

## Action plan



### Implementing processes to support employees' mental health

A subject as important as mental health requires a carefully thought out approach. It's not good enough to deal with problems as and when they occur; small business leaders need to be proactive and implement processes that support employees' wellbeing.

- **Effort:** High
- **Impact:** High

#### Actions:

#### **Make sure the processes that govern employee workloads and management, and their job role more generally, aren't detrimental to their mental health.**

- **Impact:** High
- **Suggested duration:** 30 days
- **Why this will help:** Supporting mental health starts with creating a healthy working environment. Unrealistic expectations or deadlines, working long hours or having limited breaks and job insecurity are all factors that impact mental health.

#### **Develop regular touch points, including one-to-ones, to catch issues before they develop and implement a clear process for reporting problems.**

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Identifying red flags with workplace culture and working environment prevents them from developing further. Employees need to understand how to escalate issues too, including what happens if they need to take time off work.

#### **Implement robust mental health training for managers and wellbeing initiatives for team members.**

- **Impact:** High
- **Suggested duration:** 28 days
- **Why this will help:** Upskilling line managers makes sure they can support employees. For example, training on being mental health first aiders. Team member training, such as mindfulness sessions, can be helpful too but be aware that this needs to be handled sensitively and isn't a panacea.

## Action plan



### **Nurture an environment where employees feel comfortable sharing mental health issues.**

- **Impact:** High
- **Suggested duration:** 28 days
- **Why this will help:** It can be difficult for employees to talk about mental health. Leading by example and creating opportunities for staff feedback and reviews helps develop a culture where people feel comfortable raising concerns.

### **Implement your plans to support employee mental health, get feedback from staff and keep developing your approach.**

- **Impact:** High
- **Suggested duration:** 60 days
- **Why this will help:** Signposting the support that's on offer and the procedures for dealing with issues ensures employees utilise the opportunity. Developing processes hand in hand with your team makes them more effective and improves the chances of employee buy-in.

### **How will I know if my action plan is working?**

#### **Way to measure success**

Staff satisfaction survey results

#### **Why this metric?**

Whether gathered anonymously or not, staff satisfaction surveys help gauge the sentiment of your people as changes are made and impacts felt.

#### **How do I start tracking?**

Use an online survey to get feedback from members of staff three and six months after making changes to see what impact it has had.