



Participant Guide

Recognizing a Colleague in Need

Overview

As a colleague working in a team, and enjoying the daily interactions with other team members, you may perhaps observe worrisome behavior in a co-worker who appears to be struggling or exhibiting emotional or mental distress. You want to help, but maybe you're a bit unsure about how to do so.

During this webinar you will learn:

- To recognize the symptoms and behaviors that indicate someone is overwhelmed and struggling
- The ways you can support your co-worker, and when to seek immediate help
- The steps to achieve and maintain your own personal wellbeing
- We will also review the services provided by Concern, an employee benefit, which offers:
 - Counseling and support for personal problems and work-related issues that may impact health, job performance, and mental/emotional wellbeing
 - Is available 24-hours a day, seven days a week

Webinar Length: 1 Hour



Agenda

- Definition of emotional and mental health
- Recognizing a colleague in need
- As a coworker, what can you do?
- Supporting your colleague
- Concern services
- Personal self-care
- Scenarios

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Definition of Emotional and Mental Health

A positive sense of wellbeing enables an individual to be:

- In charge of their emotions and control of their behavior
- Able to handle everyday challenges and navigate through setbacks
- Able to use resources to resolve issues when major life events occur



Recognizing a Colleague in Need

Benefits of Early Recognition

For the Individual

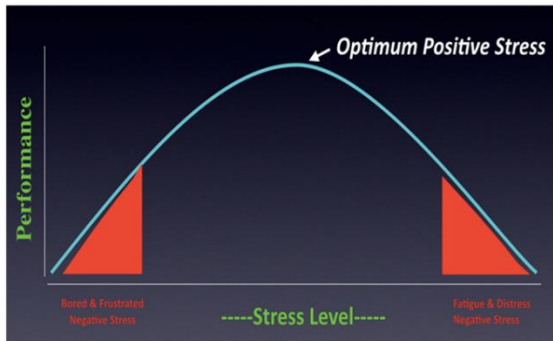
- Improved health
- Improved interpersonal relationships
- Increased focus and collaboration

For the Team

- Improved team cohesion/ productivity
- Less stress
- Increased morale & productivity
- Reduced risk for accidents and workplace violence



Stress and Performance



Source: Yerkes-Dobson Law, The Stress of Working, D. Rainham

Observable Behaviors

Healthy	Reacting	Impaired	Chronic Condition
<ul style="list-style-type: none"> • Calm & takes things in stride • Understands and adapts to change • Performs well • Good energy level • Can act independently to meet own needs • Copes with stress 	<ul style="list-style-type: none"> • Irritable/ impatient • Nervous • Sad / overwhelmed • Displaced sarcasm • Procrastination • Forgetfulness • Low energy • Decreased activity 	<ul style="list-style-type: none"> • Appears angry • Anxious • Constantly sad / hopeless • Negative attitude • Poor performance / workaholic • Poor concentration and decision making • Withdrawn 	<ul style="list-style-type: none"> • Outbursts of emotion / anger • Inability to control anxiety / panic attacks • Expression of suicidal thoughts • Insubordination • Can't perform duties • Physical illnesses • Constant fatigue

Less Discernable Behaviors

Healthy	Reacting	Impaired	Chronic Condition
<ul style="list-style-type: none"> • In control of their emotions • Normal sleep patterns • Few sleep difficulties • No or limited alcohol / drug use 	<ul style="list-style-type: none"> • Trouble sleeping • Intrusive thoughts • Nightmares • Muscle tension / headaches • Regular but controlled substance use 	<ul style="list-style-type: none"> • Restless disturbed sleep • Recurrent images / nightmares • Increased fatigue • Avoidance • Substance abuse • Other compulsive behaviors 	<ul style="list-style-type: none"> • Can't fall asleep or stay asleep • Sleeping too much or too little • Disengaging with family and/or friends • Alcohol/drug addiction • Other addictions

Watch for Warning Signs

General Work Performance	At Work Behavior and Poor Relationships	Attendance	Personal Appearance
<ul style="list-style-type: none"> Decreased quantity or quality Missed deadlines Avoidance of responsibility Loss of interest/enthusiasm 	<ul style="list-style-type: none"> Argumentative, frequent disputes Emotional out-bursts (fears, anger) Avoids or is isolated from others Overtly critical of others, increasingly negative 	<ul style="list-style-type: none"> Frequent absences Excessive tardiness Long lunches/breaks, leave work early 	<ul style="list-style-type: none"> Deteriorating personal appearance Drowsiness or sleeping on the job Slurred speech or bloodshot/glassy eyes Poor Hygiene

How Can You Help?

