

# Building resilience and a mentally healthy workplace:

a checklist for business leaders





Putting the time and effort into creating a workplace that prioritises mental health and resilience doesn't just benefit employees – it drives productivity, loyalty and overall success. As a leader, your role in building this foundation is crucial, as open communication, effective resources and valuing mental wellbeing starts with you.

So, using insights from **our latest podcast with Luke Ambler from Ambler Training and Andy's Man Club**, we've put together a checklist to help you take meaningful steps towards a healthier and more resilient workplace.

## Creating a safe space for open conversations

### 1. Lead by example

- If you're comfortable doing so, share your own experiences to normalise conversations and encourage openness
- Demonstrate empathy and proactive listening in your leadership style to build trust with your team
- Allocate time during team meetings to openly discuss wellbeing topics

### 2. Communicate support

- Craft an internal communication plan to highlight your organisation's commitment to mental wellbeing and resilience
- Offer easily accessible materials like posters, flyers or an intranet page to outline the mental health resources available
- Include regular reminders in your internal comms or newsletters about how employees can seek help if they need it.







### 3. Champion inclusivity

- Set clear ground rules for team discussions to make sure everyone is respectful and everything discussed stays confidential
- Consider taking your team through active listening techniques to make conversations more effective
- Spotlight different mental health journeys to showcase the value of diverse experiences

### 4. Schedule regular check-ins

- In your one-to-ones with your team members, make sure they know they can voice their concerns and open up if they need to
- Use prompts in these meetings like “what’s one thing we could do to make your work life easier?” to keep your discussions constructive
- Encourage peer-to-peer check-ins where colleagues can informally support each other

### 5. Recognise early warning signs

- Train leaders, including yourself, to identify changes in energy, behaviour or mood among their teams
- Common signs of stress could include...
  - Loss of motivation, commitment and confidence
  - Arriving late for work
  - Being more tense or even nervous
  - Mood swings
  - Taking more time off work
  - Change in appearance
  - A general change in attitude and behaviour
  - Increase in emotional reactions
- It’s important to note that stress looks different on everyone, so make sure you’re still communicating, as some people may not display any of these signs





# Implementing an Employee Assistance Programme (EAP)

## 1. Choose the right partner

- Pick an EAP provider with proven success in providing confidential and comprehensive services
- Make sure it's accessible via different channels, including phone, email and even app-based support
- Evaluate providers based on their ability to cover employee needs, from counselling to financial guidance

## 2. Educate and promote

- Host workshops or webinars to introduce the EAP and its features to all staff members
- Regularly refresh and promote the EAP through emails, digital signage and in team meetings
- Make sure that employees know the EAP extends to family members, where applicable

## 3. Make sure it's a safe resource

- Maintain anonymity when sharing employee uptake statistics or success stories about the EAP
- Reinforce that there aren't any repercussions for using the service and that it's completely confidential

## 4. Evaluate its effectiveness

- Carry out anonymous surveys to gauge employee satisfaction for the EAP
- Invite feedback on the service via employee forums – these could be held once a month
- Ask the EAP provider for bi-annual reviews to make sure your package is still relevant and effective

## 5. Make sure it's a safe resource

- Integrate EAP reminders into regular training sessions for both team leaders and staff
- When discussing the EAP, make sure you talk about broader wellbeing initiatives for consistency – the EAP is just one part of your employee wellbeing strategy, not the strategy entirely



## Encouraging wellbeing in your team

### 1. Create a sustainable wellbeing activity programme

- Build wellness activities into the regular calendar, providing ongoing opportunities for rather than ad-hoc events
- Evaluate how activities impact engagement and wellbeing, and use this data to refine your offerings in the future

### 2. Use internal advocates

- See if any of your team members are particularly passionate about wellbeing to create an employee-led initiative
- Highlight these wellbeing champions who foster team activities and wellbeing conversations
- It might even be worth investing in mental health first aider training for these individuals so that they have a formal qualification under their belt to help anyone who might need it

### 3. Make it accessible programme

- If some or all of your employees are remote or hybrid, make sure you provide virtual options so they can still join in
- Gather feedback to identify what barriers to participation there might be like timing or session format and address them





# Breathe easier with Citation

Tackling stress in your workplace is a legal obligation, but it also has loads of business benefits. If you'd like the support of our experts – whether you've got questions on supporting the mental health and wellbeing of your team or you need advice and guidance on completing stress and wellbeing risk assessments – our team are by your side.

If you're interested in the support Citation can offer you, just give us a call on **0345 844 1111** or [visit our website](#) to find out more.