



Peer Support

Where Management and
Mental Health Intersect

Chris Smith



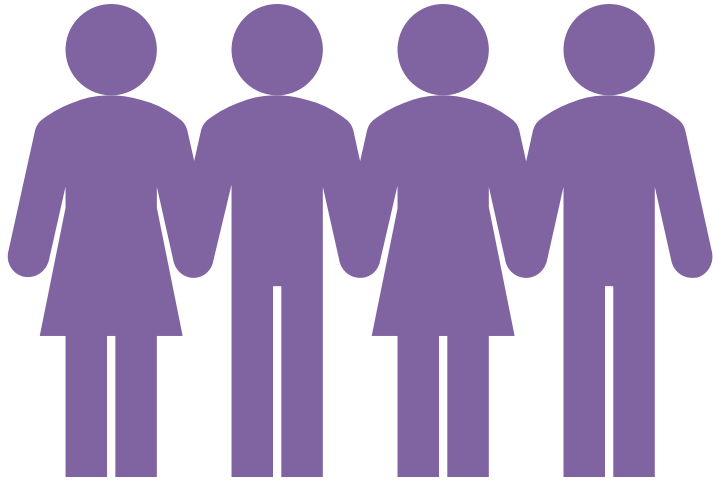
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The State of Play



- One in five (20%) aged 16-85 experience a mental illness in any year
- 4% of people will experience a major depressive episode in a 12 month period
- Suicide is the leading cause of death for males aged between 15-44
- 14% will be affected by an anxiety disorder in any 12 month period

Mental Health...
it's not
discerning



Mental Health
problems are
egalitarian

They don't discriminate
– *status is irrelevant*

Many people don't know they have
a problem
– *to them, this is 'just how life is....'*

But...now we're talking
(*or some of us at least*)

Mental Health Program



- This Mental Health Program is not just about dealing with problems
- These are inseparable:
 - Management
 - Mental Health
 - Engagement
- The key: must address how we relate to our staff and each other but in a manner each group accepts

A dark blue background featuring a network of interconnected nodes and lines. The nodes are represented by small, dark blue spheres, and the connections are thin, light blue lines. One node, located in the lower right quadrant, is highlighted with a larger, lighter blue sphere. The text "What can we do about it... organisationally" is overlaid on the left side of the image, with a vertical line separating it from the rest of the network.

What can we do
about it...
organisationally

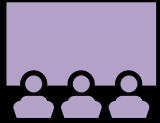
Fundamentals – the environment



- Firstly, the program isn't ours. It's theirs
- What they want matters; not what we want
- Our aiming point should be the essentially unattainable
- It has to be genuine

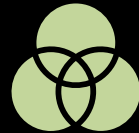
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Fundamentals



“Build it and they will come”

... the demand is there...



“We want to belong”



Are your staff using current services?
If not, why?



Re: peer support...
Peers set up and run the program

Other professionals support



Mental health issues are often associated with physical injuries

Operation



Approaches are most commonly made by telephone
Can also be in person



Peer supporters are not counsellors
Emphasised at induction
Intermediaries between staff and management
Trained to listen and respond appropriately



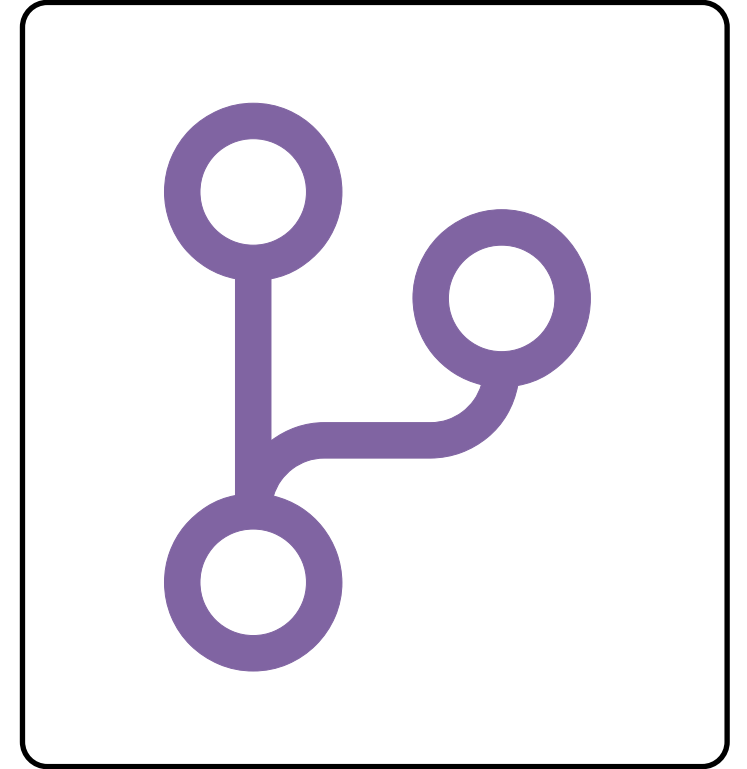
Provide information and assistance about possible options for the caller



