



Prioritising  
mental  
wellbeing  
at the  
workplace.



EMPLOYER TOOLKIT 3.0



## Note from NHRDN Mind Matters to the Leadership Team

The past couple of years has spotlighted our attention on ‘Mental Wellbeing’, even though mental health has always been with us. You will agree that corporate India still has a long way to go in normalizing conversations around this topic. Having recognized this, NHRDN has brought the conversation on mental health to the fore through its very successful campaign MindMatters 1.0, 2.0 & 3.0.

We have had 110+ companies across India who have joined the movement and the statistics are encouraging, there have been over 1.7 million downloads of our Mind Matters toolkit 2.0 and footfall of over 5000 participants across various sessions.

This edition of the Employer’s Toolkit to Mental Health at the Workplace has been designed to support organizations that have either already started on this journey and would like some additional inputs; or to open up the path for those who are just commencing on this journey.

The Toolkit has been divided into four sections : Accept, Understand, Act and Sustain. Each section has guidelines and artifacts to support making your organization’s mental health journey a reality.

Some pre-requisites to making this Toolkit effective in your workplace:

- Leadership buy-in to make mental health needs a strategic priority for organizational success
- Stated and demonstrated support from leaders to teams that are driving this journey

We are delighted that the first overt step has been taken by your organization in signing up for the Mind Matters way forward. Behaviour, culture and work environments contribute immensely to mental health of employees. Positive work experiences that actively support sound mental health result in higher energy, engagement and productivity. This toolkit spells out the various organizational aspects that will require scrutiny and constant improvement in order to sustain a healthy work culture.

*Wishing you every success on this journey.*

# Roadmap for Mental Well-being in Organizations

## ACCEPT



This section is about getting Leadership buy-in and understanding the need to have mental health as part of the strategic agenda. It is only through acceptance that the needle will move on making any change in the mental health arena. How will we do that?

- What Should Organizations Do on The Mental Health Journey
- Email from leaders to Organization
- Leadership Manifesto

## UNDERSTAND



This section provides tools that will help in increasing education and understanding of what mental health is and how it impacts us. You could use the following tools to leverage this within your organization over the initial few months until you put together your own toolbox of such communications:

- The Business Impact of Mental Ill Health at Work
- Recommended reading for understanding Mental Health at The Workplace
- Mental Health Awareness Providers List
- Stress and Anxiety at Work
- Signs and Symptoms of Anxiety
- Communication and Socialising of Mental Health Information to Reduce Stigma
  - Newsletters
  - Posters
  - Dealing with Loss & Grief
  - Tips for Caregivers
- Links to Mind Matters YouTube Sessions

## ACT



This section gives direction on ACTIONS that need to be taken towards a mental health friendly workplace. It's important that people are aware of what they have access to, how to use it, and how to integrate it into their day so they can make the most of it; and it gets embedded within the organization culture.

- Requisites of a Positive Work Culture
- The Role of a Manager
- Active Listening Skills and Empathy
- How to talk to Someone about A Mental Health Issue
- 10 Tips for Great Mental Health Check-ins with Your Team
- Policy on Mental Health at The Workplace
- Reviewing Process/Policy Through a Mental Health Lens
- Domestic Violence and Mental Health
- First Responder Training List
- Sample EAP Announcement
- Employee Pledge and Badge
- EAP Provider List

## SUSTAIN



In order to sustain the momentum on the mental health journey, leadership needs to incorporate mental health goals into business requirements and promote an open, non-judgemental and inclusive work culture. Some pointers in this direction are given through

- Mental Health - List of Metrics for Organizations
- Diversity Equity and Inclusion
- Walk the Talk
- Safe Spaces





## Common Definitions for Mental Health Toolkit

For the purpose of clarity, when we refer to ‘mental health’ in this toolkit we are using it in the broadest possible sense. Some useful definitions are below:

**Mental Health:** We all have mental health, just as we all have physical health. How we feel can vary from good mental well-being to difficult feelings and emotions, to severe mental health problems.

**Mental Well-being:** Mental well-being is the ability to cope with the day-to-day stresses of life, work productively, interact positively with others and realise our own potential. When we talk about well-being we are referring to mental well-being.

**Poor Mental Health:** Poor mental health is when we are struggling with low mood, stress or anxiety. This might mean we’re also coping with feeling restless, confused, short-tempered, upset or preoccupied. We all go through periods of experiencing poor mental health – mental health is a spectrum of moods and experiences and we all have times when we feel better or worse.

**Mental Health Problems:** We all have times when we struggle with our mental health. A mental health problem is when difficult experiences or feelings are prolonged and affect our ability to enjoy our lives in the way we want. You might receive a specific diagnosis from your doctor, or just generally feel that you are experiencing an extended period of poor mental health.

