

# People Working Well

## Developing Supportive Managers and Supervisors- Psychological Health & Safety



Canadian Mental  
Health Association  
British Columbia  
*Mental health for all*



BRITISH  
COLUMBIA

Supported by the Province of British Columbia

In partnership with



[PeopleWorkingWellBC.ca](http://PeopleWorkingWellBC.ca)

An aerial photograph of a dense forest with a dirt path winding through it, located on the left side of the slide.

# Agenda

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Intro to go2HR

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WorkSafeBC's PHS Framework

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Developing Supportive Managers and Supervisors

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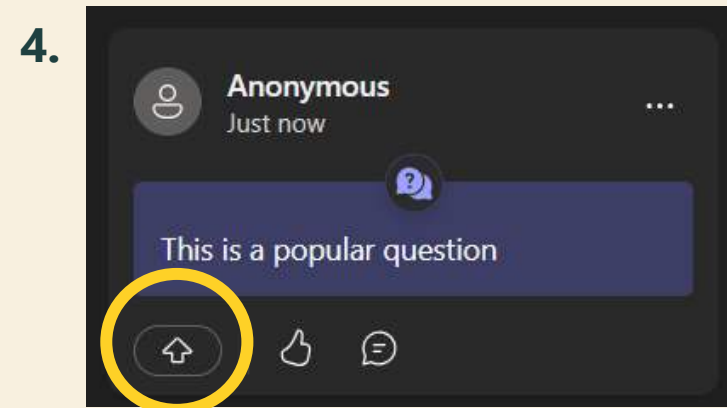
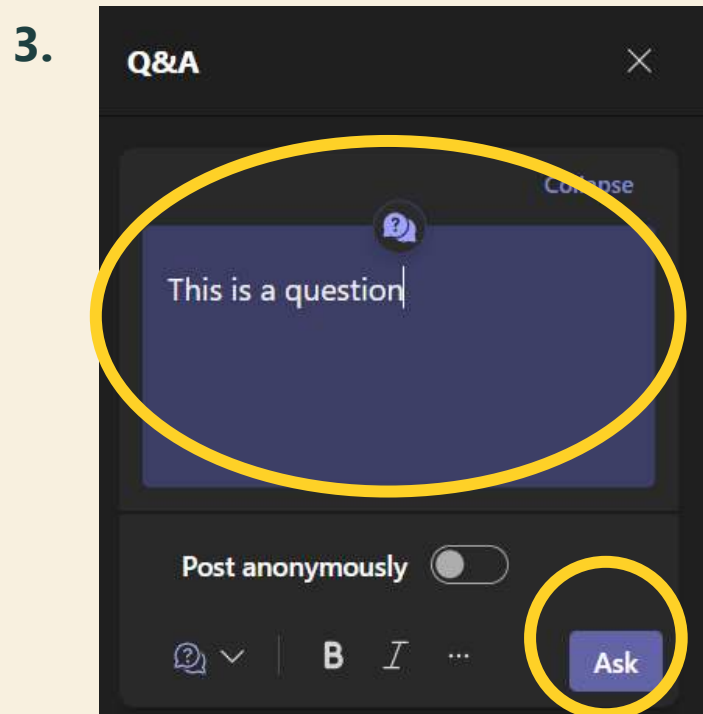
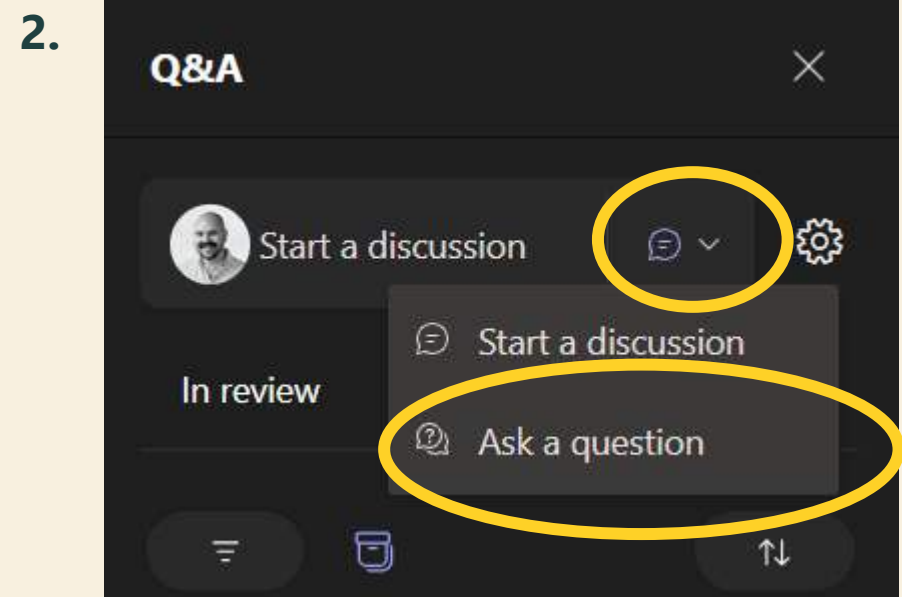
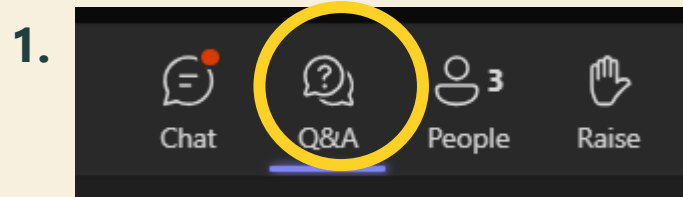
Additional Resources & Training