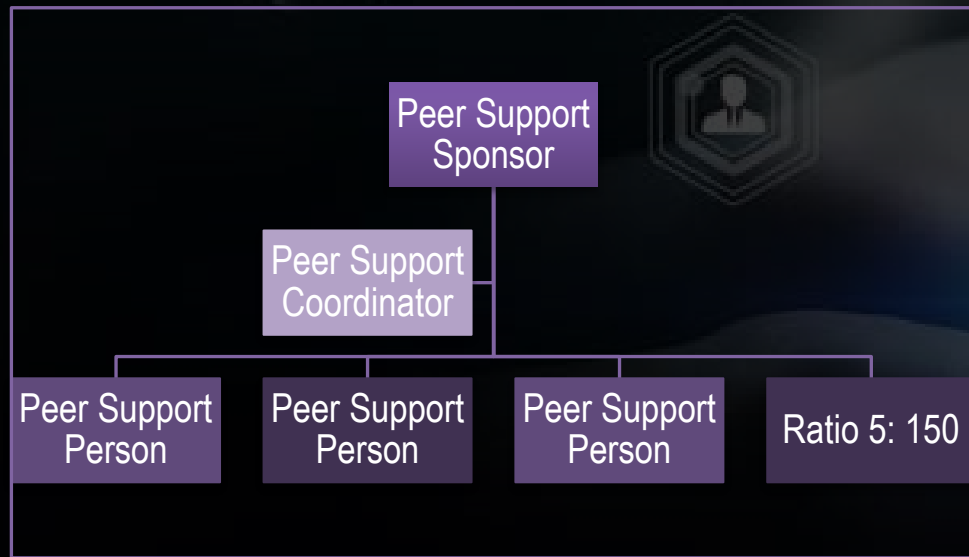
Caller maintains control of the conversation

Peer Support Programs

- Proven
- Economical
- Different from Human Factors
- Can bridge international boundaries
- Reduced absence from work
- Cultural improvement for businesses



Structure



Functionality



Sponsor

Can be a manager

Cannot act as a peer supporter

Role is to liaise at managerial level



Coordinator

Select from peer support ranks

Significant organisational role

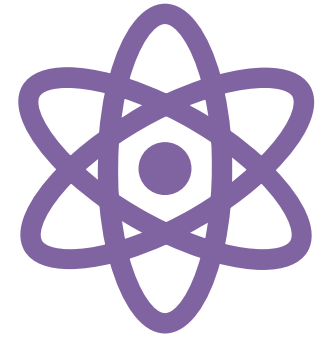
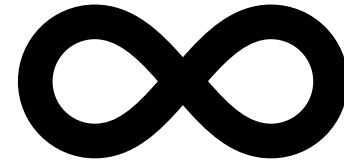
Experience in practical administration tasks

Mental Health Program



- Relationships
 - personal; colleagues
- Emotional issues
 - depression; anxiety
- Illness
- Incident stress
 - professional standards; training/assessment
- Fear of failure
 - career performance
- Fatigue
 - perception / actual – quantitative / qualitative
- Grief / loss
- Stress
- Substance abuse
- Career progression
 - lack of; dissatisfaction
- Intellectual stimulation
- Belonging

Organisation



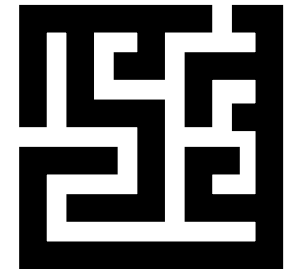
Personnel Selection

Role Description and Limitations

Training and Education

Promotion

Resources



Difficult conversations

- Telephone
- Face to face skills
- Techniques
- Traps



Training and Education

- Role play
 - Professional actors
- Confidentiality
- PSP functionality
- Experiences
 - Other peer supporters
- Conflict management
- Education: Mental Health Seminar and Workshop



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Podcast | Aviationale and other matters