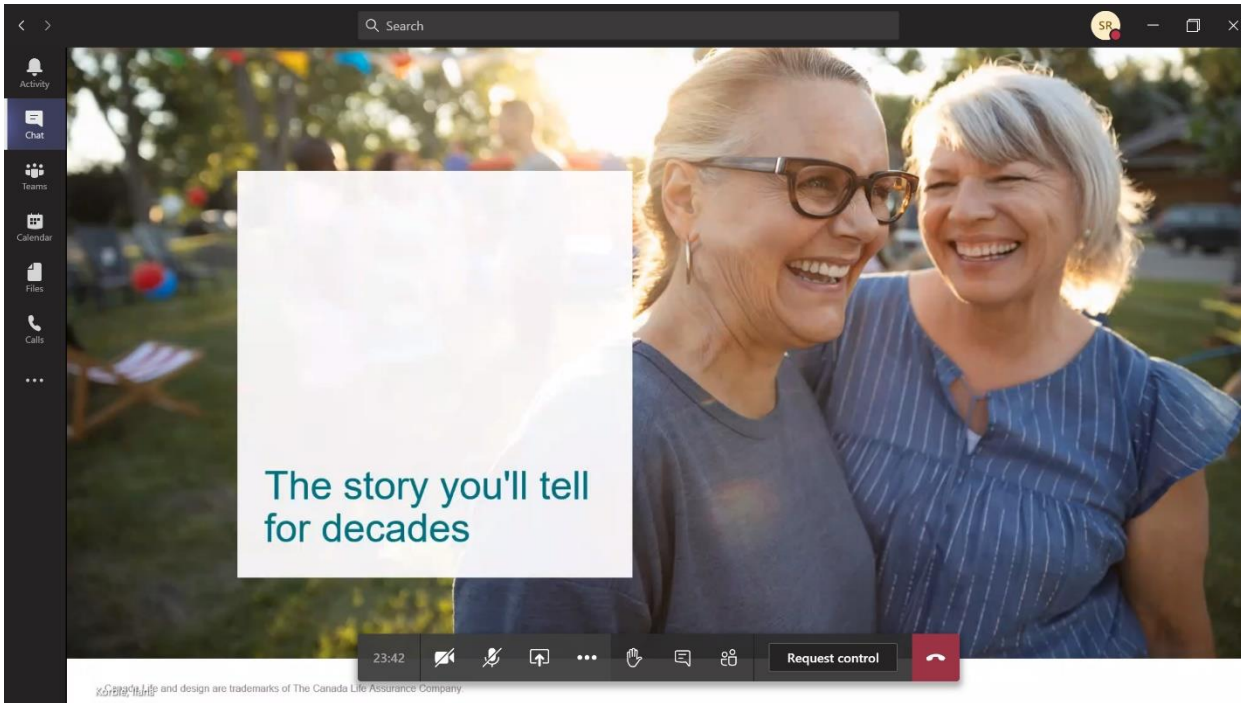


Creating & Maintaining a Psychologically Safe Workplace

Recognizing Leaders As People

Presented by Canada Life – Ilana Korble



The story you'll tell for decades

23:42

Request control

Canada Life and design are trademarks of The Canada Life Assurance Company.



Creating and Maintaining a Psychologically Safe Workplace

Recognizing Leaders as People

University of Lethbridge
September 16, 2020



23:08

Request control

Korble, Ilana



Search

Activity

Chat


Teams

Calendar

Files

Calls

...



Resilience

canada *life*

Search

Activity

Chat


Teams

Calendar

Files

Calls

...



Emotional Intelligence

29:52

Request control

canada *life*

Korbla, Ilana

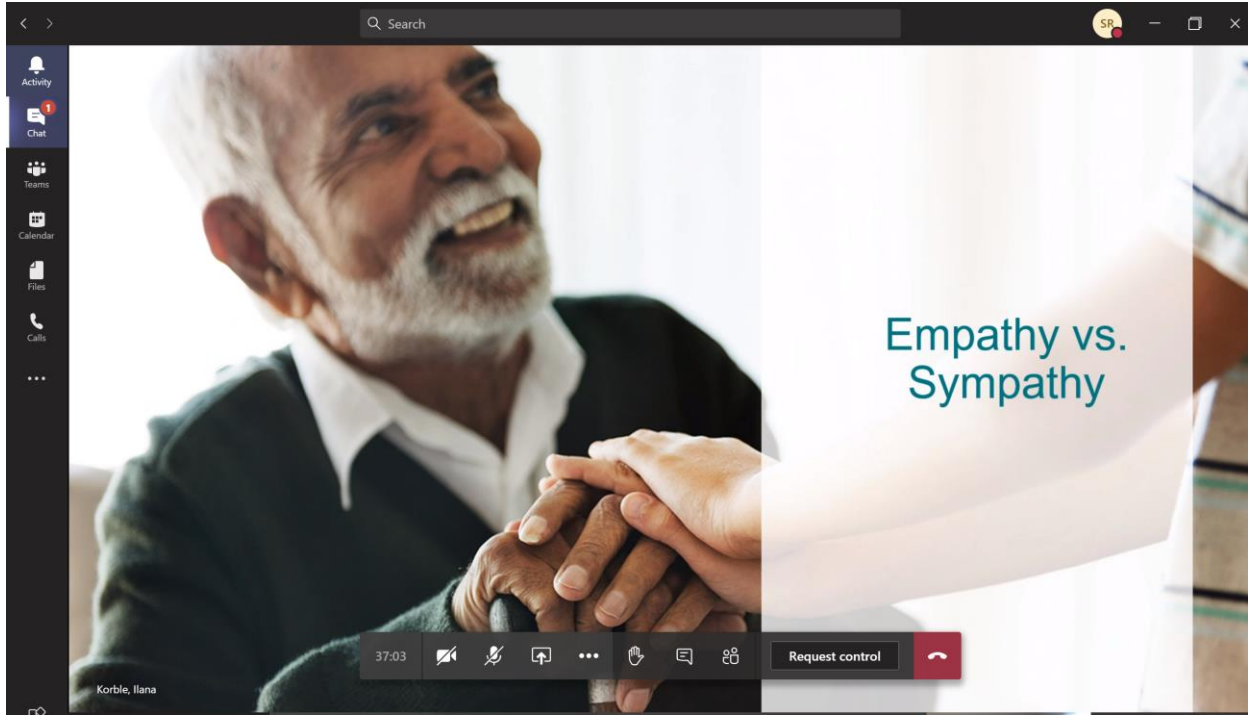
Microsoft Teams meeting interface. The main content area displays a slide with the text "Emotions are information" in teal. The background of the slide is a close-up photograph of a woman's face with long, wavy brown hair. The meeting controls at the bottom show a timer at 32:14, icons for mute, video off, screen share, and a "Request control" button. The name "Koribala, Ilana" is visible in the bottom left corner.