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Questions



# MS Teams Instructions Q&A



# Who We Are



go2HR is BC's tourism and hospitality **human resource** and **health & safety association**.



Health & Safety



Human Resources



Industry Training



Research and Strategy

# Definition

“A psychologically healthy and safe workplace  
**prevents** harm to workers’  
mental health and **promotes** mental well-being”  
-CSA standard Z1003-13

# WorkSafeBC's Psychological Health & Safety (PHS) Framework

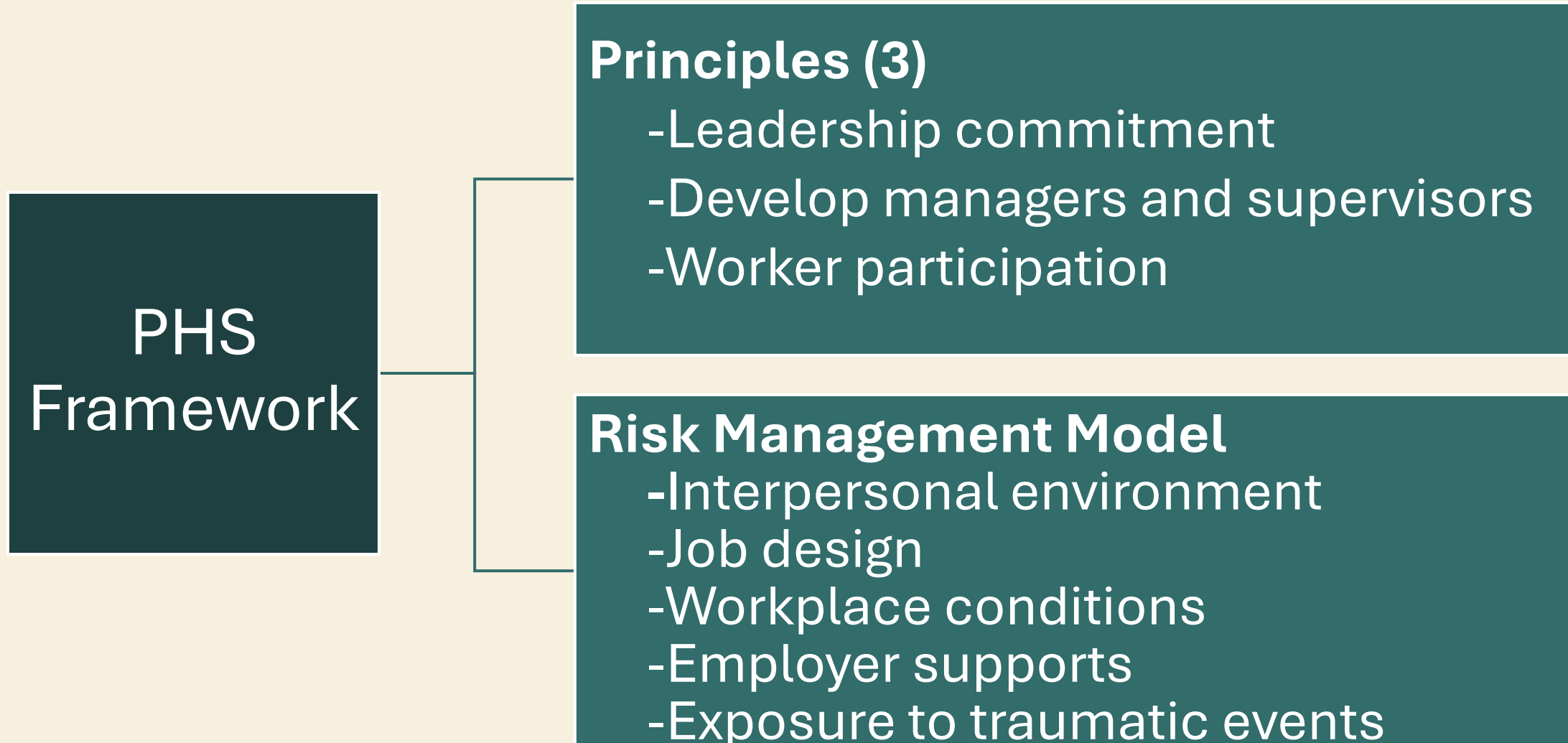


## Why the Framework exists

- To help businesses manage psychological health and safety in the workplace
- Managing psychological health and safety is just as important as physical health and safety
- Employers have a responsibility to address factors that are within the control, responsibility or influence of the workplace
