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Project
TOWARDS SAFE, HEALTHY AND DECLARED WORK IN UKRAINE

MOVING FORWARD TOGETHER

Project is funded by
the European Union

With care for yourself and everyone

PSYCHOSOCIAL SUPPORT AT WORKPLACE PROGRAMMES

PILOT INITIATIVE

9 February 2022 MEETING 4

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Our objectives today

1

Presentations of drafts of the Programme monitoring system

Presentations by coordinators

2

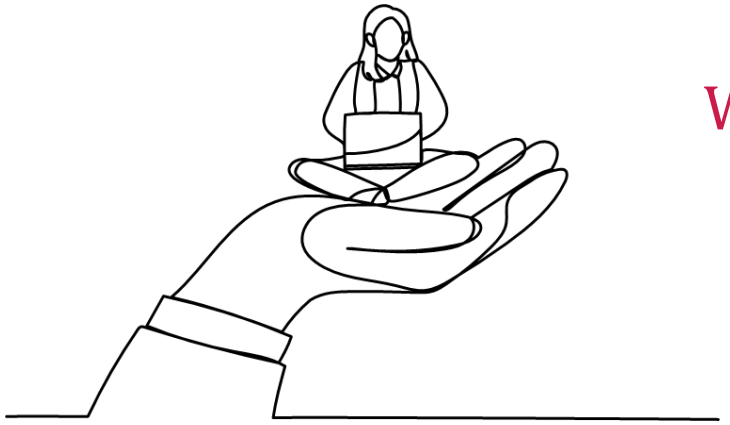
Presentation of a vision of the PSS at the workplace programme

Presentation by a Nestlé representative

3

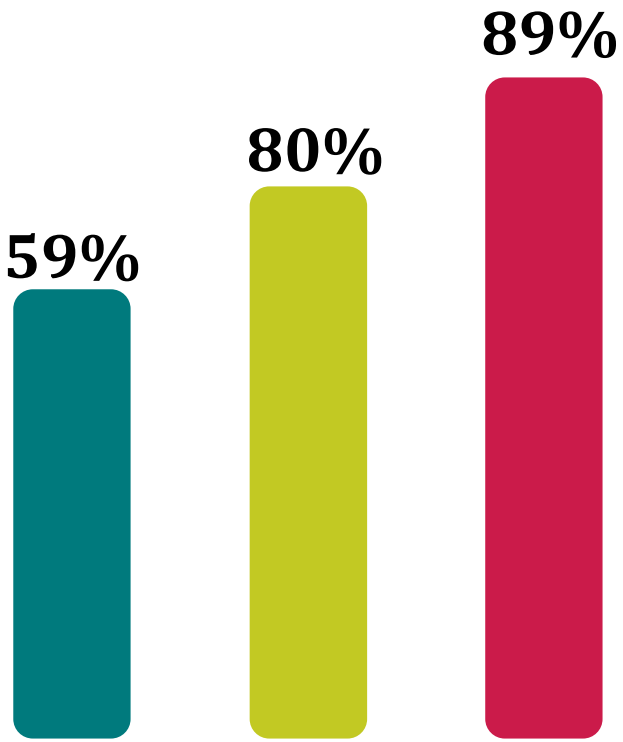
How to encourage workers to use qualified psychological aid

recommendations



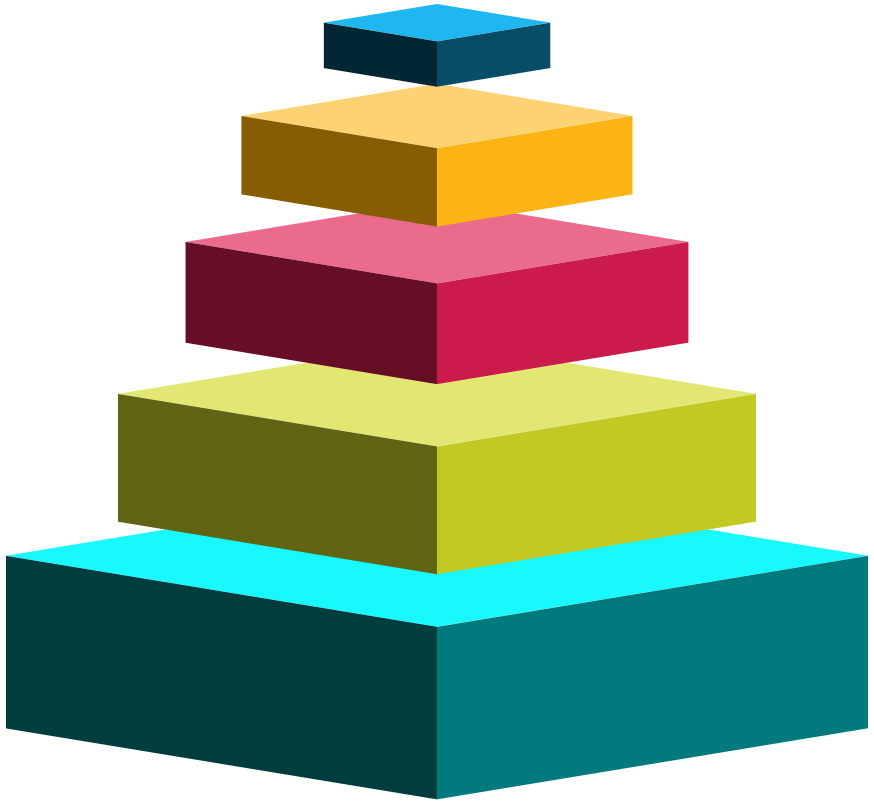
Why are psychological safety and support at workplace important?