**Common Mental Health Problems:** These include depression, anxiety, phobias and obsessive-compulsive disorder (OCD). These make up the majority of the problems that lead to one in four people experiencing a mental health problem in any given year. Symptoms can range from the comparatively mild to very severe.

**Severe Mental Health Problems:** These include less common conditions such as schizophrenia and bipolar disorder. They can have very varied symptoms and affect everyday life to different degrees. They are generally regarded as severe mental health problems because they often require more complex and/or long-term treatments.

**Work-related Stress:** Work-related stress is defined as the adverse reaction people have to excessive pressure or other types of demand placed on them at work. Stress, including work-related stress, can be a significant cause of illness. It is known to be linked with high levels of sickness absence, staff turnover and other issues such as increased capacity for error. Stress is not a medical diagnosis, but severe stress that continues for a long time may lead to a diagnosis of depression or anxiety, or more severe mental health problems.

# ACCEPT

This section is about getting Leadership buy-in and understanding the need to have mental health as part of the organization's strategic agenda. It is only through acceptance that the needle will move on making any change in the mental health arena.





# ACCEPT

## 1 What Should Organizations do on The Mental Health Journey

**What should Organizations do on the Mental Health Journey**

**Step 1: Make a Commitment**

- There should be a clear commitment from the senior level of the organization that mental health matters.
- A good place to start is the Mental Health Ambassador Pledge.
- Employers who sign the commitment will be able to lead the way in implementing each standard for their employees.

**Step 2: Build Your Approach**

- The senior team understands and acts on all its legal requirements around employee mental health and risk management - ensure that the rights of employees are communicated to all employees.
- The organization has assessed the mental health needs of its employees, understands where improvements are needed and identifies clear objectives for development, along with a business case for doing so.
- Mental health is reflected in all relevant workplace policies and a plan for delivering better mental health is in place, with clear actions that can be achieved and reported every six months / year.

**Step 3: Positive Culture**

- Effective management standards are in place that ensure employees feel supported and valued.
- The organization to ensure that the workplace environment is conducive to promoting healthy and conducive mental behaviours.
- To put in place suitable systems for risk assessments to prevent stress.
- Job design and roles are reviewed to ensure they are appropriate and conducive to productive work.
- Social activities, volunteering and out-of-work activities are actively encouraged and supported by the organization.
- The organization provides appropriate measures and frequency of communication to keep staff at all levels informed of the approach to wellbeing.

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## 2 Email from leaders to Organization

Dear Leader,

Thank you for taking interest in supporting the mental health and wellbeing of your employees. We are sure it will be well appreciated and contribute to better productivity and returns for your organization. We have provided below a note that you can use to introduce this journey to your employees via a personal email or a post on your organization's intranet. Feel free to add/edit to personalize it.

**Accept to Reset**

Dear \_\_\_\_\_

In the past year, we have probably heard the term 'mental health' more often than we did earlier. The pandemic has created situations that have led to many of us feeling stressed, anxious and lonely. It is crucial in times like these to stay mentally fit and seek help should we find ourselves experiencing any emotional distress.

We as an organization are making a commitment to prioritize employee mental wellbeing at (Organization name). We seek your support in ensuring that you not only take care of your own mental health but also support your team members and colleagues proactively.

During the next couple of weeks, we will bring you information and resources to correctly understand mental health and emotional wellbeing. However, creating awareness is only the first step. We will take this journey forward by reviewing all our workplace practices with the lens of mental wellbeing and also provide ongoing support and resources for those that may be struggling.

We urge you to get yourselves acquainted with mental healthcare and utilize the various channels of support provided. Please feel free to get in touch with (Organization) SHODMental Health Ambassador if you have any questions or suggestions to make. Let's all come together to make (Organization name) a mental health friendly workplace.

With regards,  
(Name)  
(Designation)

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## 3 Leadership Manifesto

**Accept to Reset**

**Well-being Manifesto**

I \_\_\_\_\_ of name of organisation \_\_\_\_\_ pledge that my organisation and I will

- Accept & Prioritise Mental Health & Well-being
- Advocate for removing the stigma around Mental Health
- Champion & Support with requisite policies and structures
- Enable and Enhance access to Mental Health & Well-being resources
- Reset, Assess and Respond continuously

Signature \_\_\_\_\_

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# UNDERSTAND

This section provides tools that will help in increasing education and understanding of what mental health is and how it impacts us. You could use the following tools to leverage this within your organization over the initial few months until you put together your own toolbox of such communications. \_\_\_\_\_





# UNDERSTAND

## 1 The Business Impact of Mental Ill Health at Work

**Accept to Reset**

**The Business Impact of Mental ill Health at Work**

Mental ill health costs employers billions of dollars every year, through lost production, recruitment and absence. The World Health Organization estimates that India will suffer economic losses amounting to a staggering 1.03 trillion dollars from mental health conditions between 2012 and 2030. Research tells us that for every **US\$ 1** put into the treatment for common mental disorders, there is a return of **US\$ 4** in improved health and productivity. This is an incontrovertible reason for organizations to invest in supporting mental health of employees

**Impact of mental ill health on organisations:**

- 37% of people with mental health issues are more likely to get into conflict with colleagues.
- 57% find it harder to juggle multiple tasks.
- 80% find it difficult to concentrate.
- 62% take longer to do tasks.
- 50% are potentially less patient with customers/clients.