- Model good self-care
- Use empathic listening skills
- Offer support
- Encourage co-worker to seek help
- Remind them of Concern services
- If question of safety, share your concerns with supervisor or HR



Use of "I" Statements



- **Always use "I"**
"I have noticed that"
- **Respect**
"You don't have to discuss it with me"
- **Offer support**
"Let me know how I can support you"



Concern Services

Concern is an employee benefit and resource that assists employees and dependents with personal problems and/or work-related issues that may impact:

- Overall health
- Job performance
- Mental and emotional well-being



Reasons why People Seek Assistance

- **Emotional Health**
 - Stress
 - Anxiety / depression
 - Bereavement
 - Trauma
- **Change / Adjustment**
 - Divorce/Separation
 - Relocation
 - Caregiving
 - Physical limitations
- **Communication /Conflict**
 - Family / partner
 - Manager/ colleague
- **Financial/Legal Services**
 - Financial
 - Legal
- **Behavioral Concerns**
 - Anger
 - Alcohol / drugs
 - Domestic violence
- **Family Care**
 - Child and parenting
 - Older adult care



How Your Colleague Can Access Concern Services

- Call Concern at (800) 344-4222
- Or go to Concern's digital platform
<https://employees.concernhealth.com/employee-portal>



When to Seek Help Immediately

If your colleague does any of the following:

- Statements / threats to cause bodily harm or property damage
- Put themselves or others in harm's way or cause damage
- Displays a weapon
- Any mention of suicide
- Suspected alcohol or substance use impairment
- Spousal abuse



In-the-Moment Support

- Provides caller with immediate intervention
 - Emotional Support
 - Information
 - Guidance
- Helps plan positive next step



Personal Self-Care

Things to consider

- Be aware of your emotions
- Learn your own stress signals
- Know your limits when reaching out to help
- Seek assistance from management
- Access Concern services for support



Scenario #1

You notice that a colleague who is normally outgoing and upbeat has recently become withdrawn and has started to have attendance issues.

She has stated to you that she is having difficulty concentrating at work.



Scenario #2

A co-worker on your team has been very stressed at work recently.

This week, following a difficult conversation with someone, he yelled at a co-worker, stating he may as well quit.



Scenario #3

A colleague has made several statements to you and other team members, such as, "It's just not worth it anymore," "I have nothing to live for."



Observe, Chat, Connect (OCC) Program

- Helping colleagues when they aren't quite themselves
- **Observe.** Notice when behavior has changed
- **Chat.** Ask how they are
- **Connect.** Guide them to help



Observe, Chat, Connect Program

A program to strengthen connections and promote emotional wellbeing at work using three simple steps: Observe, Chat, Connect.

Learn more. Watch OCC video at <https://employees.concernhealth.com/articles/occ-video>

Benefits

Your employer cares about you as an employee and as a person who lives a life outside the workplace. We at Concern understand how balancing these roles can make your life a juggling act in:

- Balancing work, home, and leisure
- Taking care of people who rely on you
- Dealing with the stress of modern life
- Handling loss and the unexpected

Call Concern's toll-free number if you feel overwhelmed by the stressors in life. 800-344-4222

Confidential Life Balance Solutions at No Cost To You

Counseling

Set of free face-to-face, phone video or chat sessions per issue per 12 months

- Difficulty with relationships
- Emotional distress
- Job Stress
- Communication/conflict
- Substance use
- Grief

Parent Coaching

Set of 3 phone sessions per year

- Child development & behavior
- Social anxiety
- Excess screen time
- Supplemental to counseling

Family Care

Resources for all stages of life: Parenting & Childcare

- Childcare resources & referrals
- Parent coaching
- Tutors, mentors, programs for children with special needs
- Teens, college and beyond
- New Baby Kit

Adult Care Needs

- Meals-on-Wheels
- Alzheimer's education
- In-home, sub-acute, rehab care
- Free resource book

Legal & Financial

Legal Referrals

- Immigration
- Family law
- Estate planning
- Wills & trust

Financial Consultations

- Money management
- Debt consolidation
- Investment basics
- Income taxes

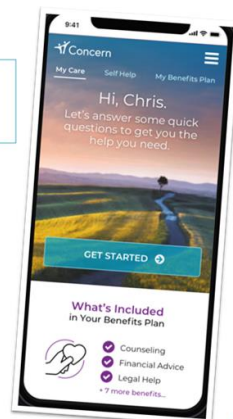
ID theft resolution

employees.concernhealth.com 800 -344-4222

Concern's Digital Platform

Your front-door for easy, confidential access to personalized support, anytime you need it

- Easy access on your computer or portable devices
- Create your personal dashboard
- Request services, select counselors
- Connect to mindfulness resources from eM Life



employees.concernhealth.com

800-344-4222



Concern's Digital Platform

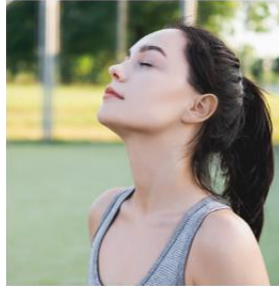
Accessible from your phone, tablet or computer. It is your front door to everything Concern has to offer. Your Personalized Dashboard. It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

eM Life App.

Mindfulness for Everyday Living

Access via Digital Platform

- Evidence-based
- Designed for daily use
- Live and on-demand
- Personalized experience
- Expands prevention
- New skills



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Mindfulness for Everyday Living

You have access to an entire suite of evidence-based live and on-demand mindfulness solutions.

- It Can be accessed via the Concern Website: employees.concernhealth.com, or
- You can download and access via your mobile phone.

Thank you!
Questions? Comments?

Please complete the Survey Monkey
<https://www.surveymonkey.com/r/3VHDNPS>