Microsoft Teams meeting interface. The main content area displays a slide titled "The Functions of Emotions" in teal. Below the title is a list of three functions:

- **Motivate** actions that are essential to survival:
 - fight, flight, & freeze
- **Communicate** to those in our environment that we are dealing with stressors and we need support
- **Self-validate** that something important in our life is changing or is affected and helps us learn how to deal with recurrent stressors over time

The meeting controls at the bottom show a timer at 35:42, icons for mute, video off, screen share, and a "Request control" button. The name "Koribala, Ilana" is visible in the bottom left corner.

Dr. Brene Brown 'Empathy' video on youtube



Search

Activity
Chat
Teams
Calendar
Files
Calls

44:03

Request control

né Brown

Korble, Ilana

Empathy fuels Connection

Sympathy Drives Disconnection

Search

Activity
Chat
Teams
Calendar
Files
Calls

46:07

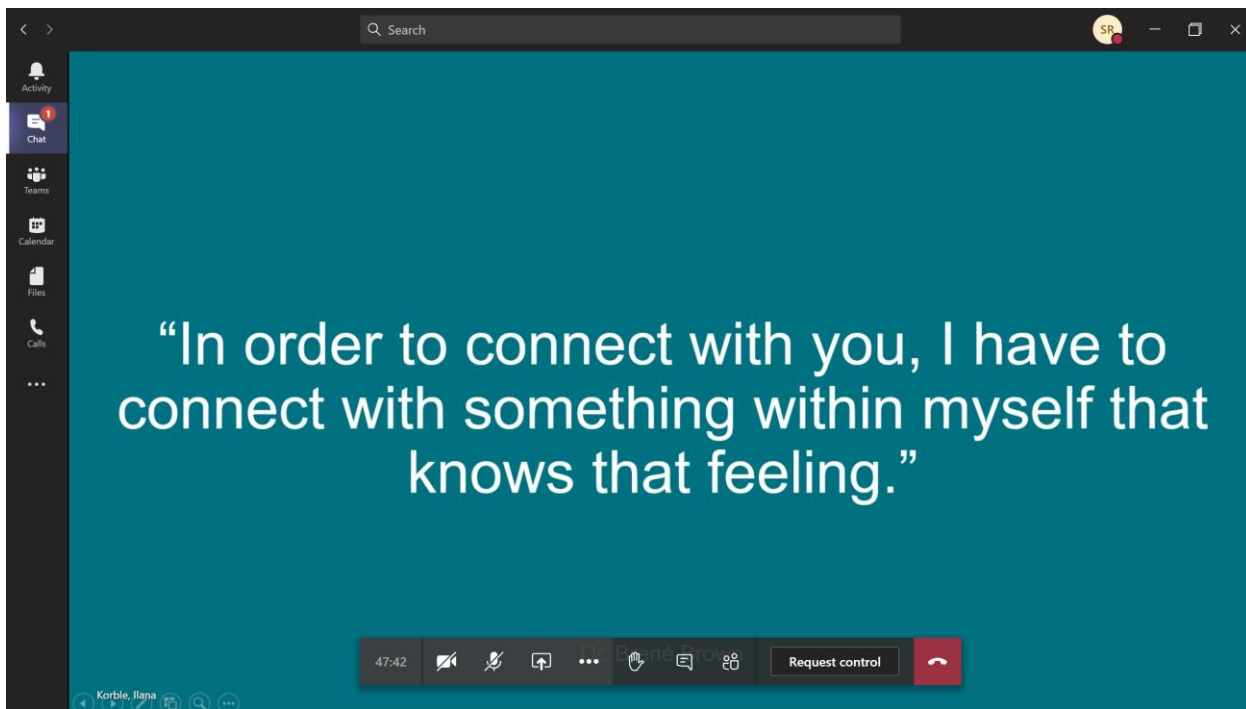
Request control

Dr. Brené Brown

Korble, Ilana

4 qualities of empathy

- **Perspective Taking**
- **Staying out of Judgement**
- **Recognizing Emotion**
- **Communicating your recognition**