(source: Chartered Institute of Personnel and Development (CIPD))

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## 2 Recommended Reading Understanding Mental Health at The Workplace

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**Understanding Mental Health at the Workplace: Recommended Reading**

Dear Leader,

As you embark on this journey of addressing mental health in your organization, here are some resources that can help you further your own understanding. This is of course, a starting point—we encourage you to pick out topics that may be relevant to your organization, and explore them on your own. Each of these pieces answers an essential question, about mental health and the workplace.

**Section 1: Understanding Mental Health**

This section offers an understanding of the basics of mental health: What is it, how it's different from mental illness, what the most common illnesses are, and what they may look like.

1. [What is mental health?](#)
2. [What is a mental illness?](#)
3. [What are the most common mental illnesses in India?](#)
4. [Some common myths and facts about mental illness](#)

**Section 2: Treatment and other interventions for Mental Health Issues**

1. [Where should you seek help?](#)
2. [What can treatment for mental health issues look like?](#)
3. [Is medication always required, and is it a prescription for life?](#)
4. [Who are the different types of mental health professionals and what do they do?](#)
5. [What can therapy help me with?](#)
6. [How can I tell if my therapist is right for me?](#)
7. [What does self-care look like in the context of mental health issues?](#)

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## 3 Mental Health Awareness Provider List

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**List of Mental Health Awareness providers**

This list is not comprehensive and is only intended to provide you with an idea of some of the credible organizations for training on basic mental health awareness in India. You are under no obligation to register with any providers on this list. We have not listed any individual consultants here. We recommend that you also do the research required to sign up with any other competent professionals in the field to support your employees.

#	Company Name	Contact number	Email id & Website link
1	Mental Health First Aid India Pvt Ltd	+91 7397383004	<a href="mailto:mhfaIndia@mhfaIndia.com">mhfaIndia@mhfaIndia.com</a> <a href="https://www.mhfaIndia.com/">https://www.mhfaIndia.com/</a>
2	White Swan Foundation	+91 98440 13849	<a href="mailto:connect@whiteswanfoundation.org">connect@whiteswanfoundation.org</a> <a href="https://www.whiteswanfoundation.org/">https://www.whiteswanfoundation.org/</a>
3	Human Edge Enterprises	+91-97693 97310	<a href="mailto:contact@humandge.co">contact@humandge.co</a> <a href="https://humandge.co/">https://humandge.co/</a>
4	The Fuller Life	+91 99809 30541	<a href="mailto:reachus@thefullerlife.com">reachus@thefullerlife.com</a> <a href="https://thefullerlife.com/">https://thefullerlife.com/</a>
5	Innerhour	+91 9820 230 563	<a href="mailto:support@theinnerhour.com">support@theinnerhour.com</a> <a href="https://www.theinnerhour.com/">https://www.theinnerhour.com/</a>
6	Resilience works	+91 8884122234	<a href="mailto:enquiry@resilienceworks.in">enquiry@resilienceworks.in</a> <a href="https://resilienceworks.in/">https://resilienceworks.in/</a>
7	Work place options	+91 80 66080090	<a href="mailto:service@workplaceoptions.com">service@workplaceoptions.com</a> <a href="https://www.workplaceoptions.in/">https://www.workplaceoptions.in/</a>
8	YourDOST	+91 8047097654	<a href="mailto:customersupport@yourdost.com">customersupport@yourdost.com</a> <a href="https://yourdost.com/">https://yourdost.com/</a>

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## 4 Stress and Anxiety at Work

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**Stress and Anxiety at work**

**What can cause Stress and Anxiety at work**

- ✓ Excessive workload
- ✓ Low control over work
- ✓ Inadequate support from managers and colleagues
- ✓ Relationships at work – harassment, prejudices, biases
- ✓ Lack of Role clarity
- ✓ Organizational changes
- ✓ Performance goals
- ✓ Factors such as relationships, family, or financial problems outside work

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## 5 Signs and Symptoms of Anxiety

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An NHRDC initiative

**Signs and Symptoms of Anxiety**

- Unable to overcome loss or grief of a loved one
- Avoiding people, even the ones you enjoy spending time with.
- Losing interest in your favourite activities, or hobbies.
- Severe mood swings
- Spending too much time on Digital
- Constantly feeling on edge, anxious, or irritable.
- Drastic changes in your sleep (not enough, or too much), eating (overeating or undereating), and/or self-care patterns.
- Unexplained aches and pains

These are all signs & symptoms of stress & anxiety. If these signs persist for more than over a couple of weeks & interferes with your daily functioning & it is a change from your usual behaviour, please reach out to a mental health professional.