- **59%** respondents (workers) from 15 countries encountered at least one mental health problem
- **80%** respondents believe that educational programmes at workplace reduce stigma caused by mental health problems
- **89%** respondents believe that psychological safety and ability to show emotions, without fear of negative consequences, is important at the workplace



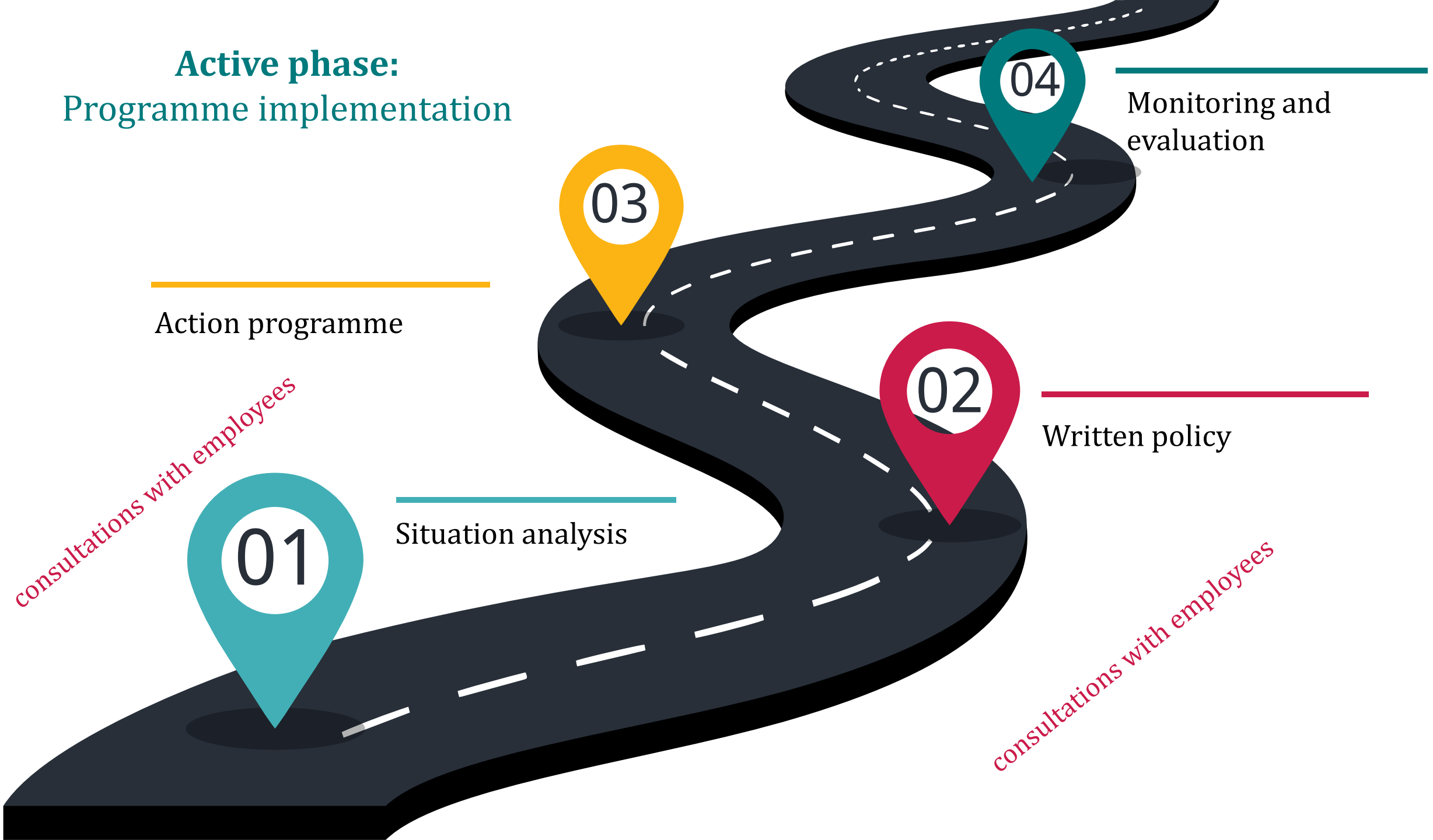
Source: McKinsey Global Institute, https://www.mckinsey.com/mgi/overview, reports for 2020-2022