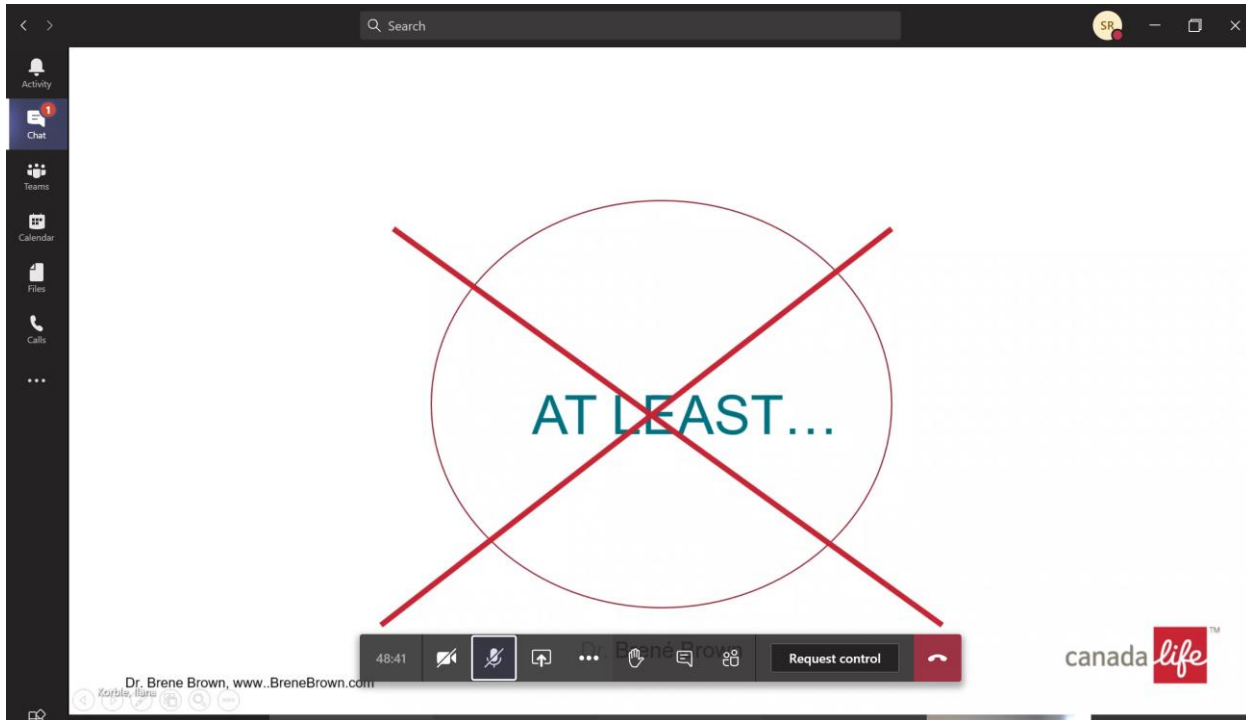


Empathy – can say something like ***“I don’t even know what to say right now – I am just so glad you told me!”***

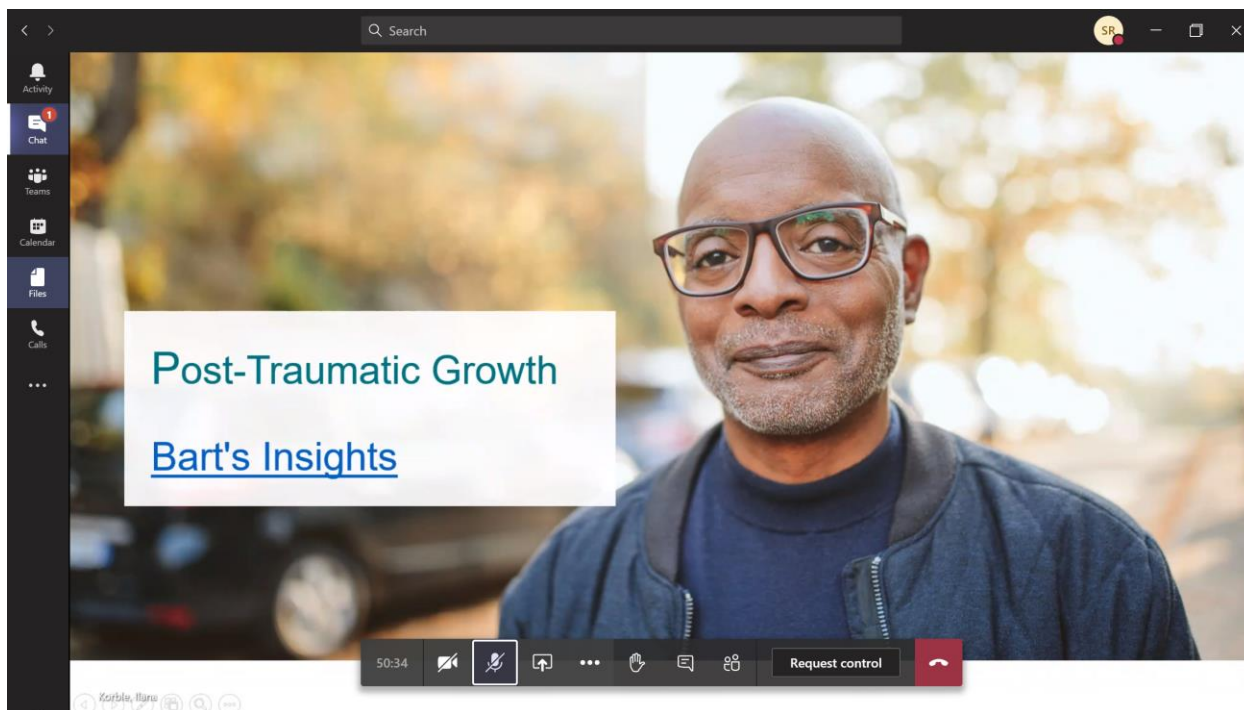
Sympathy – says something like ***“I don’t know what it is like to be there – but you are not alone!”***

