

# Maximising Your Mental Health Offers

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Healthy Dialogues



# Learning Objectives

- Understand what EAPs and mental health offers typically include and how they benefit staff
- Identify the barriers that prevent staff from using EAPs or disclosing their needs
- Reflect on your current approach to signposting and promoting wellbeing offers
- Learn how to confidently introduce and normalise mental health resources during 1:1s, team meetings, and return-to-work conversations
- Plan practical steps to increase awareness and trust in EAPs and other support offers
- Use the workbook to create a simple strategy for improving uptake in your teams or organisation

# Four Pillars of Good Work Standards

## Fair pay and conditions

- Pay
- Contracts
- Financial wellbeing

## Engagement, voice and wellbeing

- Workforce dialogue
- Positive relationships with trade unions
- Health and wellbeing
- Work-life balance

## Skills and progression

- Management and leadership skills and development
- In-work Progression

## Diversity and inclusive recruitment

- Equality, diversity and inclusion
- Inclusive recruitment practice

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graph LR; A((What is an Employee Assistance Programme?)) --- B[A benefit some employers provide to employees]; A --- C[Free access for employees to confidential support around a range of health and wellbeing concerns]; A --- D[This support is often 24/7 but is often short-term]; A --- E[This could include counselling, gym memberships, self-help resources, etc.]; A --- F[Can help to boost employee wellbeing and work performance]; A --- G[Can reduce staff turnover, absenteeism and presenteeism];
```

## **What is an Employee Assistance Programme?**

**A benefit some employers provide to employees**

**Free access for employees to confidential support around a range of health and wellbeing concerns**

**This support is often 24/7 but is often short-term**

**This could include counselling, gym memberships, self-help resources, etc.**

**Can help to boost employee wellbeing and work performance**

**Can reduce staff turnover, absenteeism and presenteeism**

EAP usage rates vary, but it is thought that anywhere between

**2.5%-16%**

employees take up the offer of an EAP in organisations that offer it



# How do you encourage engagement with EAPs?

In groups, discuss ways that you have tried to encourage engagement with EAPS, reflecting on:

- What has worked well?
- What challenges have you faced?
- What, if anything, do you think you could do to improve your approach?



# Increasing engagement through conversations



# Unsolicited advice

## What is unsolicited advice?

- Information, advice and/or suggestions that we did not ask for.

## How does it make us feel?



**OR**





# Empathy

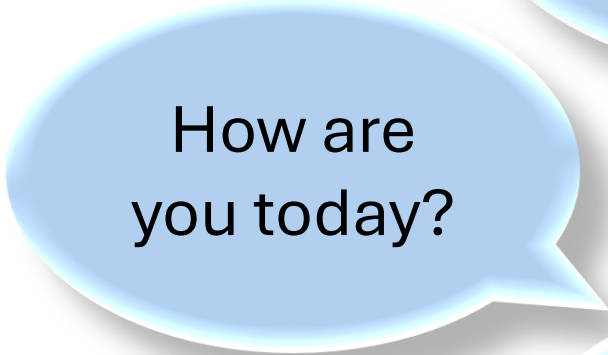
## What is empathy?

- Being able to understand and share how other people are feeling.




# Open Discovery Questions

- Open discovery questions are open questions that begin with 'What' and 'How'.
- They are about being curious and remove the judgement from the question.
- They ask the respondent to think and reflect, and gain their opinions, feelings and wants.



How are you today?



What ideas can you come up with?



What support would you like?

# Reflections

- Giving accurate feedback to the speaker about what it is you think they are saying and meaning
- Taking a guess at what the client meant rather than assuming you know
