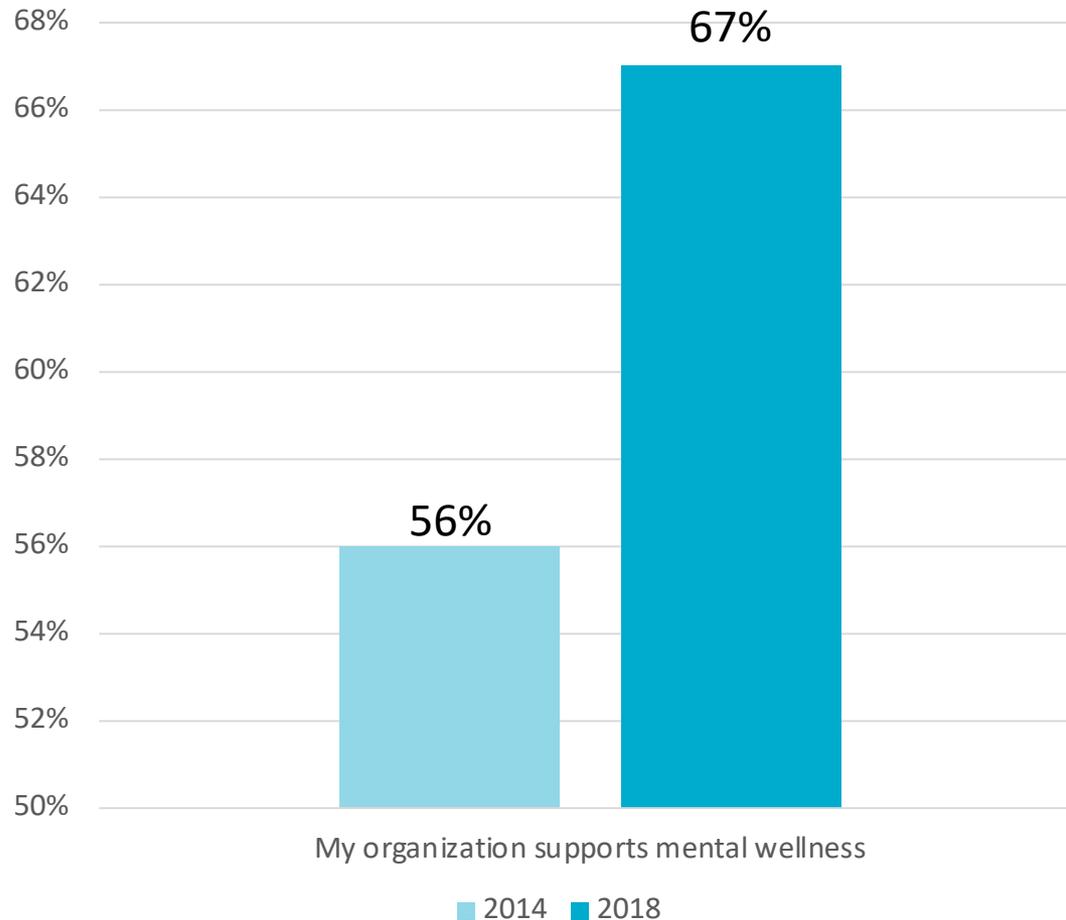
2013 to 2018: What has changed?

Improvements

Improvements have been recognized in the workplace regarding mental wellness, resources, culture

Stigma associated with mental health has declined year-over-year, but still remains prevalent

Employees and managers indicate that **workplace support for mental wellness has improved**

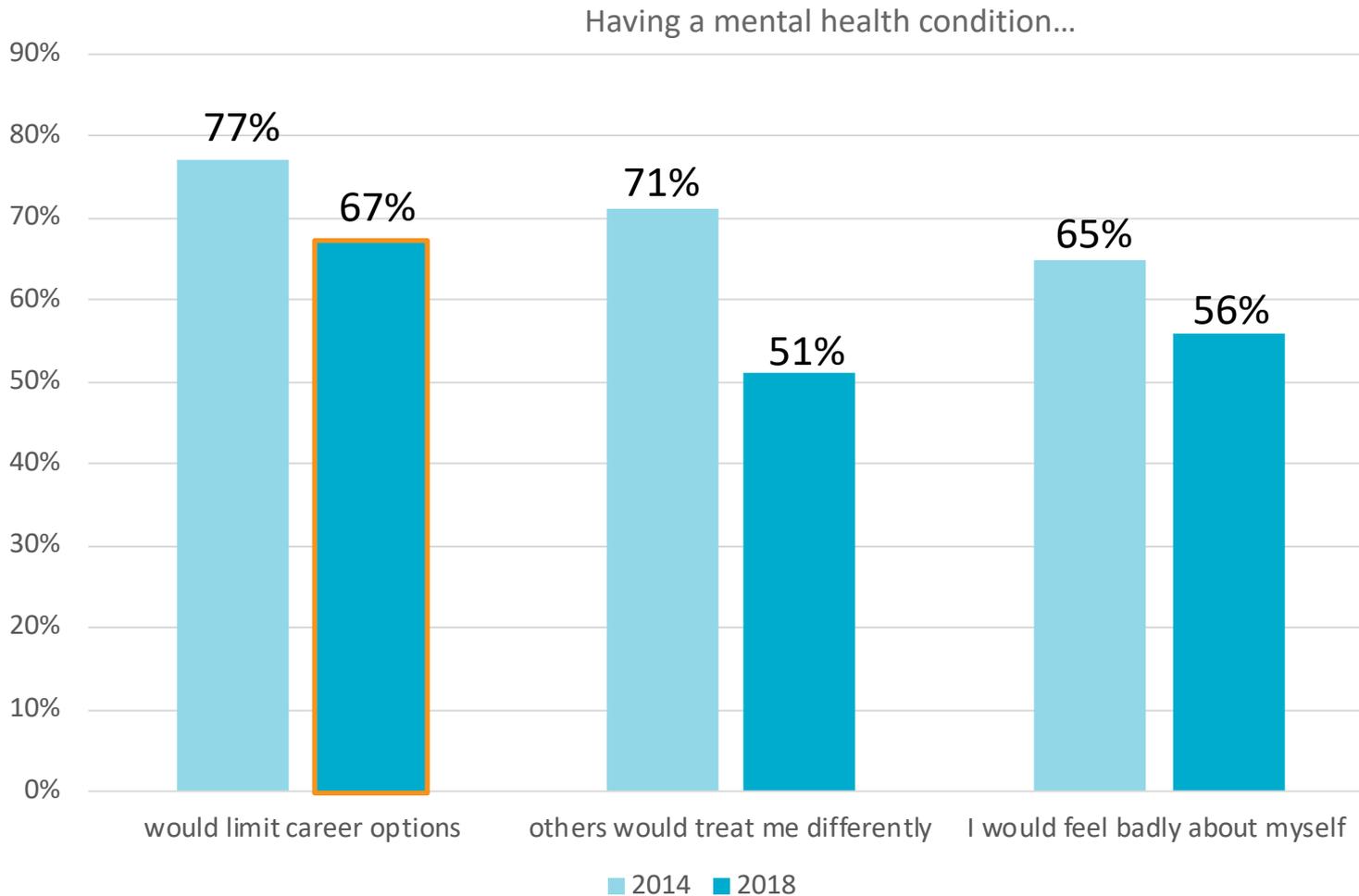


Almost 1 in 4 employees and 1 in 3 managers report that workplace culture has improved