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## 6 Communication and Socialising of Mental Health Information to reduce Stigma

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MIND MATTERS 3.0  
An NHRDC initiative

**Communication and Socialising of Mental Health Information to reduce Stigma**

Stigma causes people to feel ashamed for something that is out of their control. Worst of all, stigma prevents people from seeking the help they need.

All of us in the community and workplace need to raise our voices against stigma. Some ways in which we can choose to do this are to talk openly about mental health, to educate yourself and others, be conscious of language, encourage equality between physical and mental illness. The organization can support these ways to reduce stigma by circulating newsletters, putting up posters, providing information around life struggles such as dealing with depression and anxiety, loss and grief, and the complex challenges of caregiving.

The toolkit provides some samples of the above in the coming pages that the organization can use as an initial repository of information around mental health.

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## 6.1 Newsletters

**A: What you need to know about Mental Health**

**B: Why we need to talk about mental health, in the workplace**

**C: Coping with COVID-19**

**D: When should I seek help for a mental health issue?**

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## 6.2 Posters



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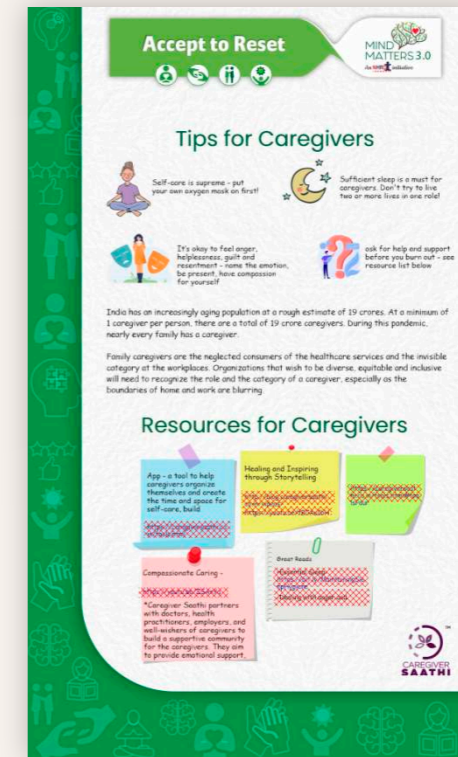
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## 6.3 Dealing with Loss & Grief



[Download](#)

## 6.4 Tips for Caregivers



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# UNDERSTAND

## 7 Link to Mind Matters YouTube Sessions

Accept to Reset	
Category	Topics
<b>Mind Matter 1.0</b>	
Corporate Practices on Mental Health	NHRDN Research Findings on Mental Health Mental Wellness Best Practices in Corporates Building Resilience at Workplace - A Panel Discussion CXOs on Mental Health Best Practices
Experiential Sessions	Heartfulness Session - Managing Self & Change Heartfulness Session - Managing Emotions, Stress and Personal Health Heartfulness Session - Infusing 'Joy' in Life through Heartfulness Musical Mindfulness
Mental Health Awareness - Advanced	Suicide and Self-harm in the Workplace Depression and Anxiety in the Workplace Gender and Sexuality in the Workplace Substance Use in the Workplace Eating disorders and body image issues at the workplace
Mental Health Awareness - Basic	Mental Health Awareness 101 by White Swan Foundation
Real Stories of Mental Wellbeing	Sharing a Personal Story of Resilience by Mellener Coelho Working Through Adversity in Conversation with Parimal Gandhi & Raashi Thakran
<b>Mind Matter 2.0</b>	
Corporate Practices on Mental Health	Hear our leaders share perspectives around mental wellbeing
Experiential Sessions	Experiments with Gratitude Workshop
Mental Health Awareness - Advanced	Coping with Covid Anxiety Series Interaction with expert Doctors & Counsellors Mental Health Challenges HR Professionals are facing Conversations around Caregiving Navigating Parenting Challenges in Pandemic Coping with Loss & Grief
Real Stories of Mental Wellbeing	Stories of Covid Recovery & Hope Exclusive Fireside Chat with Shaheen Bhatt
<b>Mind Matter 3.0</b>	
Experiential Sessions	Mental Wellbeing Games Night The Anxiety De-Code - A Workshop to Embrace & Reframe our Anxieties
Mental Health Awareness - Advanced	Accept & Reset the Queer Experience Topsy-Turvy Relationships - Pandemic Effects   Roundtable with Experts
Real Stories of Mental Wellbeing	Fireside Chat with Rajiv Bajaj

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# ACT

This section gives you input and direction on actions that need to be taken towards a mental health friendly workplace. It's important that people are aware of what they have access to, how to use it, and how to integrate it into their day so they can make the most of it.