- Are statements, not questions
- Avoid comments, opinions or advice



# Reflections

**Simple**



**Complex**

**Repeating or rephrasing** – listener repeats or substitutes synonyms or phrases; stays close to what the speaker has said

**Paraphrasing** – listener makes a major restatement in which the speaker's meaning is inferred

**Reflection of feeling** – listener emphasises emotional aspects of communication through feeling statements – deepest form of listening

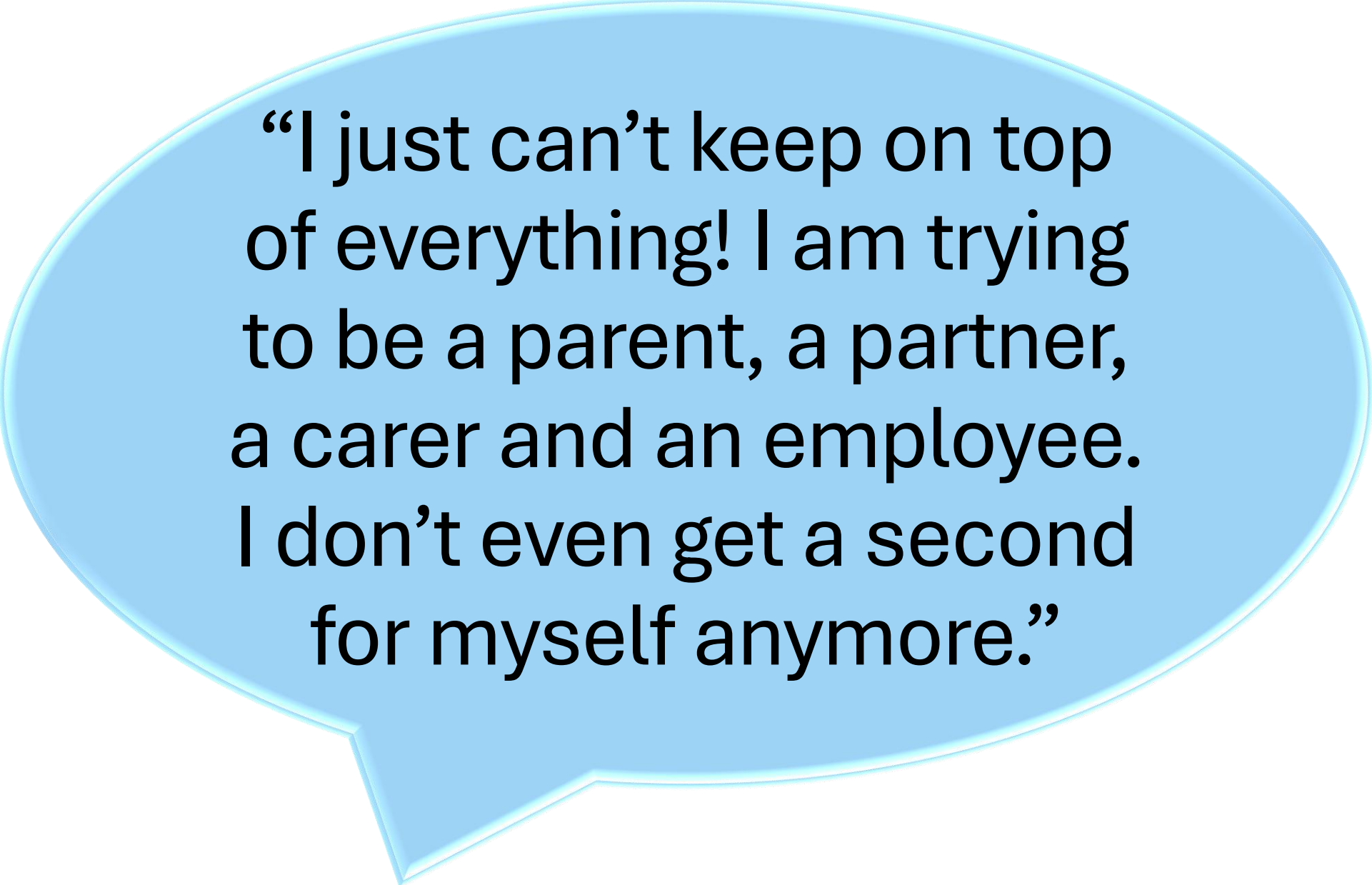


# Reflections Example

For example:

**Person:** *I'm just feeling really overwhelmed, I can't keep up with the workload and I think people are starting to notice that I'm constantly dropping the ball.*


**Reflection:** *You feel that you're struggling to cope with a heavy workload and notice that mistakes are starting to happen.*



“I just can’t keep on top of everything! I am trying to be a parent, a partner, a carer and an employee. I don’t even get a second for myself anymore.”

# Normalisation

- Acknowledging that the feeling, process, symptom is normal and other people experience similar experiences
- It helps the person feel validated and they are not alone



**It is normal  
to feel...**



**Many people  
experience...**

# Signposting - PAPA

**Permission:** ask permission to share information or discuss the topic.

Permission

Would it be alright if we talk a bit more about...?

**Ask:** the person what they already know about the topic.

Ask

What do you already know about...?

**Provide:** tailored information based on what you heard.

Provide

Here is some information you might not have heard...

**Ask:** what they think about the information you provided or how they might use the information. Ask the person if more information is needed.

Ask

What do you think about that?



# Raising awareness



# Planning strategies to raise awareness

There are many ways you might start raising awareness of EAPs, including:

- Announcements in meetings
- Leaflets
- Posters



# Getting the messaging right

We want to get the messaging right to make sure we are being effective in encouraging participation. Thinking about:

- Giving up-to-date, accurate information
- Building motivation for participation
- NOT forcing



# EAST Framework

## Easy

- Reduce 'friction' to accessing EAPs
- Make messages simple

## Attractive

- Attract attention
- Incentivise (or highlight benefits)
- Make sure it aligns with a positive social image

## Social

- Highlight accessing EAPs as a socially approved behaviour
- Focus on spreading behaviour through networks

## Timely

- Make sure messages are shared at the 'right moment'
- Highlight short-term benefits



# Workbook

Plan a simple strategy for raising awareness of EAPs, considering how you could make it:

- Easy
- Attractive
- Social
- Timely

Think about what materials you might need for this.



# Summary

EAPs and mental health offers are widely underused

Conversation skills such as open discovery questions and reflections can help to encourage open discussions about EAPs and mental health offers

Well-planned awareness raising can reduce stigma and encourage participation with EAPs

# Resources

## **Good Thinking's Employee Toolkit**

For more resources and information, you can download Good Thinking's Employer's Toolkit here: <https://www.good-thinking.uk/employers-and-employees>





# Keep in touch!

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