Improved in the past five years	employees	managers
Workplace mental health resources	26%	38%
Workplace culture	23%	32%

Improvements in workplace mental health resources were much more likely in larger organizations (more than 500 employees)

Issues with stigma have decreased but remain a concern



Challenges

Personal and workplace **stress** has increased over the last 5 years

Personal and workplace **isolation** has increased over the last 5 years

Work stress has increased:

More than 1 in 3 employees and managers report being more stressed now than five years ago

Compared to five years ago	employees	managers
Higher work stress	35%	39%
Higher personal stress	36%	37%

4 in 10 managers report higher workplace stress than five years

Isolation has increased:

1 in 4 employees and managers report feeling more isolated than five years ago

Compared to five years ago	employees	managers
Greater workplace isolation	23%	24%
Greater personal isolation	25%	25%

While currently the level of isolation is the same for larger and smaller organizations, the increase was greater for small- to mid-size organizations



2018 research findings



Feeling stress



Feeling isolation



Feeling valued



Work space



27% of employees and 34% of managers report extreme work stress in the last six months

Physical symptoms are the most common first sign of stress

Signs of own stress	employees	managers
Feel physically unwell	44%	42%
Change in interpersonal behaviour	39%	38%
Increased conflict at work or home	31%	33%
Change in work performance	23%	22%

Employees and managers in larger organizations are more likely to report extreme stress vs. those with 500 employees or less

Managers are relatively accurate in understanding that behaviour change is often a sign of stress

Managers noted three of the top four ways to recognize potential mental distress in an employee:

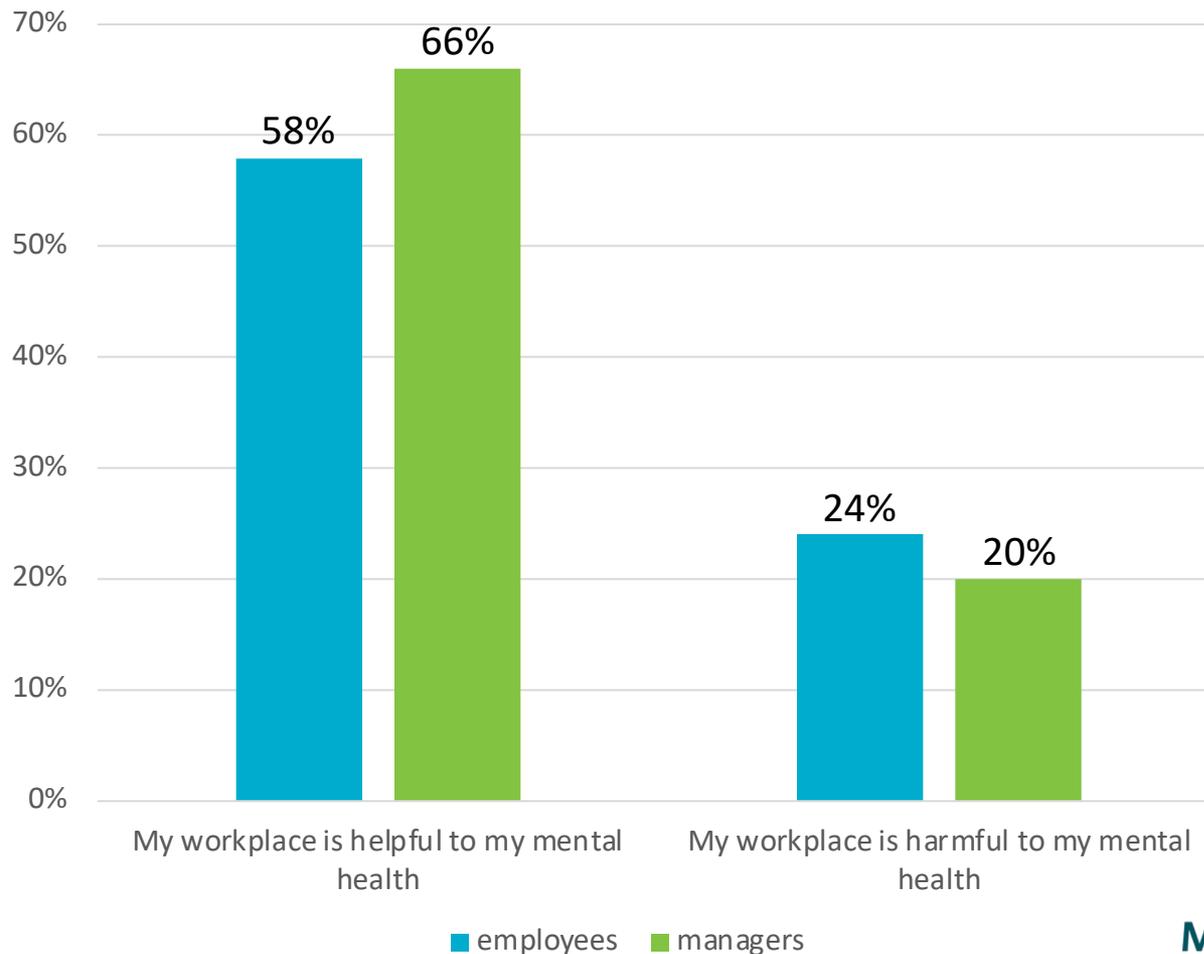
- Change in interpersonal behaviour (79%)
- Change in work performance (77%)
- Conflict with co-workers (66%)

Physical health changes were not noted by managers

Workplace stress correlates with:

- Workplace isolation
- Lack of recognition or not feeling valued at work

The workplace can be helpful to mental health: There is a clear call to action **to bolster the factors that help** in addition to reducing harm



Factors that are helpful

- Support for mental wellness
- Less stigma
- Supportive supervisors
- Positive culture
- Feeling valued

Factors that are harmful

- High levels of work stress
- Feeling of workplace isolation
- Negative attitudes /co-workers
- Noise / hard physical work
- Lack of privacy /open area work

Younger employees are the most likely to say that the workplace is harmful

Comments regarding supervisors who employees see as helpful to mental health

"...is supportive and approachable. She tells me often that she appreciates the work I do."

"...can bounce ideas off him without feeling they will be disregarded."

"...is aware of what I suffer from and is always accommodating with appointments."