DO NOT EVER BEGIN SENTENCE WITH "AT LEAST..."

- *Employee is not 'there yet' to hear this*
- *Employee needs to feel connection with leader (just listen and connect)*
- *It is not the job as a Leader to always 'FIX' everything*



Work Place Strategies website - Bartholemew Hugh Campbell video – struggles with Mental Illness/Stress issues all his life



Search

Activity

Chat

Teams

Calendar

Files

Calls

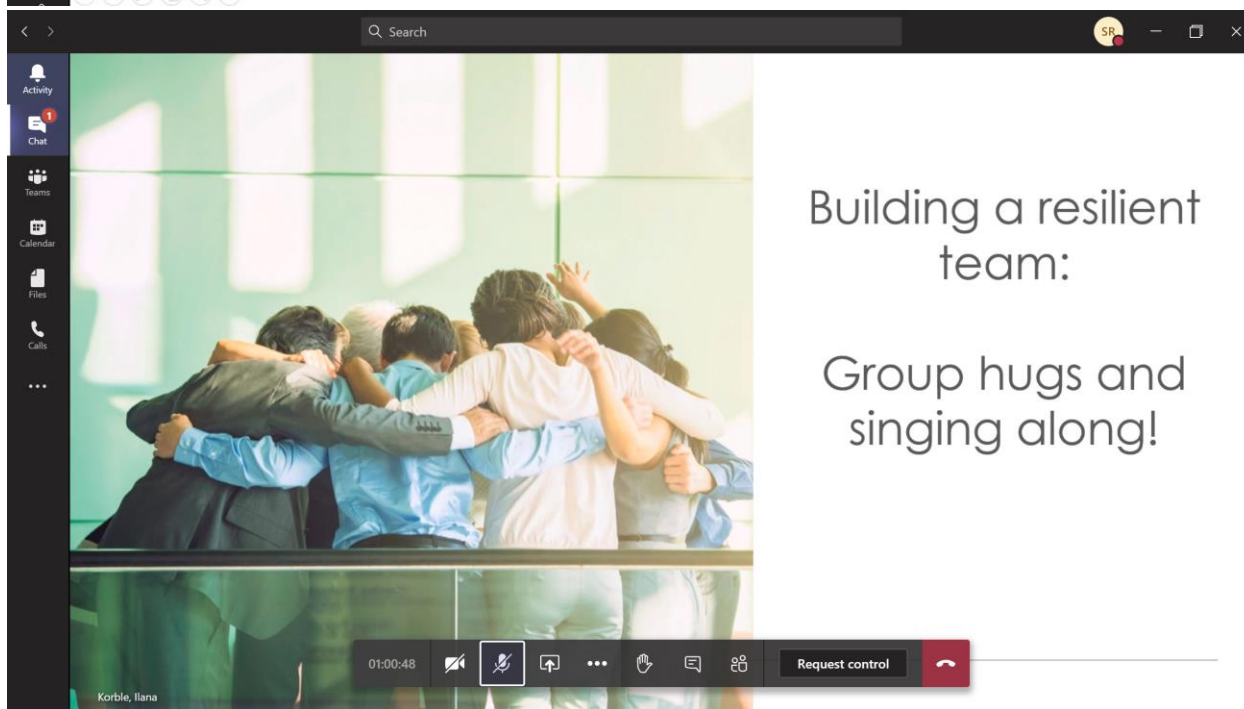
Post-Traumatic Growth

[Bart's Insights](#)

