

With care for yourself and everyone

**Psychosocial support at the workplace
in war and post-war times**

Good practices

Kseniia Lepekha – psychologist, trainer on
workplace preventive programmes
July 2022

www.ilo.org/shd4Ukraine

<https://www.facebook.com/shd4Ukraine>

<https://www.youtube.com/c/EUILOProjectUkraine>

Survey
*“Workers’ well-being: determining
a road to success”*

57 Ukrainian organizations from different economic sectors and of different size covered

83% carry out polls to assess problems

61% have no well-being strategy developed, act depending on the situation

53% assess the level of stress at work and try to reduce it

48% involve specialists to provide psychological support to staff



The logo for Mental Code, featuring the words "Mental" and "Code" in white, stacked vertically, with a thin white horizontal line above "Mental".

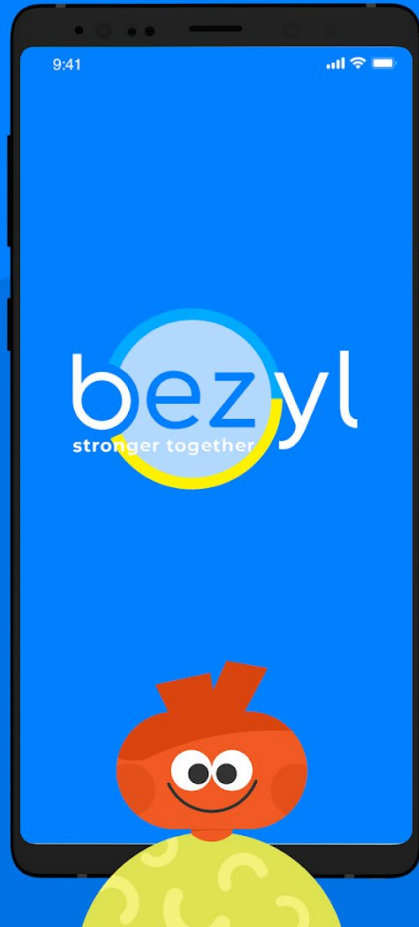
Mental
Code

Ukraine's first **online platform** offering
psychotherapeutic services for business
and private clients



140,000 Ukrainians
simultaneously
connected to Wellbeing
Company **psychological
support service**

Приєднуйся до
української версії
Bezyl



Mobile apps for mental health support



Brainstack_ IT-company

200+ staff

- ▶ HR team is in touch with every employee: meetings, emotional state assessment, support and tuning in to work
- ▶ At the staff's request, the company hired a full-time psychologist and started introducing various psychological aid formats
- ▶ Biweekly psychological education webinars (themes are chosen by employees themselves)
- ▶ Team meetings to assess stress resistance
- ▶ Individual meetings are strictly confidential
- ▶ Evaluation of psychological activity results through feedback from staff



SoftServe IT-company

10,894 staff

- ▶ **Bilateral communication** (Knowledge Library on the Workplace platform, question box)
- ▶ **Regular questionnaire polling** (Safety Check questionnaire – the company monitors if staff are safe or whether someone needs help)
- ▶ **Internal hotline** for psychological counselling
- ▶ **Lectures and webinars** with psychologists



Kyivstar company

4,021 staff

- ▶ **Structured communication** (Workplace platform, separate chat with support of employees living in the temporarily occupied territories)
- ▶ **Weekly direct hotlines with the Director-General**
- ▶ **Additional protection and security systems** (self-help in various circumstances: penetration of occupants, cooling, injuries, panic attacks, chemical attacks, etc.)
- ▶ **Trainings for managers** (communication with teams in various regions, self-regulation, etc.)



Ukrainian Mining Group

8,000 staff

- ▶ Company top managers increased the number of their personal meetings with the team to a few times per week
- ▶ Team feedback
- ▶ Communication focus: the company's actions, where to take reliable information from, how to behave in a bomb shelter, how to overcome panic
- ▶ Yoga at the workplace



Good PSP practices during the war in Ukraine: key conclusions

1. Give a feeling of stability (a clear action plan)
2. Regular and transparent communication with the team (“open-door” policy)
3. Spend time together (involvement)
4. Control workload
5. Volunteering is a medicine for many companies (feeling significant)
6. Offer workers self-assessment of their psychological condition to motivate them to pay attention to their own health and obtain professional aid if necessary
7. Online platform with free resources for psychological support of workers



International experience

- ▶ Mental Health First Aid programme is the most popular workplace programme in many countries of the world
- ▶ US health care company, 54,000 staff (case management)
- ▶ Wireless telecommunications company in Finland (general well-being programme)
- ▶ Unilever (open-door policy, consciousness trainings, mobile app concerning health and psychological first aid)
- ▶ Panasonic (an integral approach, openness and accessibility policy, weekly random phone talk with several colleagues, internal magazine with advice on health, fun competitions, good news, personal stories of employees with photos showing how they support themselves, etc.)



With care for yourself and everyone

**Psychosocial support at the workplace
in war and post-war times**

Successful practices

www.ilo.org/shd4Ukraine

<https://www.facebook.com/shd4Ukraine>

<https://www.youtube.com/c/EUILOProjectUkraine>