



Employers Connect

Mental health
summit 2023

Meeting needs now,
and for future leaders





Things we know.

- Our mental health is **different** now
- Our **productivity** has been impacted
- There are **more challenges in the younger cohort** and younger is no long that young
- We need **not be passive** in accepting trends and challenges

TELUS Health's Mental Health Index (MHI).

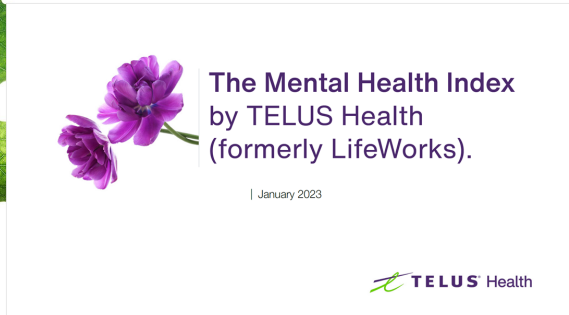
15,000 working individuals.

- US, Canada, UK and Australia
- Recently added Singapore and Pan-Europe

Benchmarks from 2017-2019.

- **MHI is validated** against PHQ-9, GAD-7, WSAS, and the OLB
- Country differences correlate with the GLOBE Index, The Happiness Index, and the Hofstede 6D of Culture

Widely referenced and **leveraged by governments** and organizations.



Compared to 2019



1 in 3

workers are
high-risk.

Near **3x** increase.

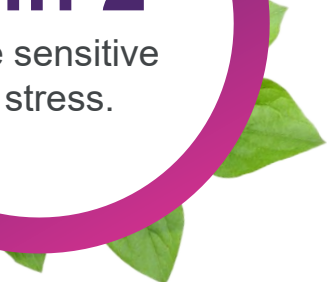
6-10%

high-risk
drinking.

3 to 4x increase.

1 in 2

more sensitive
to stress.



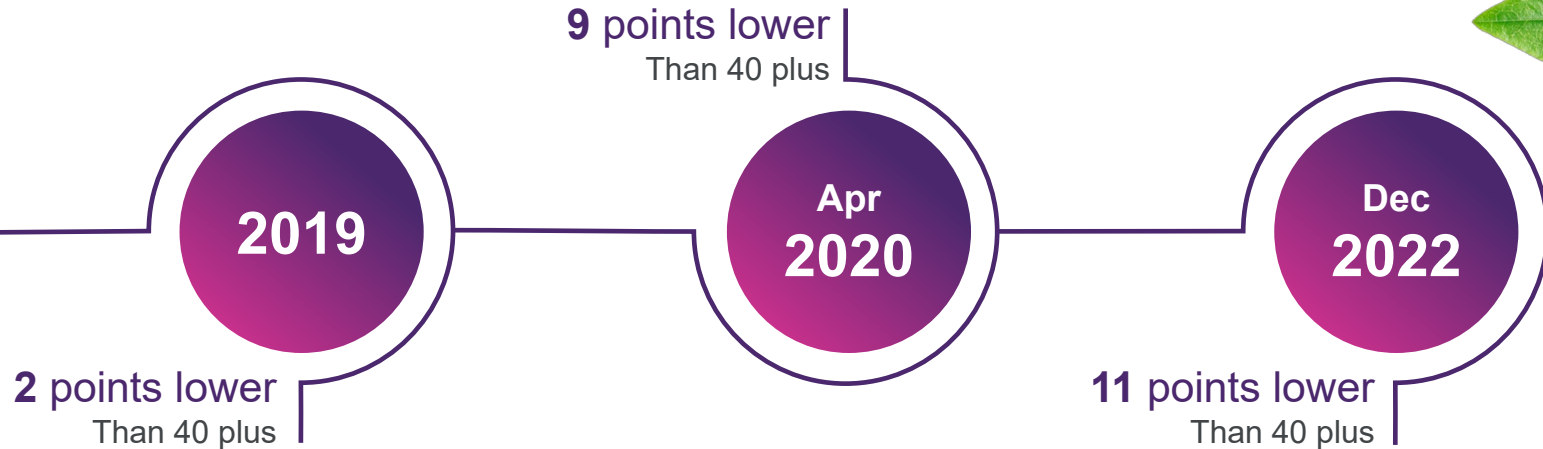
1.5x more likely
under 40.

There is an age difference in some areas but not all.

Proportion under 40 with concerning scores compared to those 40 years and over.