- New regulation is coming on this topic
- WorkSafeBC's Inspectional Initiatives

## Why Tourism & Hospitality Employers should take note

# WorkSafeBC's Psychological Health & Safety (PHS) Framework



# WorkSafeBC's PHS Framework



## Principle 2: Developing Supportive Managers and Supervisors

- Influence workplace culture
- Enhance relationships with workers
- Develop communication, empathy, and problem-solving skills
- Promote self-care and well-being



# Supervisor/Manager Skills

Communication Skills/Empathetic Listening

Trusting Relationships & Collaboration

Resource Awareness

Leading by Example

# Communication Skills & Empathetic Listening

Active Listening



Helping others express  
themselves and their  
needs

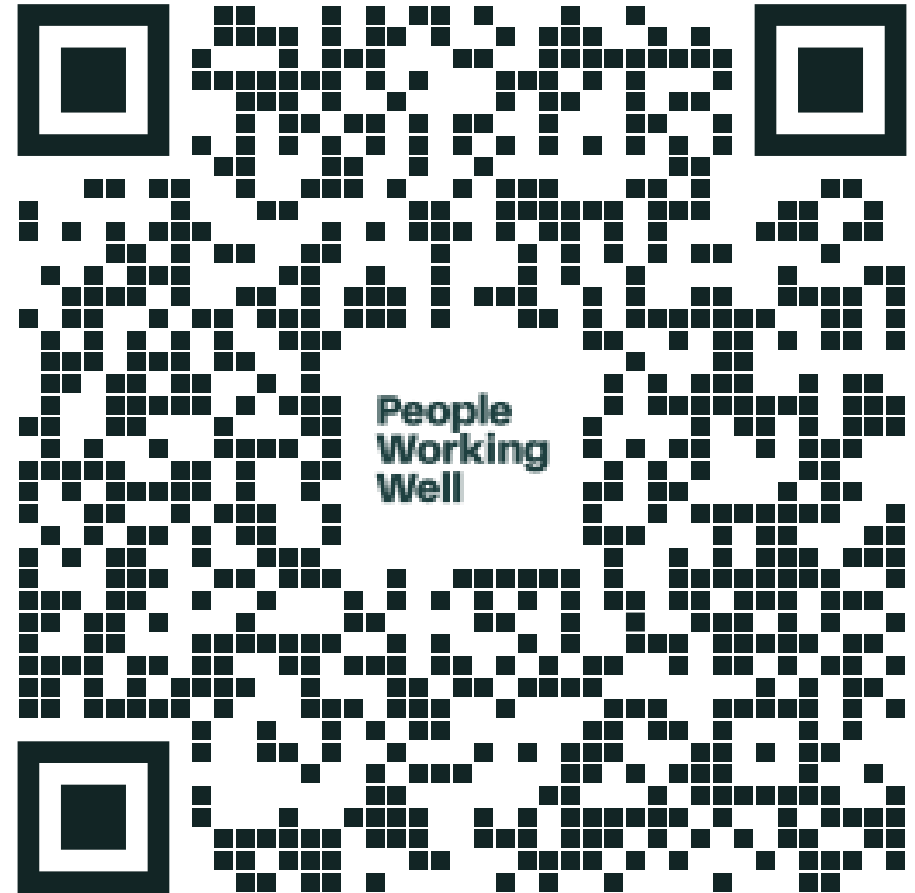
Nonviolent  
Communication  
(NVC)