"...talks to us."

"...open and honest discussions."

"...listens and provides help without judgement."

"...a good person."

"...helps me balance my priorities."

"...listens to me."

"...helps me when I need it."

Comments regarding supervisors who employees see as harmful to mental health

"...micro-manages."

"...stifles my thinking."

"...mixed messages related to my duties and work."

"...awful person."

"...when she asks how you are doing it is clear that she does not care."

"...dismisses all my ideas."

"...whatever I do is never enough."

"...I do not trust him."

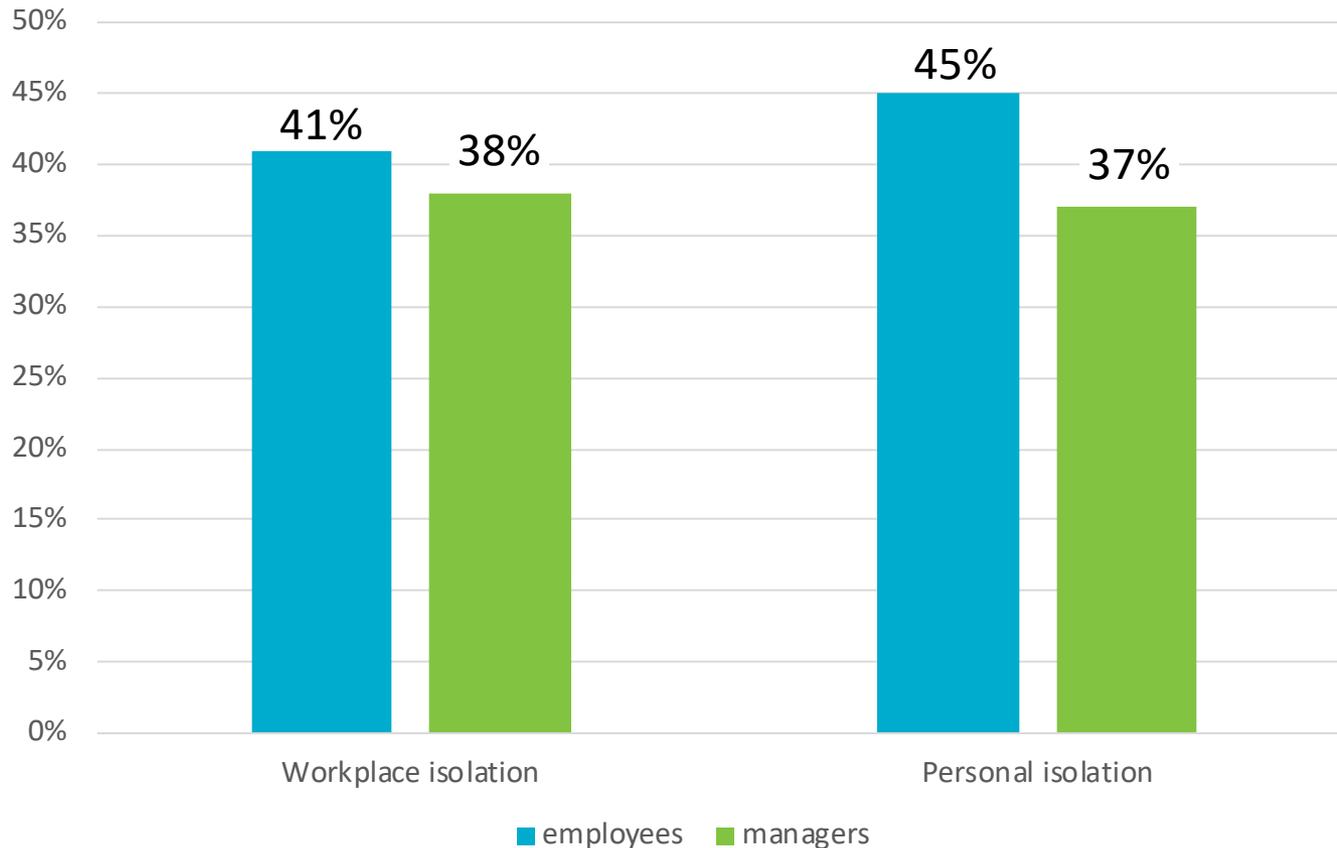
"...always very negative about ideas that I bring."

"...Narcissistic. Not easy to talk to."



**There is a high level of isolation –
“feeling alone and without friends,
support or help”**

41% of employees and 38% of managers indicate **workplace isolation**



40% of those reporting isolation indicate that it is extreme

Isolation is associated with personal and workplace health

Sleep issues are associated with **high personal and workplace isolation**

Workplace stress is associated with **high workplace isolation (especially managers)**

and

Less support for mental wellness is associated with **high workplace isolation**

Workplace stigma is associated with **high work isolation**

Certain job and demographic patterns also emerge **regarding isolation**

Younger employees report higher personal and workplace isolation

Newer employees report higher workplace isolation

Business travellers report higher personal isolation

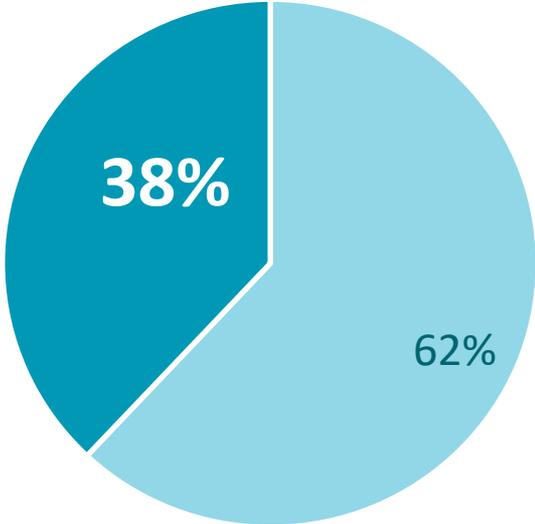
We can no longer rely solely on tradition ways to connect, communicate and build communities



Feeling valued at work has a strong impact on workplace mental health and well-being

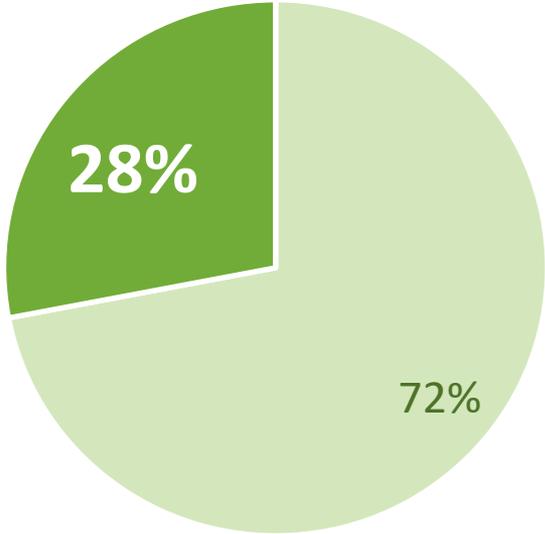
Close to 4 in 10 employees and 3 in 10 managers do not feel valued at work