50:34

Request control

Korble, Ilana



Search

Activity

Chat

Teams

Calendar

Files

Calls

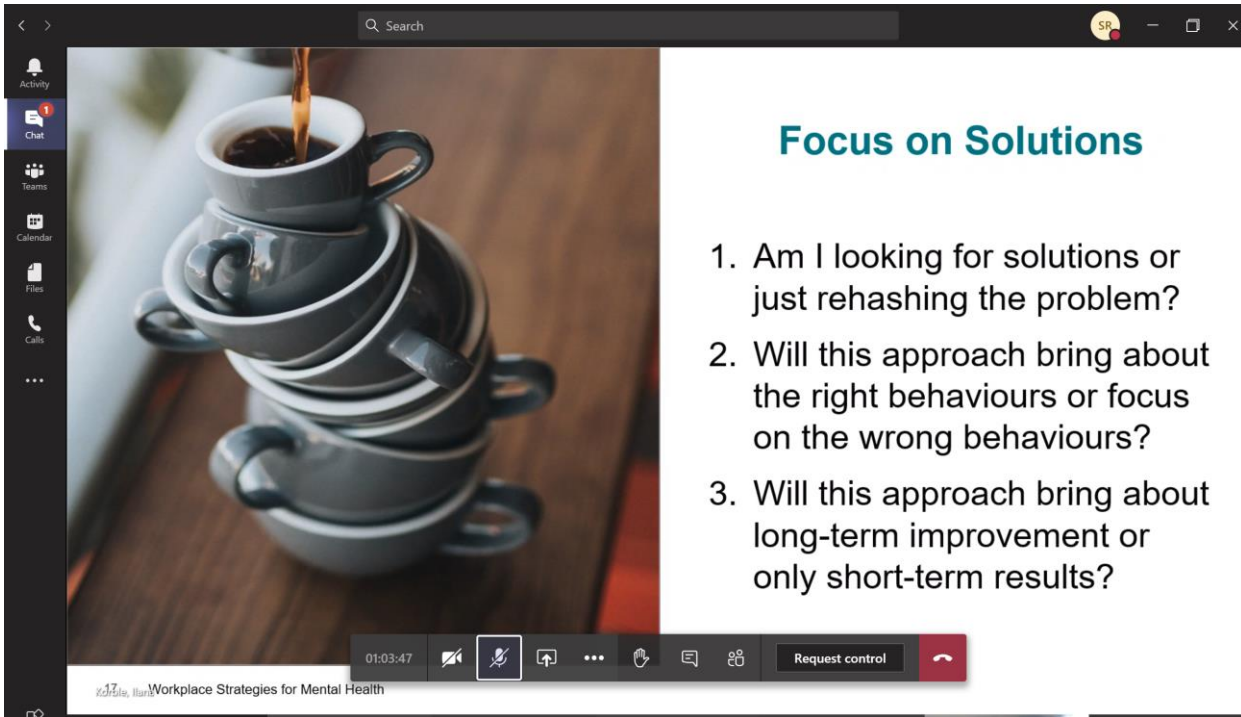
Building a resilient team:

Group hugs and singing along!

01:00:48

Request control

Korble, Ilana



01:03:47

Request control

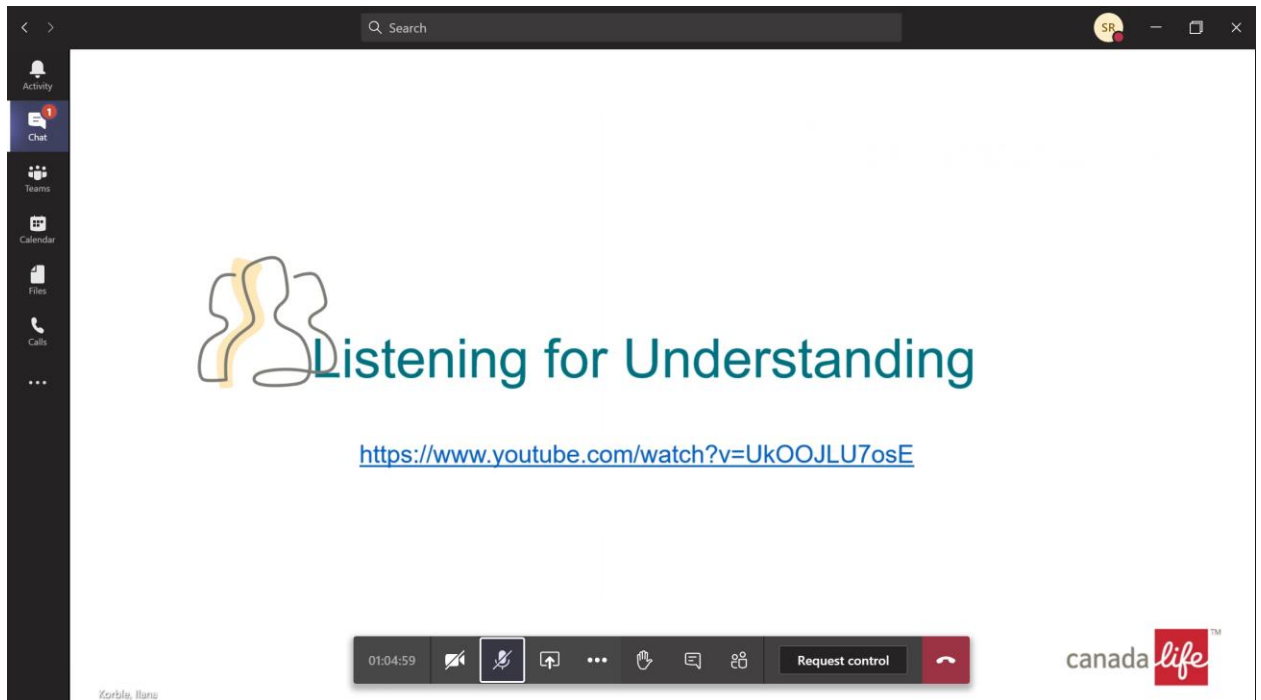
Workplace Strategies for Mental Health

Focus on Solutions

1. Am I looking for solutions or just rehashing the problem?
2. Will this approach bring about the right behaviours or focus on the wrong behaviours?
3. Will this approach bring about long-term improvement or only short-term results?

Work Place Strategies website – MaryAnn Bateman video – Techniques to FOCUS in What someone is saying...