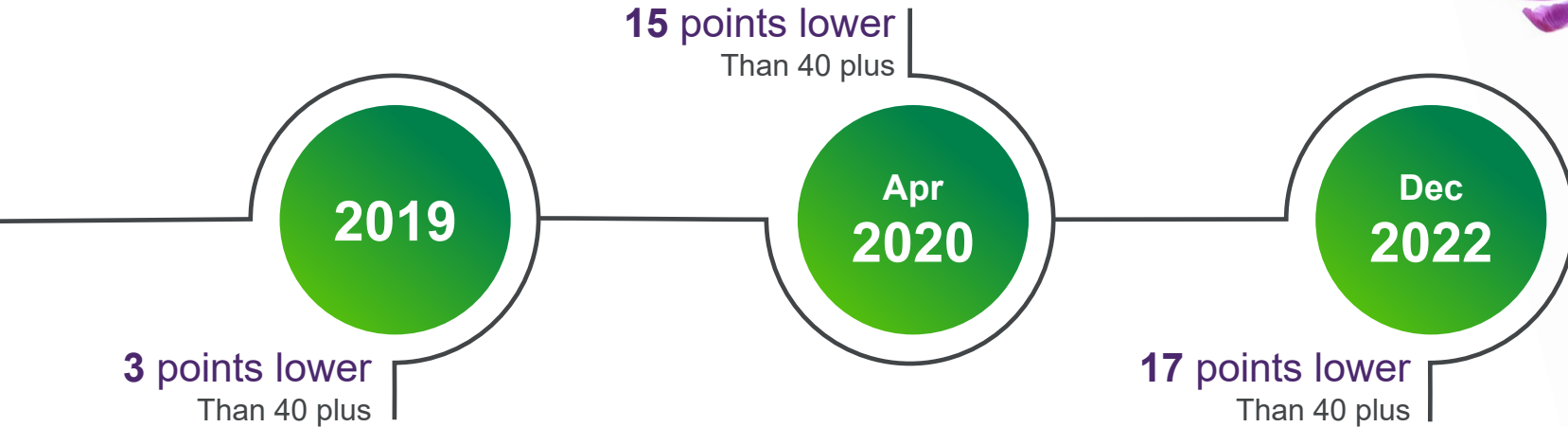


The difference in mental health by age is **greater now than it was 3 years ago.**



Higher points on the Mental Health Index indicate better mental health and wellbeing.

The same trend is also reflected in **work productivity**.



Higher points on the Work Productivity Scale indicate higher productivity / less mental distraction.

The productivity difference is not related to effort.

No difference between age groups in:

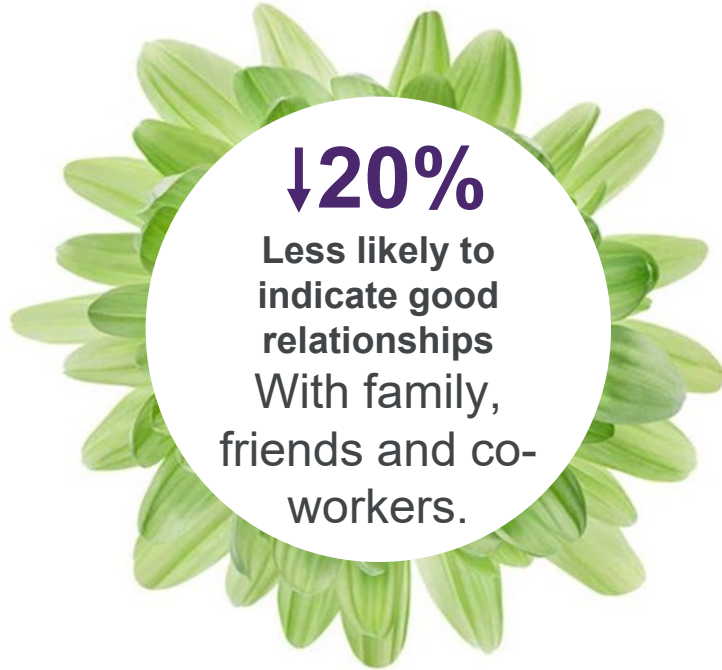
- **Discretionary effort** when feeling well
- Similar lower productivity for both groups when unwell



The difference:

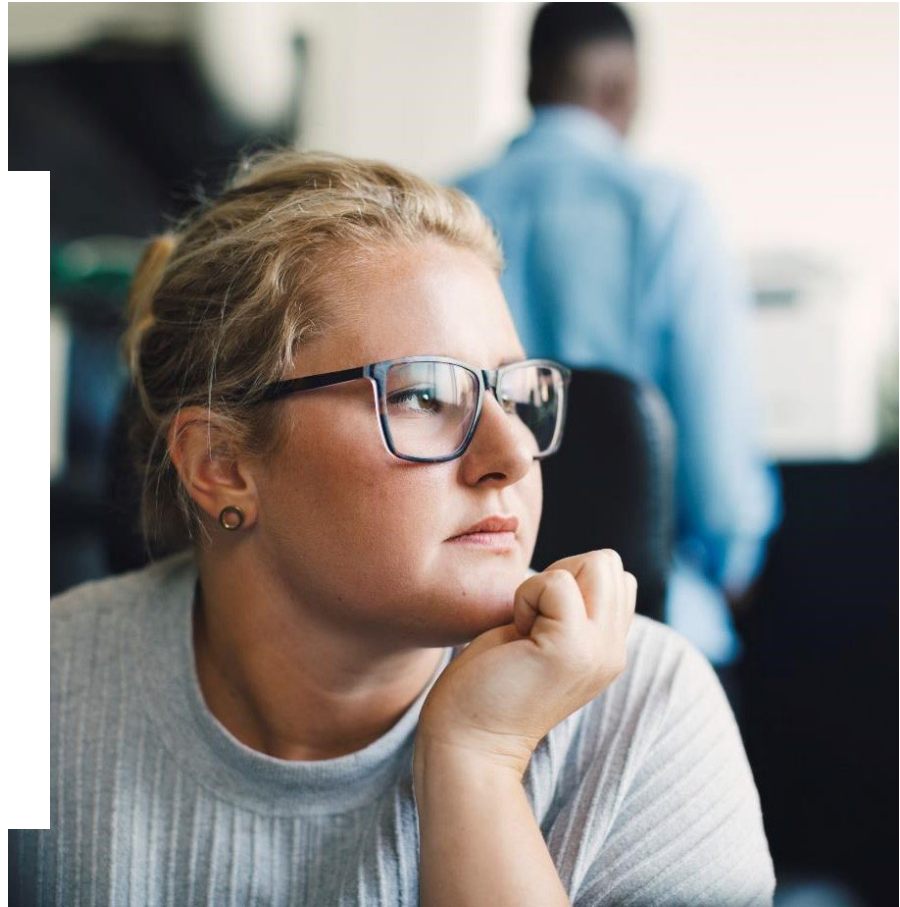
- Under 40 year olds feel **unwell 28% of the time**
 - 40 and over feel somewhat **unwell 18% of the time**

Younger workers are **less likely to have strong relationships.**



Younger workers
are more likely to
feel a lack of
connection and
acceptance.

2x more likely to feel isolated
due to **lack of connection of
acceptance** from friends.





Little to no age difference in **comfort** **discussing** **one's mental health.**

% comfortable

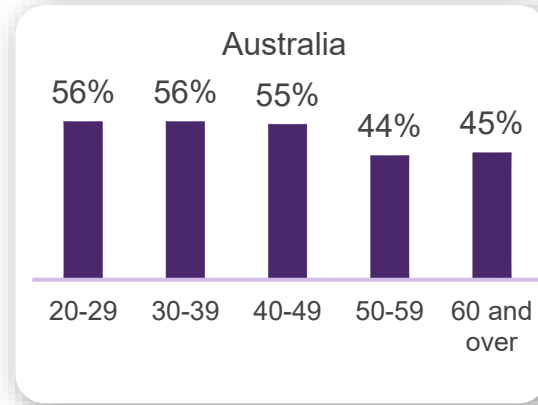
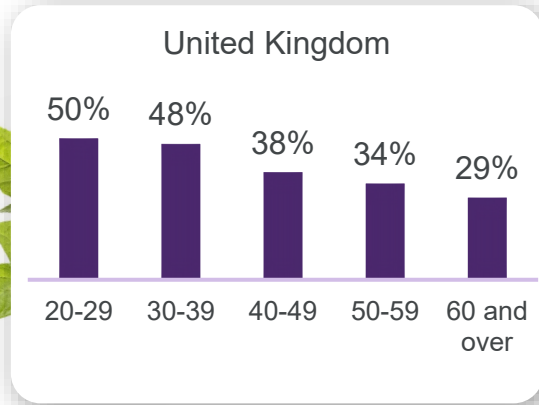
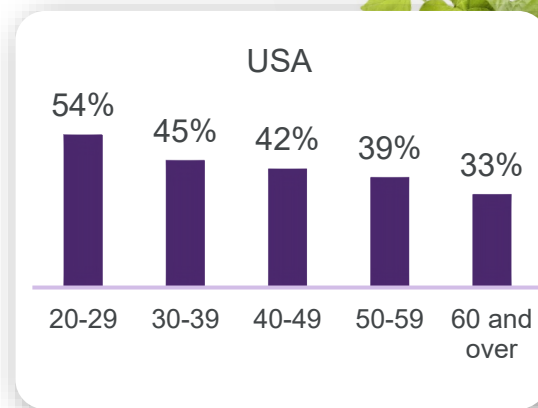
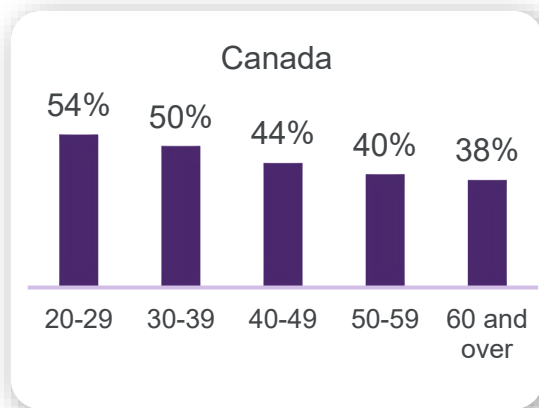