These actions should consciously get embedded into the organization culture.





# ACT

## 1 Requisites of a Positive Work Culture 2 The Role of a Manager

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**Building a Positive Work Culture**

Training all people managers and team leads in active listening skills and empathic interactions

Open and honest conversations	Non judgemental communication	Autonomy of work
Clear and achievable goals	Minimise leavism and presenteeism	Continuous learning
Acceptance and celebration of different backgrounds	Frequent constructive feedback	Continuous education around bias and intolerance
Zero tolerance of harassment and bullying	Provision of safe spaces	Recognition of achievements
Engage with purpose	Leadership focus on wellbeing	Actively remove toxicity of biases, prejudices and judgements in the workplace

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## 3 Active Listening Skills and Empathy

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**The Role of a Manager**

Managers play a crucial role in the everyday wellbeing of employees. They should be:

- Approachable, available and encourage employees to talk to them if they are having problems.
- Tailor their management style to suit the needs of each employee.
- Monitor employees' workloads, set realistic targets, and be clear about priorities
- Have regular one-on-one meetings and catch-ups. Is check on how work is going, identify upcoming challenges and what support may be required.
- Support the rest of the team as they will be distressed too

Give your managers the confidence and the knowledge to recognize poor mental health through appropriate first responder training to

- Recognise some of the common signs and symptoms of mental ill health.
- Know when and how to intervene.
- Know what additional support is available for them, and the employee within the organisation such as:
  - Mental health champions, or allies within the organisation.
  - Employee Assistance Programme funded by the organisation.
  - Clear mental health policies followed by the organization.

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## 4 How to talk to Someone about A Mental Health Issue

**Accept to Reset**

**Active listening skills and empathy**

Training all people managers and team leads in active listening skills and empathic interactions

**What is active listening:**

- Acknowledge feelings
- With-hold judgement when seeking clarification
- Provide non-evaluative response

**Why is it important?**

Listening empathetically allows the listener to really hear and understand what is being said. It also makes it easier for the other person to feel they can talk freely without being judged

For a person experiencing a mental health concern, to know that someone will just listen, understand and empathise, can be very calming, reassuring and even healing

Can this be an acquired learning? YES!

- By providing necessary training
- Having practice groups

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**IS IT OKAY TO TALK TO A FRIEND WHO MAY BE SHOWING SIGNS OF A MENTAL HEALTH ISSUE?**

Yes, it's perfectly okay and appropriate to talk to a friend who may be showing signs of emotional distress, so long as this is done with respect and consent. You can do this by gently broaching the subject and asking them if it's something they would feel comfortable talking to you about.

**AM I CROSSING A LINE?**

But if you're a casual acquaintance or don't share a rapport with this person, it may not be appropriate for this to be the first in-depth conversation you have with them.

Conditions that may trigger emotional distress

- Loss of a loved one, a job, or a significant amount of money
- Major life transitions, whether positive (getting married) or negative (a break-up)
- A major illness – either in themselves or someone close to them.
- Experience of traumatic events.

"Talking about mental health is not very different from talking about other health conditions. If it's someone you know, you would ask them about their health and how they're doing. If it's someone you don't know well enough, you wouldn't walk up to them and say, how's your diabetes management going?"

Or Sabina Rao, psychiatrist

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# ACT

## 5 10 Tips for Great Mental Health Check-ins with Your Team

**10 TIPS FOR GREAT MENTAL HEALTH CHECK-INS WITH YOUR TEAM**

1. Make sure you are aware of where you can signpost people to if they are struggling with their wellbeing.
2. Be aware of any stressors or pressures and how these may be influencing individuals.
3. Listen to what it is your team have to say. Regularly practise the skill of mindful listening.
4. Make sure you are regularly checking in with how your team are feeling.
5. Get to know your team and understand how personal factors could be influencing their performance.
6. Be proactive with support and ask your team if there is anything you can do to guide or help them.
7. Praise, encourage and be proud of team members who speak openly about mental health.
8. If someone is struggling be kind and understanding to what it is they are experiencing.
9. If someone is struggling provide some practical actions people can engage with to look after physical and mental health.
10. Encourage your team to talk openly about wellbeing and mental health.

