

## Leaders' Role in Helping Employees Manage Anxiety and Mental Health

- Over the course of your career, most of your employees will experience stress, personal problems, and/or a mental health problem.
- Mental health problems are common but can become severe and have a significant impact on the workplace.
- It is **not** the role of leaders to diagnose, counsel, or treat personal and mental health problems.
- Is **IS** the role of leaders to **a)** provide a safe and engaging workplace, **b)** champion healthy lifestyles that drive resilience, **c)** identify when there are signs an employee is struggling, and **d)** make a referral early on to supportive resources.
- Some important considerations for leaders in helping employees manage anxiety and build good mental health:
  - **Establish trust** by demonstrating a commitment to your work and your team, open transparent communication, consistent behavior, sincerity, and emotional intelligence.
  - **Be very clear** about your expectations and goals for your team members. Set objective measures of success and hold everyone accountable. Set challenging goals and celebrate successes.
  - **Showing empathy** by working to understand others. Step into their shoes and let people know you are sincerely interested and concerned about what is important to them.
  - **Recognize the signs** an employee may be struggling with anxiety: nervousness, social withdrawal, reduced performance, increase absences, problems with memory and concentration, trouble making routine decisions, irritability, and/or signs of substance abuse.
  - **Check in.** Ask, “Are you OK?” Show empathy and acknowledge you’ve noticed changes. Then just listen.
  - **Offer flexibility.** Hold employees accountable for performance but engage in a discussion about what the employee may need in terms of accommodations, changes to schedules and work arrangements, or time off. Small gestures can make a big difference.
  - **Communicate and make referrals to the EAP.** The free, confidential benefits of Caterpillar’s Global Employee Assistance Program are available to all employees and immediate family members worldwide to help address stress, anxiety, and other mental health issues.
- **Caterpillar’s Employee Assistance Program (EAP)** is a valuable resource for leaders to **a)** refer employees who are having problems with stress and anxiety and **b)** gain consultant on building relationships with their teams and coworkers.

For confidential support, free of charge, contact Caterpillar’s **Employee Assistance Program (EAP)**:

 **1-866-228-0565**

 **EAP.cat.com**

 **CaterpillarEAP.com**

For global access numbers by country