Employees



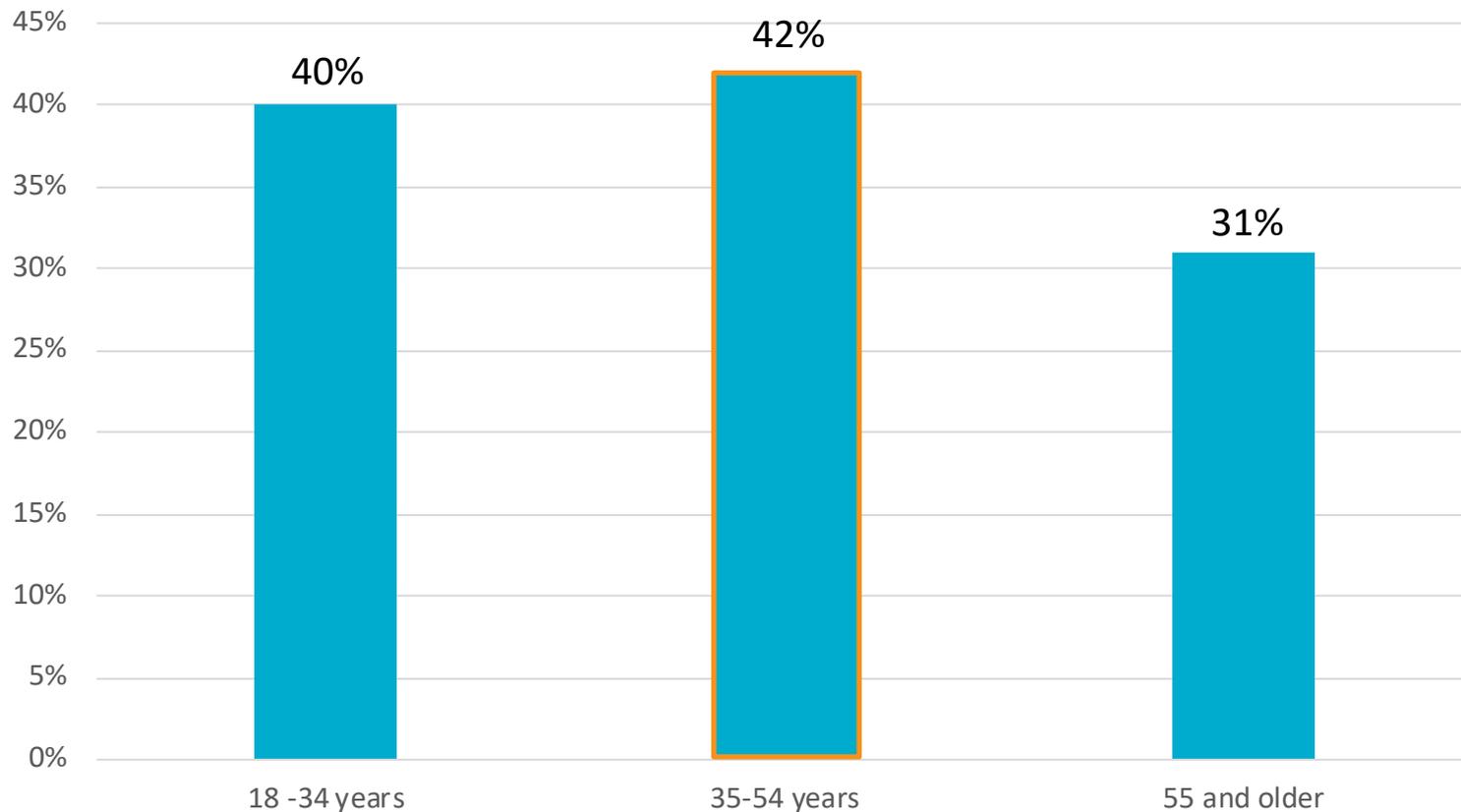
■ Feel valued at work ■ Do not feel valued

People managers



■ Feel valued at work ■ Do not feel valued

Employees 35-54 years old are most likely to not feel valued compared to older and younger counterparts



Workplace recognition is a key part of a workplace mental health strategy for managers

Managers who say their employer values them are more likely to also say they:

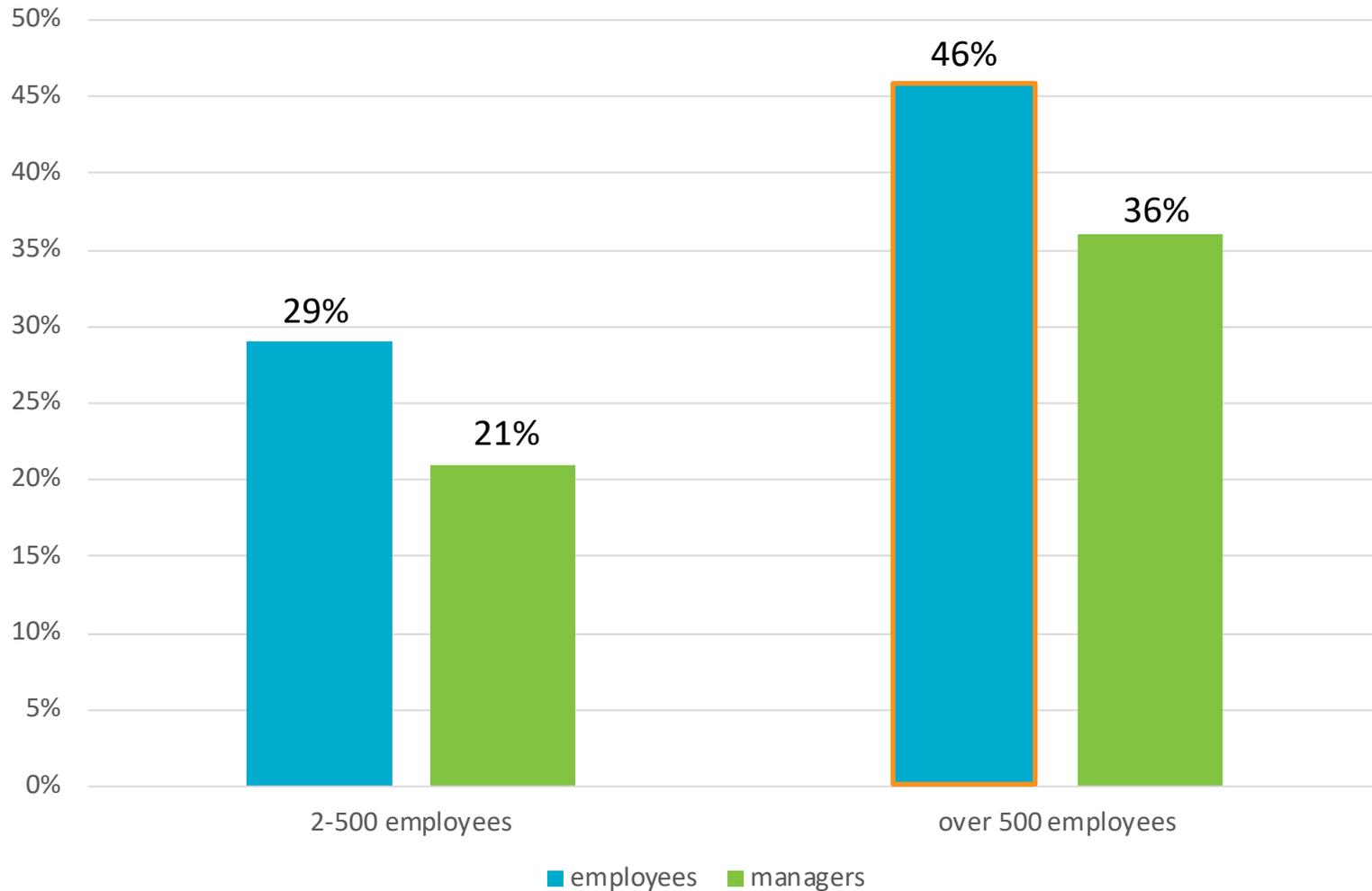
- know how to support a mentally healthy workplace
- are more confident they know how to manage employees who show signs of mental distress