Expressing yourself and  
your needs

# Communication Skills & Empathetic Listening

Download a resource page to  
share this information:



# 5-min Check-In Recipe

Prep Time: 5 min  
Meet Time: 5 min

Total Time: 10 min  
Servings: 2

- Ingredients:
- Leader & Worker

-Check-In Inventory

-Quiet space

-Supportive approach

- 1- Prep the Ingredients
- Review your Check-In Inventory to prepare
- 2- Stir in Connection
- Start with a win—something the team or individual accomplished recently, then check on their well-being
- 3- Simmer on Tasks
- Collaboratively dive into work priorities & clarify tasks
- 4- Season with Support
- Brainstorm strategies to overcome challenges and offer resources to help
- 5- Serve with Appreciation
- Close with encouragement, highlight progress, and express confidence in their abilities

# Trusting Relationships & Collaboration

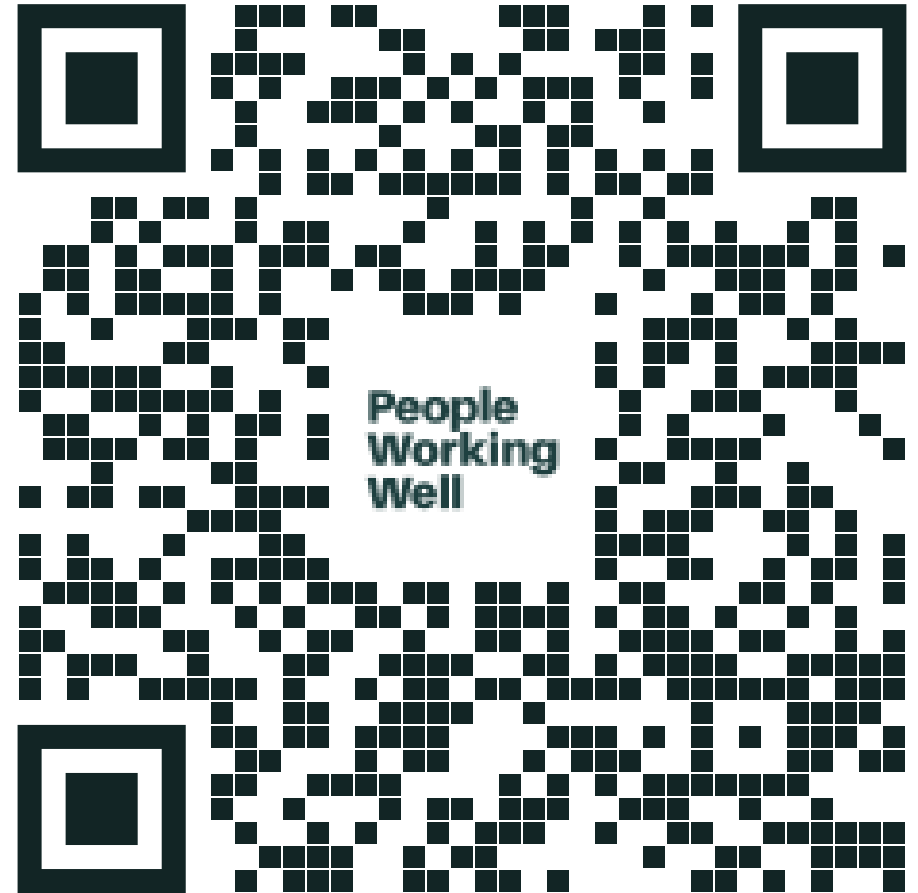
People Working Well	
	Check-In Inventory