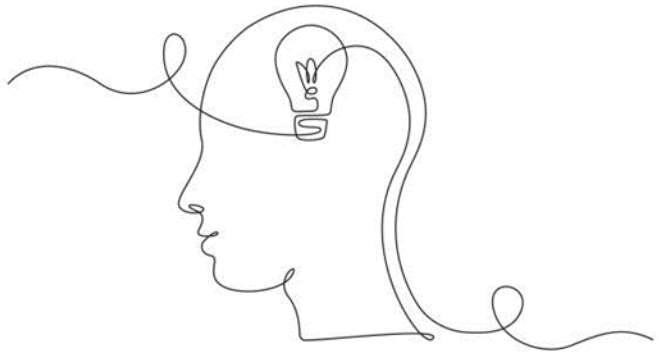
Key actions to build a psychologically safe and healthy working environment: **conclusions by global experts**



1. Assess staff's needs
2. Provide access to qualified aid
3. Improve psychological literacy
4. Implement supporting programmes/projects/activities
5. Integrate all this into the occupational safety and health policy

Active phase:
Programme implementation



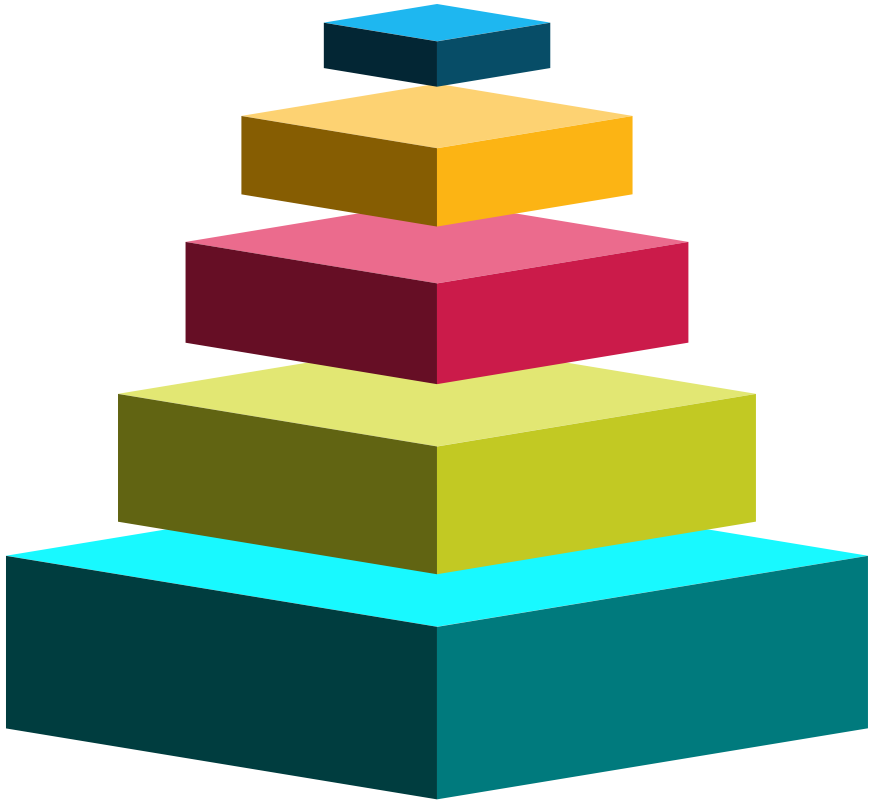


Presentation of homework results by pilot enterprise teams

Monitoring and evaluation system for the Programme of PSS at the workplace:

1. What methods and tools have been chosen to evaluate individual activities and the Programme in general?
2. Who will carry out M&E (collect data, analyze them, compile a report)?
3. How often is M&E planned, what does it depend on?

Pyramid of PSS Programme M&E



1

2

3

4

5

INPUT
(*resources invested?*)

ACTIVITY
(*how many and which activities implemented?*)

OUTPUT
(% coverage, feedback?)

Кінцевий результат (OUTCOME)
(immediate changes?)

Вплив (IMPACT)
(ling term changes?)