1. Repeat in your mind what the person is saying as they are saying it
2. Don't be Distracted by other things
3. Don't interrupt (it stops the flow of their thoughts and emotions)
4. Body Language (not just keeping arms 'open') – but also mostly through eyes – remain relaxed – gaze needs to be soft to listen.



The screenshot shows a Microsoft Teams meeting interface. On the left is a dark sidebar with navigation icons for Activity, Chat (with a red notification badge), Teams, Calendar, Files, and Calls. The main area displays a video player. The video title is "Listening for Understanding" in a teal font, accompanied by a logo of two stylized human figures. Below the title is a blue hyperlink: <https://www.youtube.com/watch?v=UkOOJLU7osE>. At the bottom of the video player is a control bar with a timer at 01:04:59, icons for mute, video off, screen share, and a "Request control" button. In the bottom right corner of the meeting window is the "canada life" logo.

Search

Building Stronger Teams

Supporting Effective Team Leaders



01:09:33 [Microphone] [Camera] [Screen] [More] [Hand] [Chat] [Participants] Request control [End Call]

Karolina, Ilana

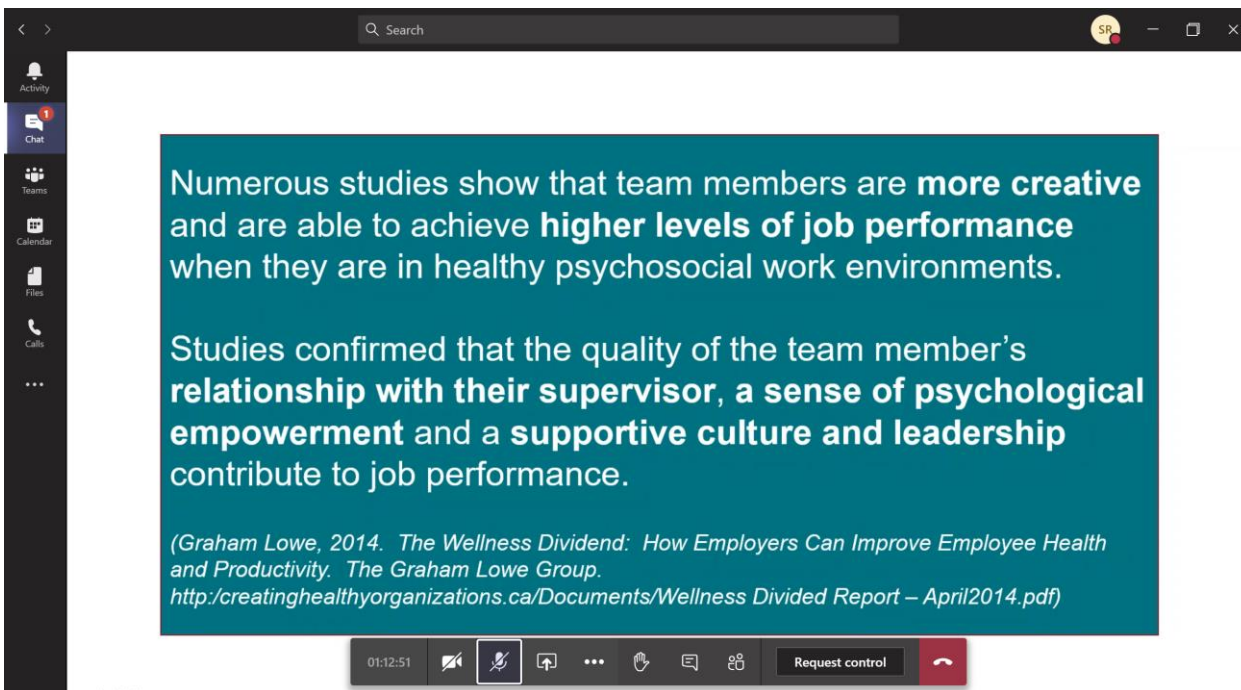
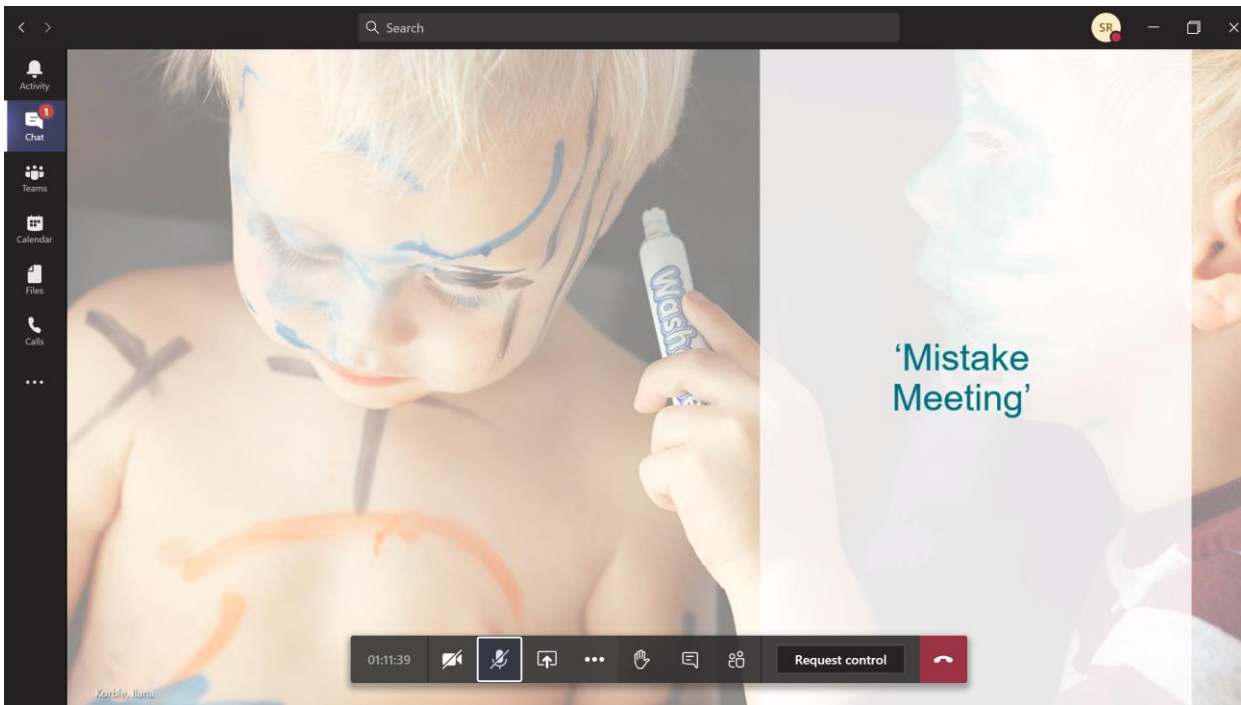
Search