Workplace recognition is a key part of a workplace mental health strategy

Both managers and employees **who do not feel valued at work** are far more likely to report:

- extreme level of **workplace isolation**
- workplace **stress**
- **sleep** issues (especially for managers)
- **taking time off work** due to pain

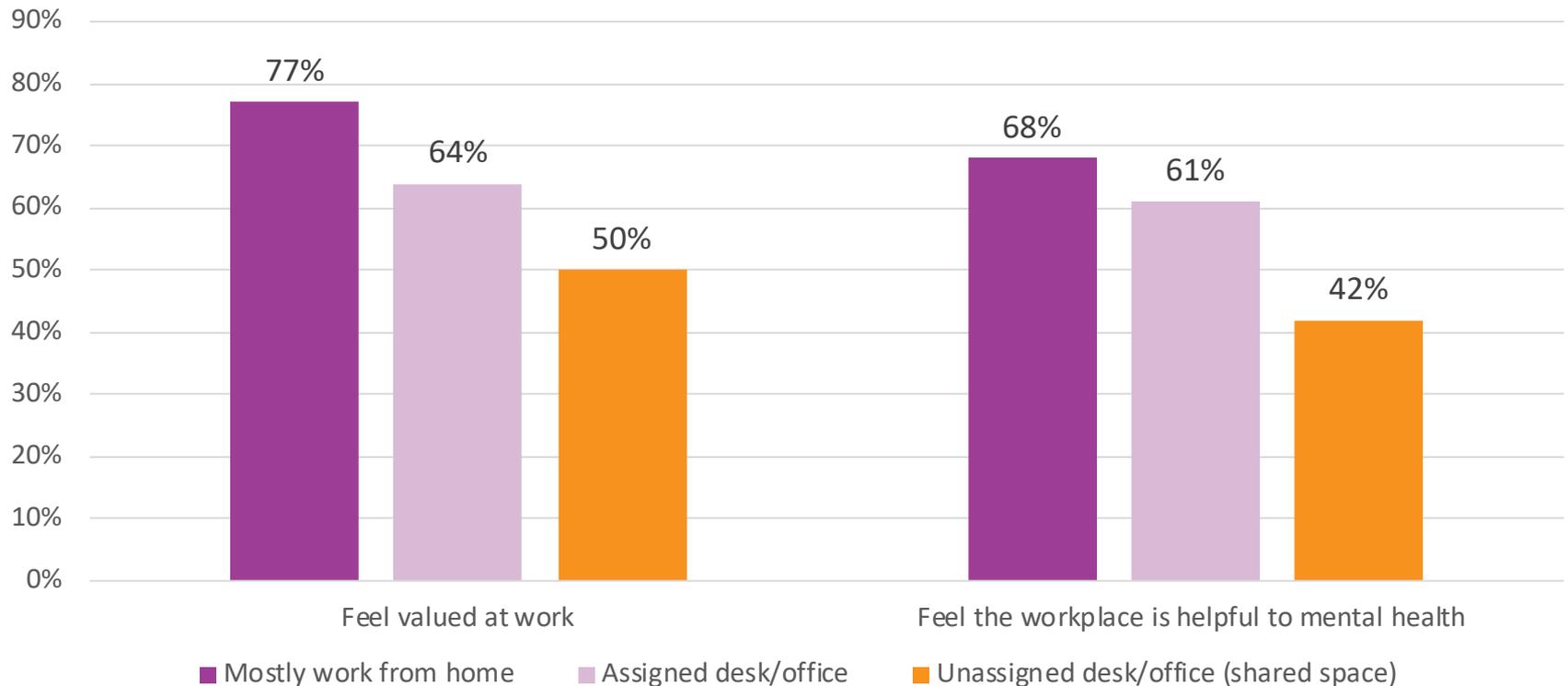
Employees in larger organizations are most likely to not feel valued