Quiz as a way of learning and assessing the awareness level

For example, a question concerning provision of psychological first aid: **Your colleague has lost his/her house due to a missile attack. Which of the phrases suggested below will be relevant in this situation?**

(a) *"You will still earn and recover everything, don't worry!"*

(b) *"I'm very sorry that this has happened to you! Can I help you somehow?"*

(c) *"You're lucky, you could have died!"*

(d) *"Don't worry, everything will be alright!"*

Group work

01 What are reasons for which workers reject qualified psychological aid?

02 What questions can be included in a questionnaire to assess workers' attitudes to qualified psychological aid?

03 How to encourage workers to use qualified psychological aid?

Group 1 - presentation of discussion results

What are reasons for which workers reject qualified psychological aid?

Main reasons for which workers reject qualified psychological aid

Group 2 - presentation of discussion results

What questions can be included in a questionnaire to assess workers' attitudes to qualified psychological aid?

Questions in the *My Psychotherapist* questionnaire, assessment of attitude to SPA: proposals

1. **When the need arises, do you use qualified psychological aid (QPA) offered by our enterprise?** *(yes/no/unaware of such an opportunity)*

2. For what reasons don't you use the offered QPA or are there difficulties in using it? (*choose an answer and/or write down your own answer)*

3. Do you know anyone among your colleagues using QPA? *(yes/no)*

4. **Do you think that "My Psychotherapist" project as part of the PSS programme at our enterprise is a good idea?** *(yes/no)*

Formulations of answer options in the questionnaire for assessment of attitude to QPA: examples

- I don't need QPA
- It's wasted time
- I don't know if I need QPA
- I don't have enough time for that
- I can't pay for QPA services *(if there's an agreement with external contractors)*
- If someone at work learns about my sessions it can damage my career
- According to feedback from my colleagues, it didn't help
- I don't trust our staff psychologist because I'm afraid of information disclosure
- I don't want anyone at work to learn about my QPA sessions, therefore I use contacts of a specialist whom I found by myself
- I cannot attend QPA sessions after work
- Your option……

Group 3 - presentation of discussion results

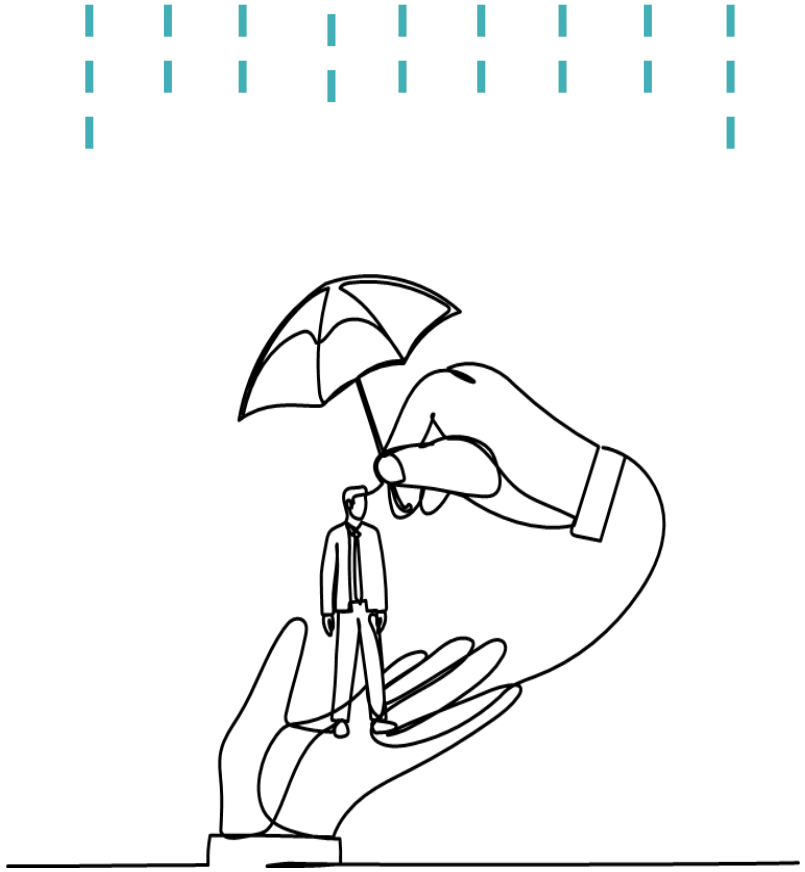
How to encourage workers to use qualified psychological aid?

How to encourage workers to use QPA: recommendations

Make **amendments** as per results of the QPA attitude assessment questionnaire

Systematic but non-intrusive messages about QPA benefits

Questionnaire survey for self-assessment of one's own mental state



QPA promotion by furthering psychological safety and actions of mental health ambassadors

Trainings on QPA and mental health support for managers, select groups of workers and entire staff

Effective approach to provide a specialist's contacts

“If opportunity doesn’t knock, build a door!”

Milton Berle

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