Activities to Improve Team Dynamics

- Improving Team Culture
- Connecting with Your Team
- Monitoring Your Impact on Others
- Good Enough vs. Perfection
- Practicing non Judgmental Interpretations
- Matching Intent and Behaviour
- Identify your Values
- Identify Your Strengths
- Acknowledging Strengths
- Mistake Meetings
- Acknowledging our Accomplishments
- Specific Active Acknowledgement
- Team Huddle
- Volunteering Together

01:10:17 [Microphone] [Camera] [Screen] [More] [Hand] [Chat] [Participants] Request control [End Call]

Workplace Strategies for Mental Health



Key Takeaways

- A psychologically healthy workplace produces high performance
- Emotions are Information
- Show empathy rather than sympathy
- Stressful Situations can produce Post Traumatic growth
- Psychological Protection – the freedom to make mistakes and learn from them
- 24/7: A resource for working parents
- Return to Work Preparation means stress reduction

01:17:30



Request control



Korbla, Ilana

Workplace Strategies
for Mental Health

canada *life*

A screenshot of a Microsoft Teams meeting. The main content area displays a slide with the title "Much-loved distractions" in teal text. The background of the slide is a photograph of a man sitting at a desk with a laptop, smiling as he holds a young child on his shoulders. The child is also smiling. The room is bright and modern. At the bottom of the slide, there is a small logo for "Workplace Strategies for Mental Health" and the "canada life" logo. The Teams interface is visible on the left and bottom, showing a search bar, navigation icons, and a control bar with a "Request control" button.

A screenshot of a Microsoft Teams meeting. The main content area displays a slide with the title "24/7: A resource for working parents" in teal text. To the left of the title is a circular graphic with the text "24/7 THE WORKING PARENT" around it. The graphic contains icons for a moon, stars, a laptop, a plate with a fork and knife, a broom, and a book. Below the graphic is the text "THE PSYCHOLOGY FOUNDATION OF CANADA". To the right of the title is a bulleted list:

- Weekly tips
- Podcast series
- Archived articles


At the bottom of the slide, there is a small logo for "Workplace Strategies for Mental Health" and the "canada life" logo. The Teams interface is visible on the left and bottom, showing a search bar, navigation icons, and a control bar with a "Request control" button.

Search

Back to school Anxiety Resources

Kidshelpphone.ca

Links to direct text, phone, live chat and resources



Looking for information about mental health, and where to find help? eMentalHealth.ca provides anonymous, confidential and trustworthy information, 24 hours a day, 365 days a year.

Back to School under COVID: Tips for Parents and Caregivers
Additional articles - sorted by topic

Post-Secondary Student Resilience

When they begin college or university, students may face significant stressors on their own for the first time. This resource can help them plan ahead so they are better able to cope with the personal and academic stressors they may encounter.

<https://www.workplacestrategiesformentalhealth.com/employee-resources/post-secondary-student-resilience>

01:14:11

Request control

Workplace Strategies for Mental Health

canada life

Search

Preparation means Stress Reduction: Free Return to Work Resources

Help Keep Our Workplace Safe

If you are feeling ill **and/or** have travelled outside of Canada in the last 14 days **and/or** you've been in direct contact with a person with cough/fever/flu-like symptoms, **you'll be required to leave the workplace and self-isolate for 14 days.**

- Wash your hands regularly with warm water and soap or an alcohol-based disinfectant for 20 seconds.
- Wear personal protective equipment (PPE) if 2 meter physical distancing cannot be respected.
- Cover your mouth and nose with your arm during a cough or sneeze.
- Use tissues to open doors, cough or sneeze. Carefully dispose of the tissue in the garbage bin.
- Avoid physical contact, like handshakes.
- Maintain a distance of 2 meters between each person.
- Frequently disinfect your tools and workspaces.
- Avoid lending and borrowing any equipment.
- For virtual meetings, avoid in-person meetings.