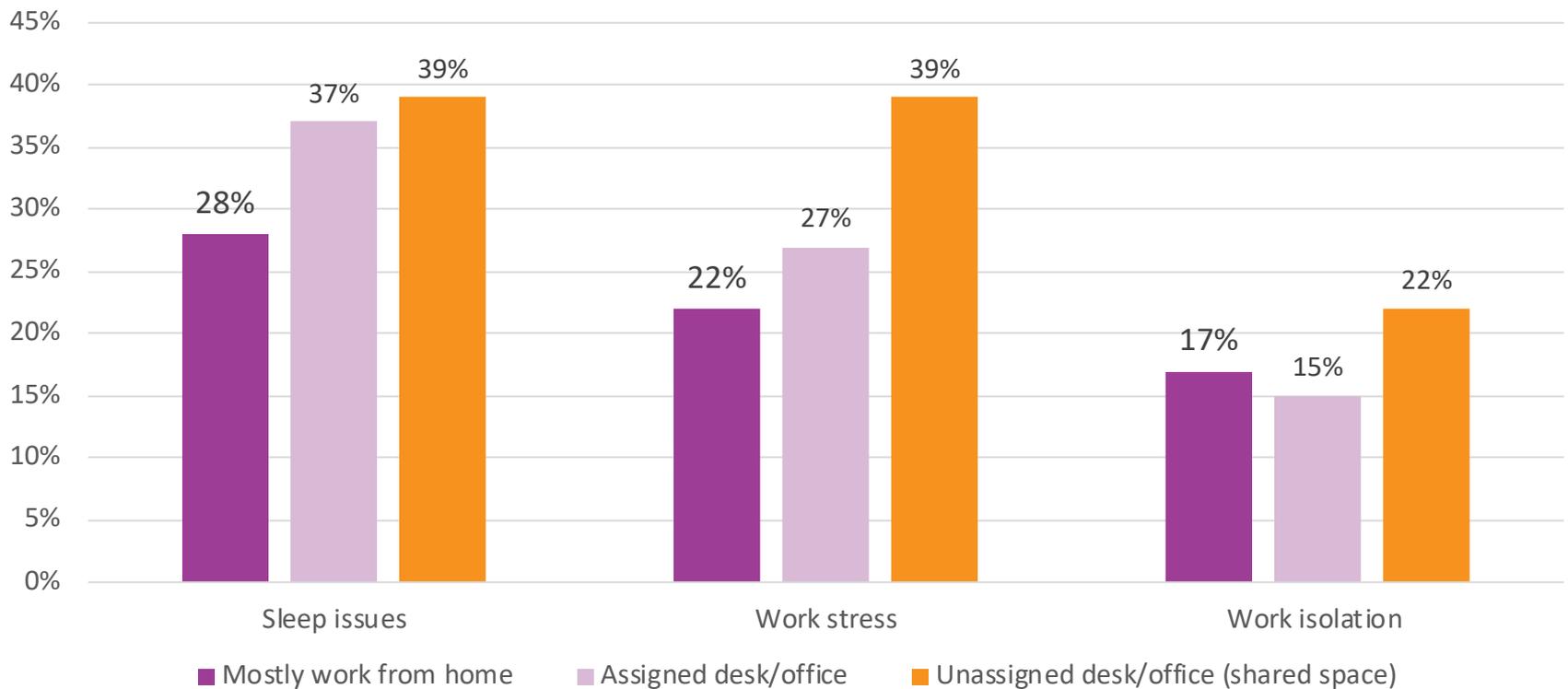


Work space has a connection
to well-being at work

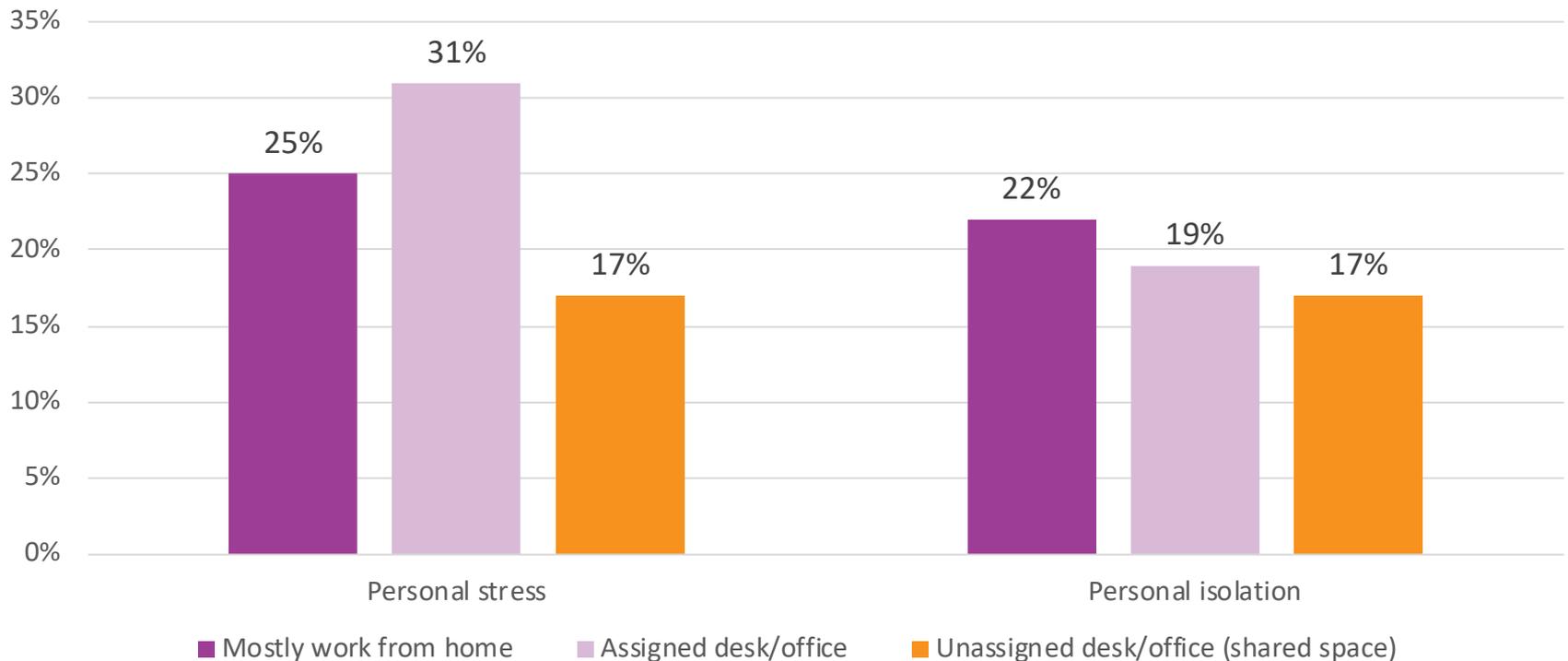
Those in unassigned /shared work spaces were less likely to feel valued and feel the workplace is helpful



Those in unassigned /shared work spaces were most likely to have sleep issues, extreme work stress and extreme work isolation