Under 40 years old. 40 years old and older.

United States	66%	67%
Australia	63%	64%
Canada	61%	61%
United Kingdom	60%	58%

Younger workers are more likely to perceive career limits if their workplace knew about a mental health condition.

% that perceive career limits



A close-up photograph of two purple lotus leaves, heavily covered in water droplets. The leaves are in the foreground, and the background is a soft, out-of-focus purple gradient. The text is centered over the right side of the image.

#1 question from organizations:
What should I be doing now?

Workers mental health is better with employers who showed **visible support for mental health.**

2x higher
MHI scores.

compared
to the average.



4x higher
MHI scores.

compared to worker
whose employers do
not support mental
health at all.

Support for mental health is multi-faceted.



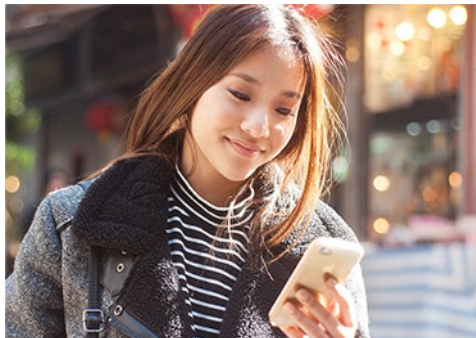
Policy and practices

Compliance to risk management.



Benefits, services and programs

Reactive to proactive.



Culture and leadership

Work experience.



Health benefits and services are cited more than flexibility, as a reason to stay with their employer.

Under 40 years.

31%
benefits and services.

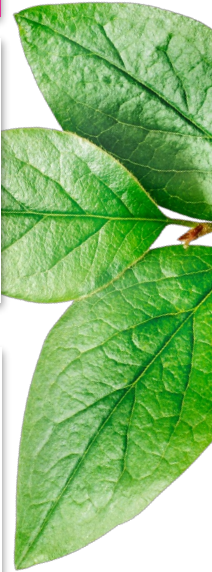
24-25%
flexibility.



Over 40 years.

33-36%
benefits and services.

31-32%
flexibility.



Younger workers are more likely to **prefer better support for wellbeing** over 10% more salary.



31-35%

Under
40 years.



22%

40 years and
over.



Percent who **prefer better support for wellbeing** over a salary increase.

1 in 2 workers would be interested in a free and confidential **mental health assessment**.



Counselling makes a difference.

Lost hours of productivity

Before EAP
57
hrs/month.

After EAP
36
hrs/month.

The Gain
21
hrs/month
7 weeks or
36 working days.

7 working hours per day.

Near half of workers have a preference for **in-person** mental health support.

40-44%

Workers under 40 years old.

48-49%

Overall.

51%

Workers 40 years and over.

Five manager traits correlate with worker mental health, productivity and discretionary effort.

Positive indicators.

Charismatic
vs Uninspiring.

Autonomous
vs Dependent.

Team oriented
vs Individually motivated.

Inclusive
vs Autocratic.

Humane
vs Unsupportive/hostile.

Nine indicators of workplace culture indicators correlate with worker mental health.

Positive indicators.

Collaborative
vs Competitive.

Motivating
vs Un-motivating.

Innovative
vs Stagnant.

Inclusive
vs Cliquish.

Flexible
vs Inflexible.

