Organizational Approaches to Workforce Mental Health
New and Emerging Guidance and Frameworks

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Photo credit: ClaudioVentrella
ISO 45003:2021
Occupational health and safety management — Psychological health and safety at work — Guidelines for managing psychosocial risks

https://www.iso.org/standard/64283.html
ISO 45003 Psychosocial Hazards

• How Work is Organized
  – Roles and expectations
  – Job control or autonomy
  – Job demands
  – Organizational change management
  – Remote and isolated work
  – Workload and work pace
  – Working hours and schedule
  – Job security and precarious work
ISO 45003 Psychosocial Hazards

• Social Factors
  – Interpersonal relationships
  – Leadership
  – Organizational/workgroup culture
  – Recognition and reward
  – Career development
  – Support
  – Supervision
  – Civility and respect
  – Work/life balance
  – Violence at work
  – Harassment
  – Bullying and victimization
• Work Environment, Equipment and Hazardous Tasks
  – Inadequate equipment availability, suitability, reliability, maintenance or repair
  – Poor workplace conditions such as lack of space, poor lighting and excessive noise
  – Lack of the necessary tools, equipment or other resources to complete work tasks
  – Working in extreme conditions or situations, such as very high or low temperatures, or at height
  – Working in unstable environments such as conflict zones
WHO guidelines on mental health at work

https://www.who.int/publications/i/item/9789240053052
WHO Guidelines on Mental Health at Work

- Interventions
  - Organizational Interventions
  - Training for Managers
  - Training for Workers
  - Individual Interventions
  - Return to Work Programmes
  - Employment

- Certainty of Evidence
- Strength of Recommendations
Workplace Mental Health & Well-Being

2022

https://www.hhs.gov/surgeongeneral/priorities/workplace-well-being/index.html
An Employer Recognition Program

The Carolyn C. Mattingly Award for Mental health in the Workplace recognizes and celebrates exemplary organizations that advance the mental health and well-being of their workforce, while also serving as role models for other employers.

[Logo]

https://theluvuproject.org/workplaceaward
The award criteria are comprised of 10 categories:

1. Endorsements of baseline practices
2. Culture
3. Mental health benefits
4. Mental health resources
5. Workplace policies and practices
6. Healthy work environment
7. Leadership support
8. Outcomes
9. Innovative approaches
10. Employee opinions
Standardized assessment of workforce mental health efforts
Informed by best practice guidance and global standards, including ISO and WHO
Maturity ladder approach with a focus on measurable progress
Will allow organizations to self-assess and benchmark their programs and services
Linked to an algorithm-driven library of resources and practical recommendations
The 3 Ps Framework

**PROTECT** mental health by eliminating psychosocial hazards and minimizing risks that can negatively affect workers' mental health and psychological well-being.

**PROMOTE** psychological well-being by developing the positive aspects of work as well as worker strengths and positive capabilities.

**PROVIDE** access to information, resources, and services; take corrective organizational action to address workplace mental health needs regardless of cause.
Framework Categories

The Mental Health at Work Index™ assesses across the continuum of the 3 Ps framework for each of the ten (10) categories below.

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• Talkin’ Loud
  – CEO pledges
  – Public statements
  – Espoused values

• Sayin’ Nothing
  – Strategy
  – Goals
  – Resources
  – Leadership support
  – Science
  – Measurement
  – Transparency
Workforce Mental Health Strategy

The organization’s overall approach to addressing workforce mental health

- Assessing hazards and risks
- Setting goals
- Prioritizing and coordinating actions
- Allocating resources
- Establishing accountability
- Measuring and reporting results
- Continually improving efforts

Source: Mental Health at Work Index™
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