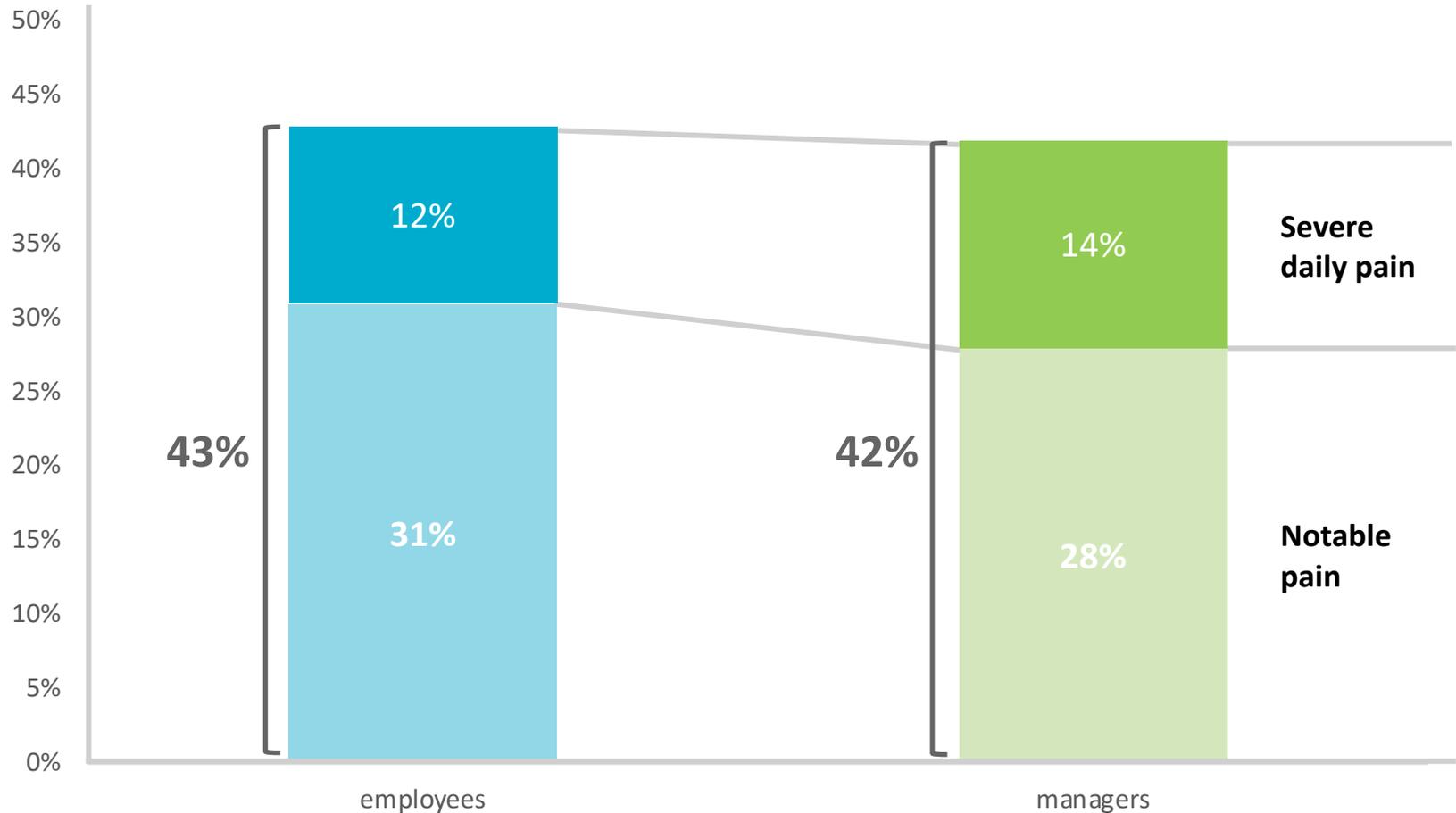
Extreme personal stress is highest for those in assigned desks/offices; Extreme personal isolation is highest for those who work from home



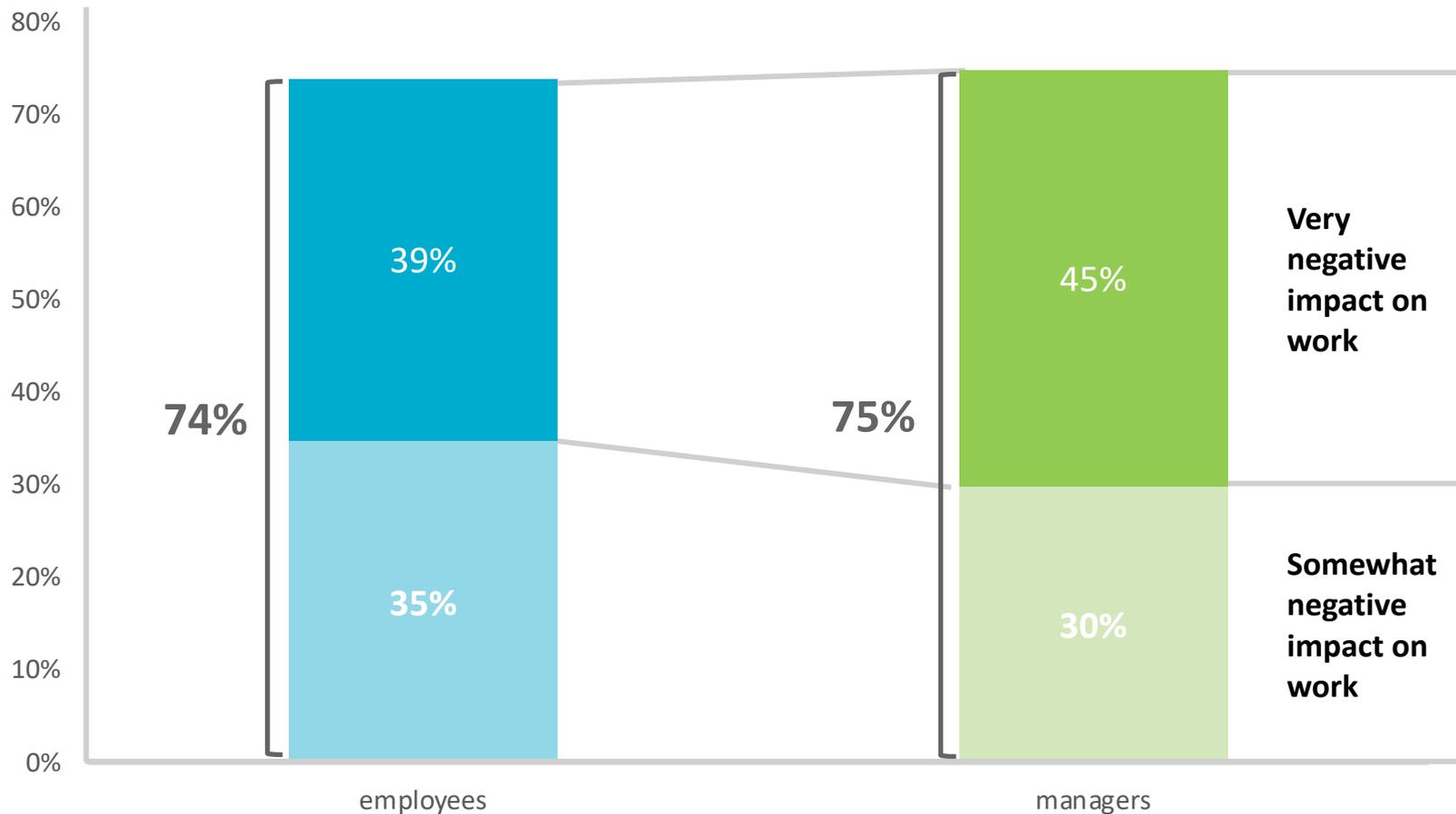


Pain and sleep issues are known to relate to mental health as well as productivity

43% of employees and 42% of managers report severe daily pain on the past three months



74% of employees and 75% of managers **with pain** indicate a negative impact on work