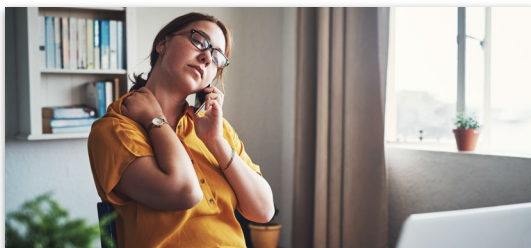
Relaxed
vs Hard-driving.

Safe
vs Unsafe.

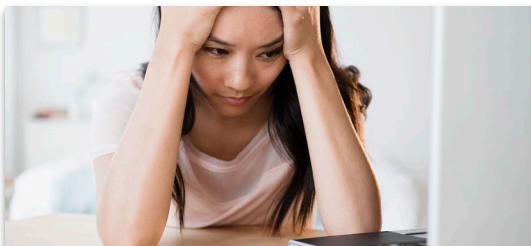
Respectful
vs Disrespectful.

Supportive
vs Uncaring/Hostile.

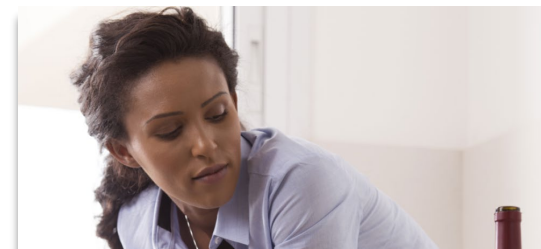
Those working
in **cultures**
with **negative**
indicators.



2x Symptoms
of burnout.



2x As likely to feel
unsettled/nervous.



2x Have concerns
with alcohol.



Workplace Strategy Index for Mental Health (WSI-MH).

A self-assessment tool for organizations.

- Informed by **leading practices**
 - ISO-45003, the National Standard for Psychological Health and Safety in the Workplace, ILO, WHO, etc
- **Benchmarks** against region, industry and organizational size
- Overall score plus **scores in each of four pillars**
 1. Compliance to basic risk management.
 2. Foundational (reactive) actions and resources.
 3. Programming that can positively (proactively) impact mental health.
 4. Cultural integration.
- Suggested **next steps**



Workplace Strategy Index for mental health report.

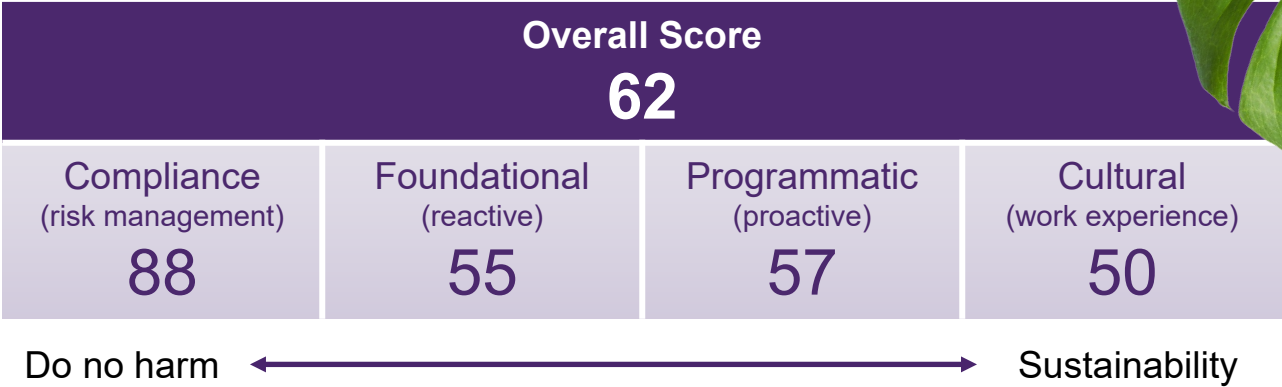
Prepared for: ABC Inc.

Index completed by: John Smith
Index completed on: Wednesday, February 22, 2023

 TELUS Health



There is opportunity to align further to leading practices.



0-49 Developing
50-79 On track
80-100 Leading

51% of organizations
aspire to the **leading**.

Take aways



The pandemic has **widened the difference between generations in mental health.**



The current concerns about **worker productivity** align with the finding about mental health and wellbeing.



Anxiety, depression and isolation are **issues for those in prime career building years**, not just the youngest.

A two-prong approach is needed:

- More focus on **high value mental health assessments and services**
- Continuous assessment and **development of workplace policy and culture**

We need to understand trends, but
we do not have to accept them.

#EmployersConnect