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

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Photo credit: ClaudioVentrella

YOU
ARE
HERE

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

ISO 45003 Psychosocial Hazards

- 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
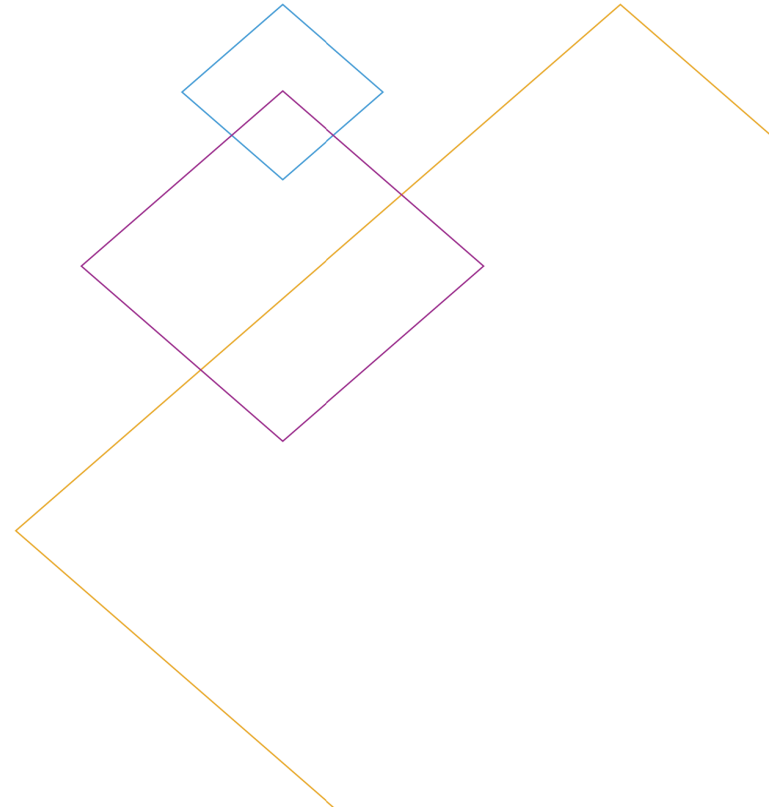 - Working in unstable environments such as conflict zones
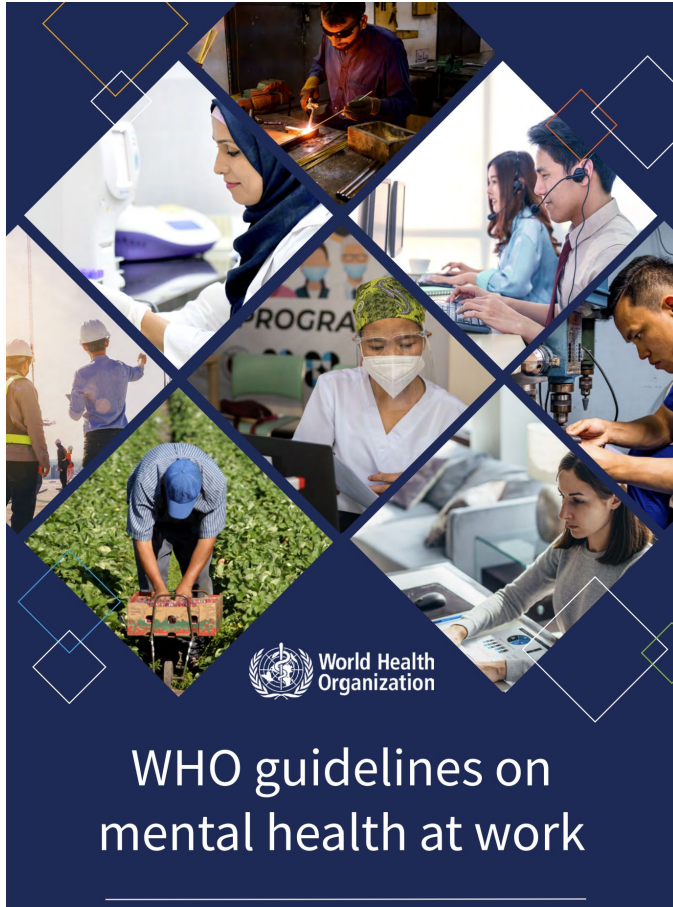
WHO Guidelines on Mental Health at Work
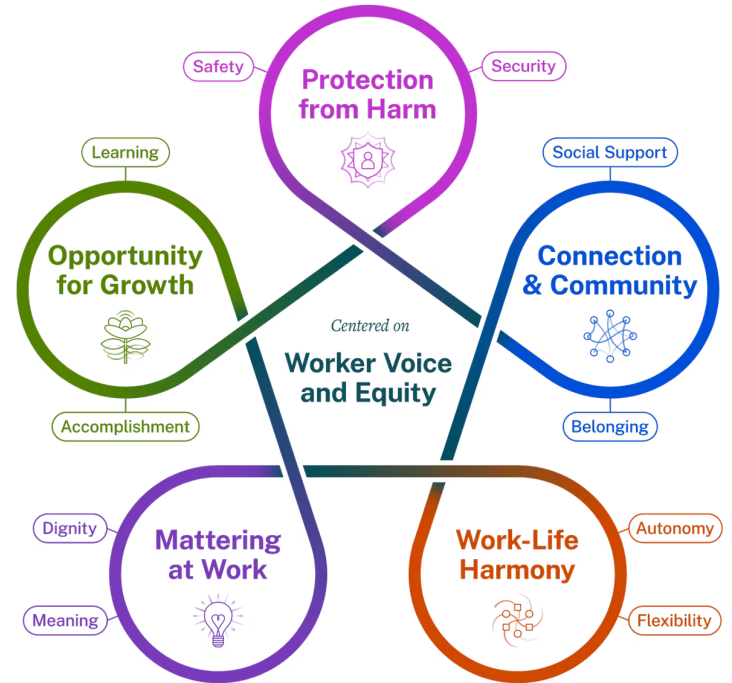
- Interventions
  - Organizational Interventions
  - Training for Managers
  - Training for Workers
  - Individual Interventions
  - Return to Work Programmes
  - Employment

- Certainty of Evidence
- Strength of Recommendations

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.

The Carolyn C. Mattingly Award for
MENTAL HEALTH IN THE WORKPLACE

JOHNS HOPKINS
BLOOMBERG SCHOOL
of PUBLIC HEALTH

THELUVUPROJECT.
In Memory of Carolyn C. Mattingly

https://theluvuproject.org/workplaceaward

Award Criteria

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

Mental Health at Work **index**

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.

Mental Health Strategy	**Training Specific to Mental Health**
Leadership	**Work Design & Environment**
Workforce Involvement & Engagement	**Mental Health Resources & Benefits**
Communication	**Related Employment Practices**
Organizational Culture and Impact	**Measuring, Monitoring, & Reporting**

Mental Health at Work **index**

- Talkin' Loud
  - CEO pledges
  - Public statements
  - Espoused values

- Sayin' Nothing
  - Strategy
  - Goals
  - Resources
  - Leadership support
  - Science
  - Measurement
  - Transparency

Credit: Alain Granger

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

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