WORKPLACE MENTAL HEALTH & CRISIS MANAGEMENT BASICS

Accredited
cpd

12HRS PROFESSIONAL DEVELOPMENT CERTIFICATE FOR **HR LEADERS & PROFESSIONALS**

Effective HR leaders understand that they may be called on to support employees in crisis. Because humans are not machines, they have emotions that can directly impact their performance. This program allows HR leaders and professionals to explore foundational knowledge and skills to deal with challenging people moments in the workplace such as crisis, mental illness, anger, and suicide.

Today many HR leaders and professionals are spending more time dealing with employees' concerns, problems, and emotions. All HR leaders and professionals can benefit from developing their crisis management toolbox so they are prepared and ready to deal with employees who are upset, experiencing mental health issues, or are in crisis.

This program's goal is to support the learners to walk away with more knowledge and skills to manage employees at risk or in crisis.

Learning Objectives:

- Provide learners with a foundational insights in workplace mental health basics and psychological safety.

- Explore practical and applied crisis management skills to support employees experiencing challenging situations and/or crisis.

- By completing this program, participants will understand what knowledge and skills to practice to become effective at managing crisis within the workplace.

We have had the privilege to have Dr Howatt conduct Workplace mental Health with a focus on Crisis in this space. The training was 100% on mark for the needs of our organization. Our team members left with both a solid foundation and tools to bring into the organization immediately.

-Large Canadian Municipality

Program Overview

- This course will cover a total of seven modules. Each module is 90mins and includes activities, reflections and questions.

- See program description for insights on each of the covered modules.

- The participants must be present for each module to receive their certificate.
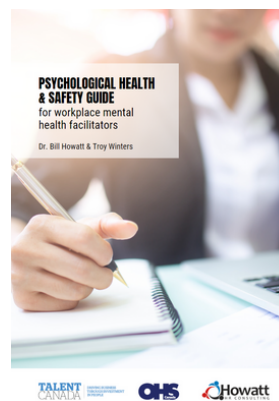
Recommended Pre-Work:

Creating Psychologically Safe Cultures At Work
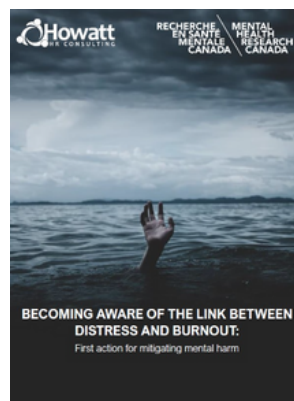
Becoming aware of the link between distress and burnout

Psychological Health & Safety Guide

Self-Discovery

The role and expectations of Human Resources is continually evolving. HR is being called upon more by employees and organizations to deal with these types of issues in the workplace that are being caused by employees in crisis. The impacts of these crises can be far reaching on a personal and business level. As Peoples adversity loads are getting heavier, which drives crisis behaviors, HR needs to be equipped with new skills and capabilities to help both employee and the business navigate these complex and emotionally charged workplaces.

-Large Private Corporation

Program Description

Setting the stage:
Introductions, review pre-work insights, setting expectations, and program launch

Module 1 – Exploring the differences between mental health and mental illness in the workplace.
- This module provides HR leaders with a foundation of mental health and information on how leaders and employers can support workers' mental health.

Learning Objectives
- Explore the role of mental health literacy in removing stigma.
- Review the adversity load and its impact on emotions and employees' well-being.
- Discuss the role of mental fitness through a two-way accountability lens.

Module 2 – Introduction to psychological safety
- This module clarifies a psychologically safe workplace, why it matters, and how leaders are a protective factor for mitigating mental harm and promoting mental health.

Learning Objectives
- Examine how psychosocial factors can be an emotional charge or drain.
- Discuss the consequences of psychosocial hazards on workforce sustainability.
- Explore how employers can pick the most appropriate protective factors for their organizational needs to mitigate mental harm and promote mental health.

Module 3 – Facilitating a safe and respectful workplace
- This module ensures HR leaders understand their legal obligations to create a safe and respectful workplace, know how to mitigate respectful workplace violations, and support employees experiencing domestic violence.

Learning Objectives
- Explore the continuum for creating safe and respectful workplaces.
- Discuss the micro-skills required to prevent misunderstandings, incivility, and conflict from escalating.
- Define the role of HR leaders to facilitate safe and respectful workplaces.

Module 4 – Introduction to crisis management
- This module teaches HR leaders and professionals a six-step crisis management model to support employees or peers.

Learning Objectives
- Explore a six-step model for dealing with a crisis.
- Review the six-step model for dealing with workplace crises.
- Discuss micro-skills required to remain calm in a crisis.

Module 5 – Facilitating Duty to Inquire
- This module explores how HR leaders and professionals can support employees experiencing mental health concerns in the workplace.

Learning Objectives
- Review HR leaders' Duty to Inquire.
- Examine a five-step model to facilitate Duty to Inquire.
- Discuss how to prepare HR leaders to manage Duty to Inquire.

Module 6 – How to manage an angry person
- This module provides HR leaders and professionals with recommendations for reacting when confronted by an acting-out, angry employee.

Learning Objectives
- Understand the cycle of anger and how to anticipate it.
- Examine how and when it is best to interact with someone angry in the workplace.
- Review common mistakes made when dealing with an angry person.

Module 7 – How to support a suicidal employee
- This module guides HR leaders on what to do if confronted with an employee implying they are contemplating death by suicide.

Learning objectives
- Review common myths about suicide.
- Understand the relationship between suicide ideation, utopia decision, and death by suicide.
- Explore a suicide prevention model for supporting a person at risk in reaching out to mental health support (e.g., 988).

Wind-down
This program concludes with space for final questions and challenging learners to develop their practice plan for habit development.

Post-course support resources:

Being a Psychologically Safe Leader In the New World of Work

Coaching for Habit Development

Forgotten Competencies for effective leadership

Facilitating a safe and respectful workplace

Additional Professional Development Opportunities:

UNB Certificate in Psychologically Safe Leadership

UNB Mental Fitness Practice

Certificate of completion:

Once the participants have completed this program they will also receive the below certificate signed by Dr. Bill Howatt. This program will also provide participants with 12 CPD hours that can be applied towards professional CEUs.

As reported by McLean and Co in their Top Issues for HR in 2024, the stress and demands on Human Resources team members is increasing. Providing our HR team members with quality training in these areas supports them in their work and ability to assist their colleagues, but also ensures that they are able to take care of themselves before they help others. In a world of increasing mental health concerns and a lack of effective coping mechanisms, it is imperative that we equip our HR professionals with the tools and supports they require today and for the future.

-Large Private Corporation