Employee Name:

Date	Pre-meeting Notes	Wellbeing Check	Task Clarity	Action Items	Wins

# Trusting Relationships & Collaboration

Download a resource page to  
share this information:





# Resource Awareness



**Job Duties:** Understand roles, responsibilities, and expectations.

**Workplace Policies & Procedures:** Familiarity with company rules and protocols, awareness of psychological hazards, risks and controls & participation in the process.

**Resources:** Be aware of available resources for support (e.g., counseling, wellness programs).

**Psychological Health & Safety Literacy:** Knowledge of mental health challenges and support strategies.

**Managing Return to Work with Holistic Approach:** Address both physical and psychological well-being during the return-to-work process.

# Resource Awareness

**Online resources**

**Bounce Back- CMHA and local resources**

**WorkSafe BC- Critical Incident Response**

**Employee Assistance Program (EAP)**



# Leading by Example



## 1. Acknowledge Stress

Regularly recognize personal stress and take breaks when necessary. Consistently tending to your mental health ensures long-term resilience and prevents burnout.

## 2. Identify and Manage Triggers

Understand your stress triggers and implement effective coping strategies. This helps maintain a healthy work-life balance, boosting sustained productivity and personal fulfillment.

## 3. Model Vulnerability

Foster trust by sharing your own mental health journey with your team. This opens up pathways for authentic communication.

## 4. Prioritize Physical Wellness

Maintain a healthy lifestyle through regular exercise, sufficient sleep, and balanced nutrition to support overall mental well-being.

## 5. Set Boundaries and Delegate

Protect your mental energy by establishing clear boundaries and delegating tasks effectively to manage workload.

## 6. Break Workplace Stigmas

Normalize discussions about mental health in the workplace to create an environment where seeking support is encouraged and respected.

# Leading by Example

Download a resource page to  
share this information:





# People Working Well Website

[Explore PWW  
Website](#)

If you are in need of immediate assistance please dial 9-1-1 or 9-8-8. You're not alone in this journey. Find more trusted [local resources](#).

**People  
Working  
Well**

Mental Health for ▼

Learning Hub

Courses

About ▼

In partnership with go2HR

## People Working in Tourism & Hospitality

We want to help you and your workplace get the right support for mental health. Let's keep our communities strong together.

[Find Resources](#)

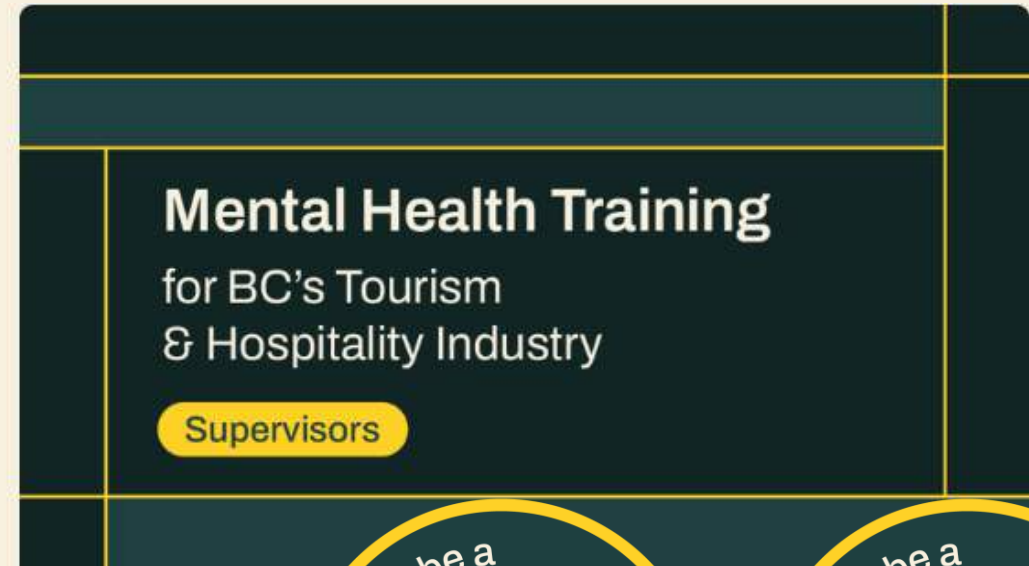
The go2HR logo features a stylized green flame icon above the text "go2HR" in a bold, blue, sans-serif font. A small registered trademark symbol (®) is located at the bottom right of the text.