www.dialogue.co

When to wash your hands

- Before, during, and after preparing or eating food
- Before and after caring for someone at home who is sick (especially with coughing, sneezing, vomiting, or diarrhea)
- After blowing your nose, coughing, or sneezing
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

Quand se laver les mains

- Avant, pendant et après la préparation ou la consommation d'aliments
- Avant et après avoir pris soin d'une personne malade à la maison (notamment en cas de toux, d'éternuements, de vomissements ou de diarrhée)
- Après s'être mouché, avoir toussé ou éternué
- Avant et après le traitement d'une coupure ou d'une plaie
- Après avoir utilisé les toilettes
- Après avoir changé les couches ou nettoyé un enfant qui a utilisé les toilettes
- Après avoir touché un animal, des aliments pour animaux ou des déchets d'animaux
- Après avoir manipulé des aliments ou des friandises pour animaux de compagnie
- Après avoir touché des ordures

www.dialogue.co

01:14:36

Request control

Workplace Strategies for Mental Health

canada life

Search

Mindful Employer Canada

Back to work checklist for mindful leaders:

- Validate the range of emotions
- Acknowledge that it may be stressful
- Ask employees to share fears and concerns
- Share how you will protect employees
- Ask employees what other protection they feel they need
- Take it slow in terms of expectations
- Celebrate and recognize effort every day
- Talk about how it feels
- Work to build resilience personally and with your team

01:14:51

Request control

Canada Life and design are trademarks of The Canada Life Group. © 2019 Canada Life. Workplace Strategies for Mental Health. canada life

Search



Workplace Strategies for Mental Health

Compliments of Canada Life

www.workplacestrategiesformentalhealth.com

- Psychological health and safety
- Managing workplace issues
- Employee resources
- Job-specific strategies
- Free training and tools

Improve psychological health and safety in your workplace.
Support employee success when mental health is a factor.

- Practical strategies and tools for employers, employees and others
- Information about bullying, grief, addiction, performance, change and team conflicts
- Resources available at no cost

01:15:24

Request control

Many Voices, Many Vistas

working through it - Signs of Support

Workplace Resources

Workplace Strategies for Mental Health
Compliments of Canada Life

Psychological health and safety | **Managing workplace issues** | Employee resources | Job-specific strategies | Free training and tools

Supporting employee success

Workplace Solutions	Responding to Issues	Resolving Conflict
Identifying Workplace Issues	Accommodation	Retirement
Developing a Workplace Plan	Addressing Co-worker Reactions	Sector Specific Strategies
Leadership Development	Burnout Response	Suicide Response
Team Development	Dementia Response	Supporting Newcomers
Referring Employees to Resources	Employees Who Are Caregivers	Supportive Performance Management
	Grief Response	Supporting Return to Work Success
	Helping Employees Manage Change	Union Support
	Impairment and Substance Use	Violence Assessment
	Leadership Crisis Response	

01:16:06 [Microphone] [Camera] [Screen Share] [More] [Hand] [Chat] [People] [Request control] [End Call]

Korbla, Ilana

Workplace Strategies for Mental Health | canada life

Employee Resources

Workplace Strategies for Mental Health
Compliments of Canada Life

Psychological health and safety | Managing workplace issues | **Employee resources** | Job-specific strategies | Free training and tools

Resources to help

At Work	Personal Well-being	Family & Friends
Being a Mindful Employee	Exercises for Stress Reduction & Deep Relaxation	Approaches to Wellness
Healthy Break Activities	Mental Health Apps	Being a Health Advocate
Helping Troubled Co-Workers	Personal Development	Depression, Anxiety and Other Conditions
Ideas for Resolving Conflict at Work	Plan for Resilience	Mental Health First Aid
My Boss is Stressing Me Out	Self-Assessment Tools	Post-Secondary Student Resilience
Peer Supporters	Stress Management Tool	Significant Life Stressors
Protecting ourselves against bullying		
Retiring Well		
Requesting Accommodation		
Return to Work Support		
What if I can't work?		
What is an Employee Assistance Program?		

01:16:40 [Microphone] [Camera] [Screen Share] [More] [Hand] [Chat] [People] [Request control] [End Call]

Korbla, Ilana

Workplace Strategies for Mental Health | canada life

Search

Resources

Brene Brown: Empathy vs. Sympathy, RSA Short Animation by Katy Davis
www.Gobblynn.com
<https://www.youtube.com/watch?v=1Evwgu369Jw>

Check out Workplace Strategies for Mental Health for tools and resources to support a psychologically healthy and safe workplace
www.workplacestrategiesformentalhealth.com

24/7: A Resource for Working Parents
<https://psychologyfoundation.org/Public/Parents/For-Me/24-7--A-Resource-for-Working-Parents/Content/Great-West-Life/24-7-A-Resource-for-Working-Parents.aspx?hkey=6d2f17a2-7c12-44ff-9c57-29e2ac343d99>

Dialogue Virtual Care: Covid-19 Free Resources
<https://www.dialogue.co/covid-19>

Back to work Checklist for Mindful Employers
<https://www.mindfulemployer.ca/>

Back to work Checklist with Excellence Canada
<http://www.excellence.ca/return-to-work-with-excellence>

01:17:04

Request control

Workplace Strategies for Mental Health

canada life

Koribla, Ilana

Search

Canada Life Disability

Thank You

01:20:03

Request control

Workplace Strategies for Mental Health

canada life

Koribla, Ilana