

Leaders' Role in Promoting Good Mental Health

Leader Talking Points
2Q2022

Total health.cat.com

Caterpillar: Confidential Green



We all have mental health. Like physical health, mental health is on a continuum. Sometimes it is better than at other times; and it always needs to be managed.

Emotional and mental well-being is not just the absence of an illness – it is a state of well-being where we can tolerate stress, rebound from challenges and contribute productively at work, home and in our communities.



All of us will encounter life's challenges.
But mental health *conditions* are:

- Common
- High-impact
- Treatable
- Severely under treated

Leaders can help identify struggling employees early and help them access support. This lowers the risk of developing a mental health condition.

About **75%** of adults will experience a mental illness in their lifetime.

14.5%

Yearly global prevalence of mental health conditions

#1

Depression a leading cause of disability worldwide



Of those who experience an episode of Depression

60% will experience a 2nd

70% will experience a 3rd

90% will experience a 4th

Suicide

10th leading cause of death in the U.S. **18th** worldwide. **2nd** for those ages 10-35.

Nearly **500,000** Americans attempt suicide yearly

1 in 5 or 11.8M



Global deaths per year are due to substance use.

6% of all deaths are attributable to alcohol consumption.



2% of the world's population has an addiction to alcohol or an illicit drug.





As a leader, what is your role?



Champion

Healthy, productive behaviors; the importance of self-care; and the value of the seeking support.



Support

During challenging times or when employees struggle. Model and encourage [behaviors of Resilience](#).



Recognize

The signs of health, personal, and performance problems at work.



Identify and Respond

When personal problems have a severe impact on workplace performance or safety.

The Mental Health First Responder Process offers a process for leaders to support and take action. .



Connect

Building relationships, trust and culture so you are recognized as a kind, nonjudgmental source of help.



Detect

Being aware of others. Recognizing the situations and patterns of behavior when others are struggling.