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## 6 Policy on Mental Health at The Workplace

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**Policy on Mental Health at the Workplace**

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## 7 Reviewing Process/Policy Through a Mental Health Lens

**Accept to Reset**

**Reviewing Process/Policy Through a Mental Health Lens**

1. **Employee contract**
  - Are stipulated working hours and break times fair and humane?
  - Are flexible work arrangements available for those who may need them?
  - Are employee interests protected in case of resignation or termination?
2. **Leave policy**
  - Is adequate leave provided for employees to maintain work-life balance?
  - Can sick leave be availed for mental health related challenges?
  - Are employees encouraged to utilize their leaves in a given year to reduce fatigue and burnout?
3. **Medical**
  - Are there insurance policies that cover mental health, including counselling and psychotherapy?
  - Are medical expenses related to mental health reimbursable?
4. **Recruitment**
  - Is hiring criteria discriminatory against any group of people?
  - Is the hiring process objective, fair and transparent?
  - Are employees given sufficient support to get integrated into the organization?
  - Is the expectation on time to productivity for a new hire fair?
5. **Performance Management**
  - Is the performance evaluation system punitive?
  - Are feedback conversations conducted with empathy? Are there skip level conversations?
  - Is there opportunity for reward and recognition of effort?
  - Is there investment in learning and future growth of the employee?
6. **Manager relationships**
  - Are managers held accountable for the wellbeing and engagement of their team members?
  - Do managers regularly check-in with employees apart from task oriented conversations?
  - Are managers trained in active listening and EQ skills?
  - Are managers fair, transparent and inclusive in their interactions with team members?

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## 8 Domestic Violence and Mental Health

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**Domestic Violence and Mental Health**

In 2020, with the COVID-19 pandemic and consequent lockdown & work from home led to a surge of domestic violence cases around the world with the perpetrator and the victim locked down.

Domestic violence has been accepted as a parallel pandemic that has ravaged households.

Employers and colleagues of the affected employee often do not engage in conversations on domestic violence with anyone affected by it, considering it a part of the employee's personal life. Organizations need to recognize the effect of domestic violence on productivity, absenteeism and safety of the workplace. It is a substantial problem that can affect the mental well-being of not only the victim but also the co-workers and supervisors of the victim. While it is tricky to define the role of organizations when these unfortunate incidents happen inside home, there is no doubt that a business case definitely exists for why these conversations need to happen in the workplace.

The Protection of Women from Domestic Violence Act, 2005 has been drafted to ensure all necessary support / assistance to victims to such acts of abuse/ violence. Organizations may like to consider forming a Policy against Domestic violence.

An example is mentioned below:

<ORGANIZATION NAME> is committed to denounce any acts of domestic violence. Any act, omission or commission or conduct that causes harm or injures or endangers the health, safety, life, limb or well being, whether mental or physical, of the employee (aggrieved person) or tends to do so and includes causing physical abuse, sexual abuse, verbal and emotional abuse and economic abuse will not be tolerated. We will align with the provisions of The Protection of Women from Domestic Violence Act, 2005 and will ensure to provide all necessary support / assistance to any employee who is a victim to such acts of abuse/ violence.

Diversity Dialogues, a collective that supports mental health, parenting and gender affirmation has put together this free guide on Domestic Violence and the Indian Workplace.

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## 9 First Responder Training Provide List

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**List of organizations that provide First Responder Training**

This list is not comprehensive and is only intended to provide you with an idea of some of the credible organizations for training on first responder skills in India. You are under no obligation to register with any providers on this list. We have not listed any individual consultants here. We recommend that you also do the research required to sign up with any other competent professionals in the field to support your employees.

#	Company Name	Contact number	email id & Website link
1	Mental Health First Aid India Pvt Ltd	+91 7397383004	<a href="mailto:mhfaindia@mhfaindia.com">mhfaindia@mhfaindia.com</a> <a href="https://www.mhfaindia.com/">https://www.mhfaindia.com/</a>
2	White Swan Foundation	+91 98440 13849	<a href="mailto:connect@whiteswanfoundation.org">connect@whiteswanfoundation.org</a> <a href="https://www.whiteswanfoundation.org/">https://www.whiteswanfoundation.org/</a>
3	Human Edge Enterprises	+91-97693 97310	<a href="mailto:contact@humanedge.co">contact@humanedge.co</a> <a href="https://humanedge.co/">https://humanedge.co/</a>

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## 10 Sample EAP Announcement

**Accept to Reset**

**Seeking Support for Emotional Distress, or Mental Health Issues**

Here is a list of services you can reach out to, if you are feeling overwhelmed:

- Our organization's Employee Assistance Program
 

**Name of service:** \_\_\_\_\_

**Timings (if any):** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Or:** \_\_\_\_\_

**Website:** \_\_\_\_\_
- ICALL helpline, Mumbai
 

**Timings:** Monday-Saturday, 10 am to 8 pm

**Phone:** 022-25521111 | **Email:** [icall@iiss.edu](mailto:icall@iiss.edu)

**Website:** <http://icallhelpline.org/>
- Parivarthan, Bangalore
 

**Timings:** Monday to Friday, 1 pm to 10 pm

**Phone:** 7676602602 | **Email:** [parivarthanbr@gmail.com](mailto:parivarthanbr@gmail.com)

**Website:** <https://parivarthan.org/>
- Sneha Foundation, Chennai
 

**Timings:** 24/7

**Phone:** 044-24640050/60

**Email:** [help@snehaindia.org](mailto:help@snehaindia.org)

**Website:** <https://www.facebook.com/sneha.foundation.india/>

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## 11 Employee Pledge and Badge

