



Dealing with Employee Mental Health Issues and the Effects on Their Performance

Purpose

To equip leaders and managers with the knowledge, skills, and confidence to recognize, respond to, and support employees experiencing mental health challenges in ways that balance compassion, performance, and organizational safety.

Training Objectives

Enhance Awareness

Increase leaders' understanding of how mental health issues can manifest in the workplace and impact employee performance, engagement, and team dynamics.

Build Confidence & Skill

Equip leaders with practical frameworks and communication skills to recognize signs of distress, hold supportive conversations, and take appropriate, non-diagnostic action.

Promote Healthy Performance Culture

Strengthen leaders' ability to balance empathy with accountability, foster psychological safety, and contribute to a workplace culture that supports mental well-being and sustained performance.

Why Invest in this Training for Your Team?



Reduce Legal and Organizational Risk

Leaders who understand their duty to inquire and how to respond appropriately reduce the organization's exposure to legal claims related to discrimination, harassment, accommodation failures, or unsafe work environments.



Protect Performance and Productivity

Mental health challenges are one of the leading causes of performance decline, absenteeism, and presenteeism. Equipping leaders to recognize and respond early prevents costly performance deterioration and supports faster recovery.



Enhance Retention and Engagement

Employees who feel genuinely supported during periods of mental health difficulty are more loyal, engaged, and less likely to leave. Compassionate, skilled leadership directly strengthens psychological safety and organizational reputation.



Build a Resilient and Healthy Workplace Culture

Training leaders to balance empathy with accountability fosters trust, openness, and shared responsibility for well-being.

Training Options

1-Hour Session: Awareness & Immediate Response

Learning Objectives:

- Identify common signs that an employee may be struggling with mental health issues.
- Understand the link between mental health and work performance.
- Apply key principles for having supportive, non-diagnostic conversations with employees.

Half-Day (3-Hour) Session: Applied Skills and Organizational Integration

Learning Objectives:

In addition to the 1-hour outcomes, participants will:

- Conduct supportive and structured conversations using evidence-based frameworks.
- Identify when and how to accommodate employees while maintaining accountability.
- Integrate proactive strategies into performance management and team culture.

Full-Day (6-7 Hour) Session: Comprehensive Leadership Integration

Learning Objectives:

In addition to the 3-hour objectives, participants will:

1. Master a structured, psychologically safe process for addressing performance issues linked to mental health.
2. Apply advanced communication and accommodation strategies to complex cases.
3. Develop a proactive departmental plan for supporting mental health and preventing escalation.
4. Strengthen leader self-awareness and resilience in managing emotional labour.

Summary Table

Duration	Depth of Content	Interactive Elements	Outcome
1 Hour	Introductory overview of mental health at work, warning signs, and manager role boundaries.	Brief quiz, short scenario discussion, and one mini role-play.	Recognize signs of distress and initiate supportive conversations.
3 Hours	Expanded focus on the mental health–performance link, legal duties, and structured response frameworks.	Group case discussions, role-plays, and guided reflections.	Apply supportive conversation skills and manage performance with empathy.
6–7 Hours	Comprehensive coverage of advanced communication, accommodation planning, and team-level prevention.	Multiple in-depth role-plays, case simulations, and action planning.	Confidently address complex cases and build psychologically safe team culture.