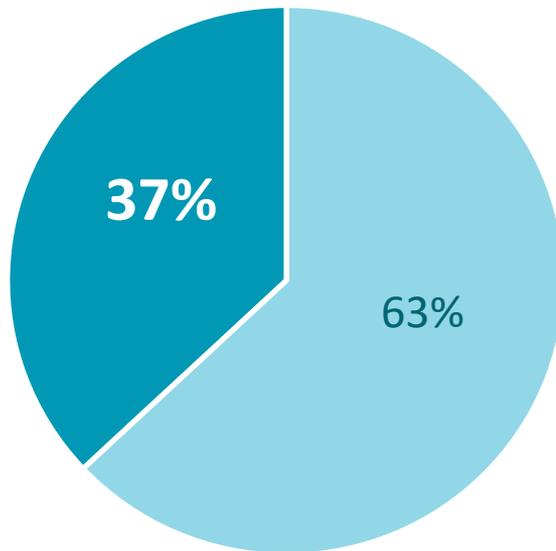




Those with pain issues are: more likely to report high levels of workplace stress

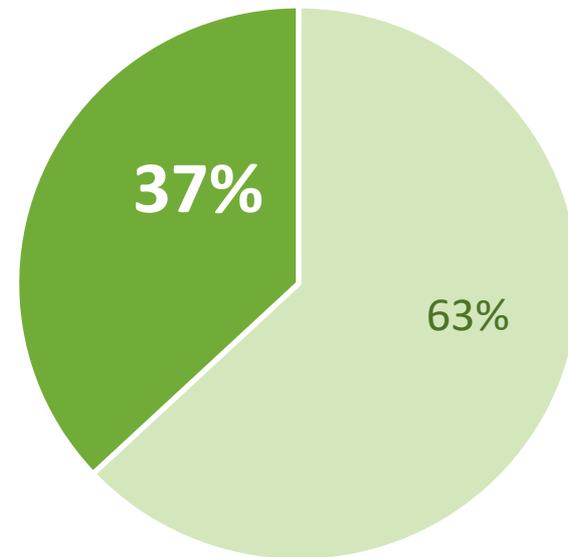
Almost 4 in 10 (37%) of both employees and managers indicate ongoing sleep difficulties

Employees



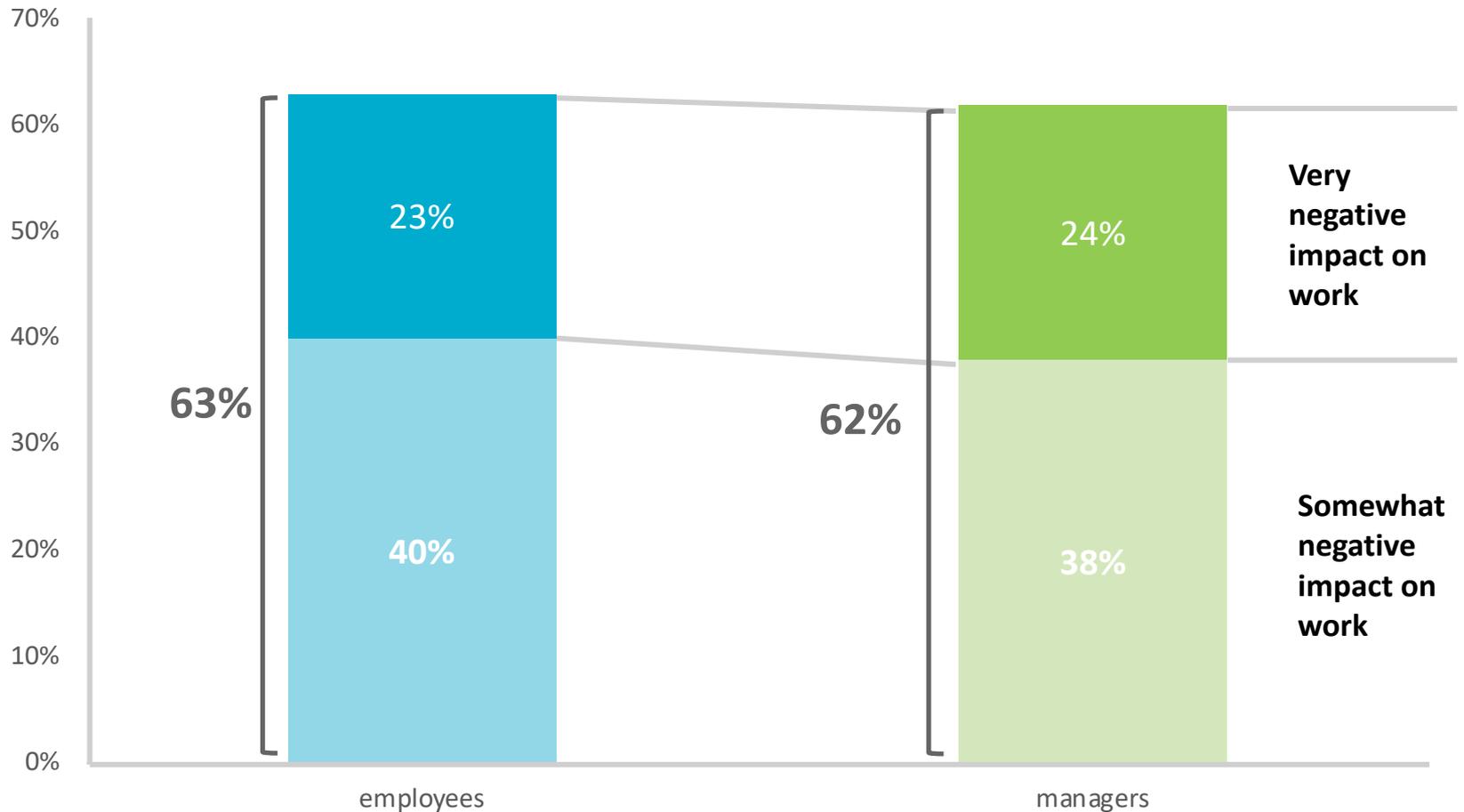
- Occasional or no sleep difficulty
- Ongoing sleep difficulty

People managers



- Occasional or no sleep difficulty
- Ongoing sleep difficulty

63% of employees and 62% of managers with sleep trouble indicate a negative impact on work





Those who indicate high levels of personal or workplace isolation: are more likely to report sleep issues



Key takeaways

We found that...

Organizations are doing better in the area of **stigma** and **workplace support**

Yet, isolation and stress are still increasing as new types of personal and work strain emerge

The workplace can be helpful to personal mental health

Feeling valued at work has a clear impact on health and well-being

We can help by...

Destigmatizing support by making it visible everyday

Connecting people to others in the organization and showing the culture everyday

Supporting each employee with a personalized set of resources that are with them always

Building a **culture of recognition**



Employers Connect 2019

**MORNEAU
SHEPELL** 
MENTAL HEALTH PARTNER