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I, \_\_\_\_\_  
of \_\_\_\_\_  
(name of organization)  
**Pledge to be a Mental Health Ally.**

**I Commit to**

- Educating myself about mental health
- Examining my own beliefs, notions, and biases about mental health, to check, if they are accurate.
- Be aware of the language I use, and avoid using terms that may minimize, belittle or ridicule—directly or indirectly—people with mental health issues
- Checking in with my colleagues who may be experiencing emotional distress, with respect and sensitivity
- Listen to people around me, with empathy, when they share their emotions or talk about their mental health issues.
- Keep confidential any information about a friend or colleague's mental health, issues that have been entrusted to me in my role as an ally
- Unless it poses a risk to them or someone else, in which case I will let them know that I will share the information with a person of their choosing, whom they trust (this could include a friend, family member, colleague or a mental health professional), with the safe intention of seeking support for them. I will also only divulge as much information as is strictly required to get the support they need
- Be aware of my own emotional wellbeing, and seek help when I'm feeling overwhelmed, or distressed

(Signature) \_\_\_\_\_

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## 12 EAP Provider List

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**EAP Service Providers in India**

This list is not comprehensive and is only intended to provide you with an idea of some of the more popular or well-known EAP providers in India. You are under no obligation to register with any providers on this list. We highly recommend that you also do the research required to sign up with any other competent professionals in the field to support your employees. Please do not leave this aspect of support unattended by the organization.

S.No	Company Name	Contact No	Email ID	Website link
1	ComPsych	+91 22 67869208	<a href="mailto:info@compsych.com">info@compsych.com</a>	<a href="https://www.compsych.com/about">https://www.compsych.com/about</a>
2	1to1help	1800 270 1790	<a href="mailto:connect@1to1help.net">connect@1to1help.net</a>	<a href="https://1to1help.net/">https://1to1help.net/</a>
3	True worth	-	<a href="mailto:sales@truworthwellness.com">sales@truworthwellness.com</a>	<a href="https://www.truworthwellness.com/">https://www.truworthwellness.com/</a>
4	Optum	+91 124 3094000	<a href="mailto:info_global@optum.com">info_global@optum.com</a>	<a href="http://www.optum.in/">http://www.optum.in/</a>
5	Santulan	+91 11 2545356	<a href="mailto:connect@santulan.co.in">connect@santulan.co.in</a>	<a href="https://santulan.co.in/">https://santulan.co.in/</a>
6	Juno	+91 6364080697	<a href="mailto:SUPPORT@JUNO.CLINIC">SUPPORT@JUNO.CLINIC</a>	<a href="https://www.juno.clinic/">https://www.juno.clinic/</a>
7	Innerhour	+91 9820230 563	<a href="mailto:support@theinnerhour.com">support@theinnerhour.com</a>	<a href="https://www.theinnerhour.com/">https://www.theinnerhour.com/</a>
8	YourDOST	+91 8047097654	<a href="mailto:customersupport@yourdost.com">customersupport@yourdost.com</a>	<a href="https://yourdost.com/">https://yourdost.com/</a>
9	Resilience works	+91 8884122234	<a href="mailto:enquiry@resilienceworks.in">enquiry@resilienceworks.in</a>	<a href="https://resilienceworks.in/">https://resilienceworks.in/</a>
10	Work place options	+91 80 66680090	<a href="mailto:service@workplaceoptions.com">service@workplaceoptions.com</a>	<a href="https://www.workplaceoptions.in/">https://www.workplaceoptions.in/</a>
11	Mpowerminds	+91 22 23856228 +91 97028 00044	<a href="mailto:info@mpowerminds.com">info@mpowerminds.com</a>	<a href="https://www.mpowerminds.com/">https://www.mpowerminds.com/</a>
12	EAP India	1800 313 4634	<a href="mailto:info@eap-india.com">info@eap-india.com</a>	<a href="https://www.eap-india.com/">https://www.eap-india.com/</a>
13	Wysa	-	<a href="mailto:hello@wysa.ai">hello@wysa.ai</a>	<a href="https://www.wysa.io">https://www.wysa.io</a>
14	SILVER OAK HEALTH	+91 80 4149 2100/ +91 9606194870	<a href="mailto:info@silveroakhealth.com">info@silveroakhealth.com</a>	<a href="https://www.silveroakhealth.com">https://www.silveroakhealth.com</a>
15	ICAS India	+919820046373	<a href="mailto:services@icasindia.com">services@icasindia.com</a>	<a href="http://icasindia.com/">http://icasindia.com/</a>
16	The Fuller Life	+91 99809 30541	<a href="mailto:reachus@thefullerlife.com">reachus@thefullerlife.com</a>	<a href="https://thefullerlife.com/">https://thefullerlife.com/</a>