# People Working Well Training

[Explore PWW  
Training](#)

Free, flexible, bite-sized, interactive courses



- On-line, on-demand
- Over 20+ topics
- Designed specifically for tourism & hospitality workers, supervisors & managers
- 15-30 mins each



# People Working Well Training

[Explore PWW  
Training](#)

**Start  
Here**



## Supervisors / Managers

- [Introduction to Psychological Health and Safety](#)
- [Introduction to Workplace Mental Health](#)
- [Addressing Mental Health Stigma](#)

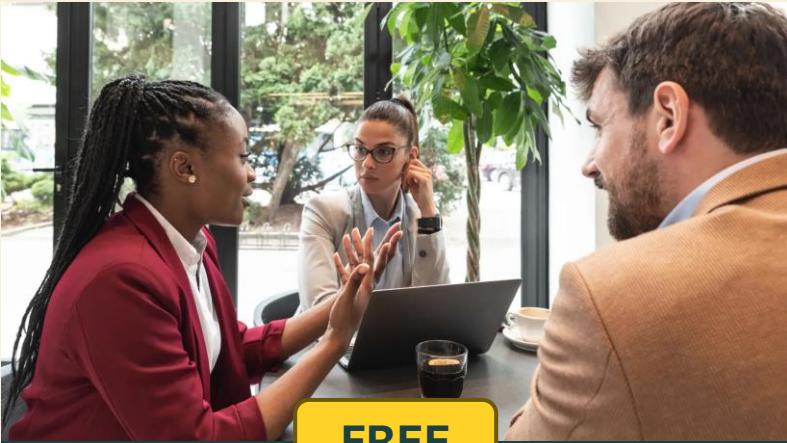
## Workers

- [Introduction to Workplace Mental Health](#)
- [Addressing Mental Health Stigma](#)
- [Work-life Balance](#)



# go2HR Training

## Available Now



**FREE**

### Safer Spaces: For Employers/Supervisors

Leaders are fundamental to creating sexual harassment free workplaces because they establish the safety culture and set the tone. We invite B.C.'s employers and supervisors to take the lead by completing the Safer Spaces course and creating their own safer workplaces.



**\$40**

### Navigating Cultural Diversity

Designed to raise your awareness of cultural diversity in the workplace and build foundational intercultural knowledge and skills, this course will help you practically build inclusive workplaces.

## Coming Soon

### Supervisor/Leadership Development Training (THRC)

#### Topics:

- Developing Your Leadership
- Ensuring Effective Communication
- Managing Your Team
- DEI Principles
- Overseeing Finances
- Managing Operations
- Compliance, Safety and Security
- Delivering Excellent Service

**Search for Training**  
Free & Paid





# 1:1 Consultations

## Workplace Mental Health & Psychological Health & Safety

[Book a  
Consultation](#)

### 1:1 Support for BC Tourism & Hospitality Employers

- Guidance to help address employee-related workplace mental health or PH&S questions or concerns, actionable advice
- Resources & recommendations for additional support
- Practical advice to help integrate psychological health & safety into existing OHS and other programs

**At no cost!**



  
**go2HR<sup>®</sup>**

# Thank you - Questions

Webinar Feedback  
Survey



**Erin O'Byrne**

Mental Health & Psychological Safety  
Consultant

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*"A brave leader is someone who says I see you. I hear you. I don't have all the answers, but I'm going to keep listening and asking questions."*

- Brené Brown