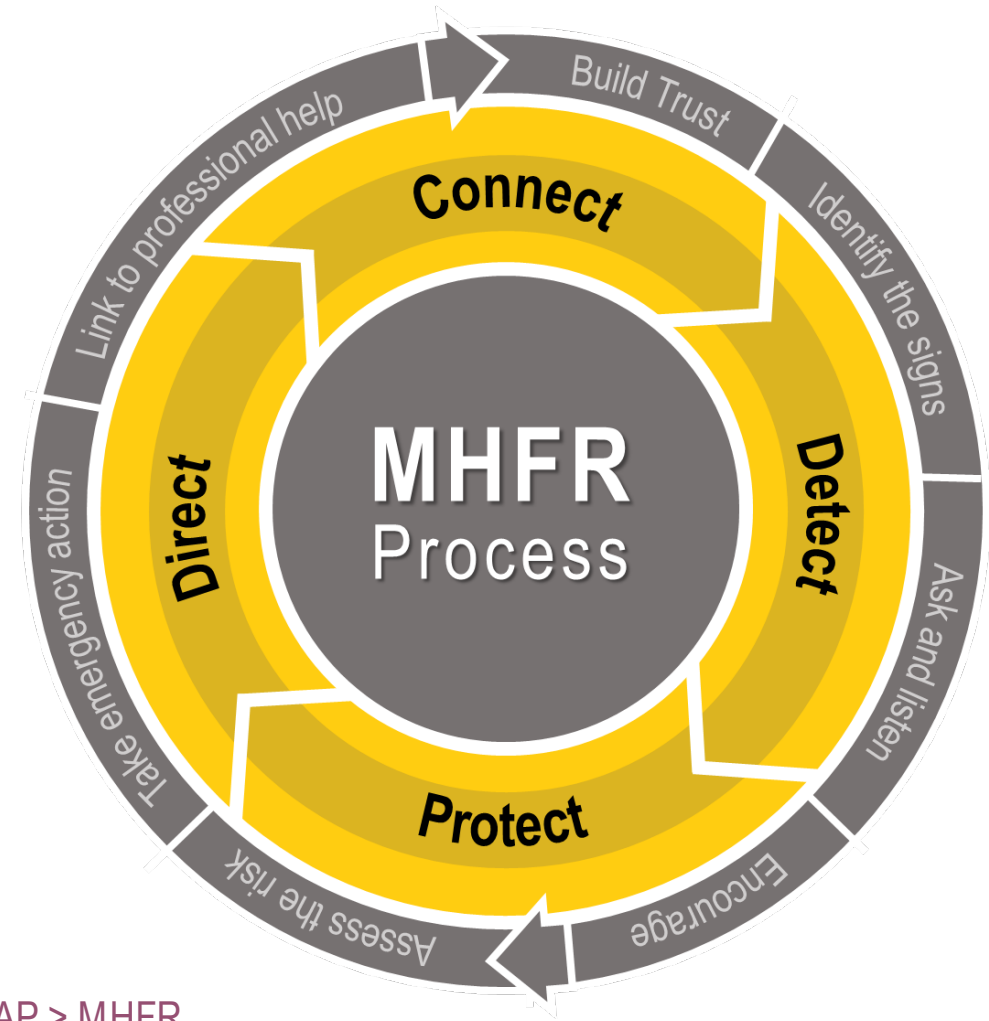
Protect

Listening. Assessing risk. Intervening effectively, particularly in high-risk situations.



Direct

Encouraging self-help and seeking professional help. Guide to appropriate resources, including intro to EAP.



For more information on MHFR training, visit Workday Learning or Totalhealth.cat.com > EAP > MHFR

How do I know if someone needs support?

What are they

Saying?

Do they seem:

- Confused or irrational
- Distracted or preoccupied
- Moody, sad or down
- Anxious or unable to switch off
- Worries about the future
- Concerned they're a burden
- Lonely or lacking self-esteem
- Concerned they're trapped with no way out

What are they

Doing?

Are they:

- Experiencing mood swings
- Socially withdrawn
- Changing their online behavior
- Losing interest
- Unable to concentrate
- Less interested in their appearance and personal hygiene
- Behaving recklessly or impulsively
- Changing their sleep or eating patterns

What's going on in their

Life?

Are they experiencing:

- Significant or unwanted change
- Relationship issues
- Major health issues
- Work pressure or constant stress
- Financial difficulty
- Loss of someone or something they care about

What do you notice

Online?

Are they showing:

- Changes in interactions in meetings
- Change in tone of emails and phone conversations
- Less communicative
- Reluctant to use camera
- Offline more; slower to reply to emails
- Late logging on for meetings
- More reports of being ill

Types of EAP Referrals

Self-Referral	Employee seeks EAP privately. This is the most common way EAP is accessed.
Informal or “Friendly” Referral	Performance is acceptable. Supervisor hears of or observes a personal problem and suggests EAP as a helpful resource.
Formal*	Performance or behavioral problems have been documented. Supervisor constructively confronts the employee to educate, train and develop any improvement plans.
	EAP is “strongly encouraged” and may be written into a development or action plan.
	EAP can report attendance with written employee consent.
Fitness-for-Duty*	Part of HR and Medical processes. EAP is involved when an employee’s medical condition is thought to risk workplace safety. Should only be made in consultation with HR, LR and Medical.
Last Chance*	(Rare) When an employee is brought back to work following a suspension or termination and required to sign an LCA, EAP involvement may be mandated as a portion of the contract.

***Always consult with local HR practices before using this process.**

Employee Assistance Program (EAP)



What is EAP?

Personal support for a variety of challenges, before they impact your lives at work or at home.



What is the cost?

There is no cost to use the EAP.



Who is eligible?

Regular full- and part-time Caterpillar employees and their eligible family members.*



Is it private?

Yes. EAP is completely confidential. No one at Caterpillar will ever know you have used the EAP.



What is provided?

- Clinical assessment, counseling, referrals.
- Information, consultation and referrals.
- Organizational support.



For leaders

Most employees self-refer to EAP. But leaders can play an essential role in helping employees get support by making EAP referrals.

* Local eligibility of family members will vary. Check with your HR representative.

Accessing EAP



By Phone

N. America and general information

+1.866.228.0565
+1.309.820.3604

Global access numbers can be found at CaterpillarEAP.com



Online

CaterpillarEAP.com

Local contact numbers.
47 languages.

Or through our benefits portal
EAP.cat.com



LifeWorks App*

For iOS, Android and
Blackberry

* Uses CWS single sign on.



Onsite

EAP counselors are available onsite in many locations.
Learn more at EAP.cat.com.

More information is available at
Total health.cat.com

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