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# SUSTAIN

In order to sustain the momentum on the mental health journey, leadership needs to incorporate mental health goals into business requirements and promote an open, non-judgemental and inclusive work culture. Some pointers in this direction are given in this section







# SUSTAIN

## 1 Mental Health - List of Metrics for Organizations

**Accept to Reset**

Organizations depend on their employees to deliver their mission, vision, products, and services to drive overall success. Creating a healthy and safe workplace, one that protects both the physical and mental health of employees, is essential to achieving business objectives and shareholder returns.

**But how do you know that it's working?**

Metrics help steer organizations by helping them better understand issues and impact, inform stakeholders and track and sustain efforts over time. Your mental health journey needs to be regularly tracked to inform your decisions and actions. Given below are some metrics and data sources to get you started.

**Metrics:**

Metrics Type	Metrics
Lead	Overtime hours
	Employee satisfaction
	Insurance coverage for mental health
	Frequency and coverage of mental health awareness for employees
	EQ training to line managers
Lag	Number of trained mental health first responders
	Inclusion of mental health on Board agenda
	Productivity
	ROI on mental health support/programs
	Attrition due to burnout/health issues
Utilization	Leaving/Pre-termination data
	# of grievances
	Mental health leaves availed
	EAP service availed
	Insurance pay-out for mental health

**Sources of data:**

- HRIS/HRMS
- Attendance report for Absenteeism
- Grievance cell
- Pulse survey
- Engagement surveys (relevant questions to be added)
- Culture survey
- Manager check-ins
- HR check-ins
- Insurance service provider (if includes mental health coverage)
- EAP partner data
- Board Meeting minutes/agenda

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## 2 Diversity Equity and Inclusion

**Accept to Reset**

**Diversity Equity and Inclusion**

Organization culture needs to consciously be open, non-judgemental and inclusive. Mental health is often a symptom of lackluster DEI within companies, and specifically among minority demographics. As companies continue to navigate the global pandemic, mental health and DEI are increasingly top-of-mind for people leaders.

Here are some critical principles upon which leaders must establish their overall people strategy

**DEI Strategy + Wellbeing**

**WHY do we need such a strategy**

- Integrate DEI & Well-being for a better workplace culture experience for all

**WHAT should it achieve**

- Will all of my employees feel psychologically and socially safe with this strategy?
- How much does our company's current work environment contribute to mental wellbeing?

**HOW will we achieve this**

- Leaders:** by modeling vulnerability and conversations around the challenges they face to normalize these experiences and norms with compassion and empathy
- Managers:** by leading organizational policies, processes and norms with compassion and empathy
- Individuals:** by asking, active listening and sharing without judgment, by building awareness and acceptance of self and others.

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## 3 Walk the Talk

**Accept to Reset**

**'Walk the Talk' campaign**  
Talking about mental health and willing to display vulnerability

To reduce stigma in the workplace, it's going to require business leaders to share their stories publicly and within their organizations. While it can feel scary for fear of judgment and it can be challenging to find the right words, we encourage leaders to embrace the awkwardness in the spirit of authenticity to get from 'gawky' to graceful!

**When leaders talk about their own challenges with authenticity, it**

- Smashes stereotypes
- Gives permission for others to talk too

**Possible internal leadership engagement ideas to be implemented round the year not just around mental health awareness dates:**

- Monthly webinars within a team, a region, a function where a familiar leader speaks up and interacts on the subject of mental health
- Storyboards on internal social media
- Regular blogs from leaders
- Podcast interviews

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## 4 Safe Spaces

**Accept to Reset**

**Safe Spaces**

Create and actively encourage safe spaces for diverse peer support groups

**What is a safe space?**  
A safe work environment is about making employee well-being a priority.

**A safe workplace is one where employees**

- Feel secure
- Benefit from company values, and
- Enjoy a safe space
- Have a positive co-working environment that encourages respect for everyone.

**How to create these?**

- Consciously make space for equal and open discussions
- Education about different personality types, diverse backgrounds, race, gender, orientation will help people understand and accept each other better
- Celebrate together
- Spend non-working time together
- Use anonymity where appropriate
- Ask for non-judgemental feedback
- Set boundaries and expectations together
- Provide opportunities for support groups to meet and share
- Have clear and uncompromising policies around harassment, bullying and discrimination of any kind

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# MIND MATTERS 3.0

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