



Discussion: The Loneliness and Psychological Safety in a Post-COVID World

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Today's Speakers



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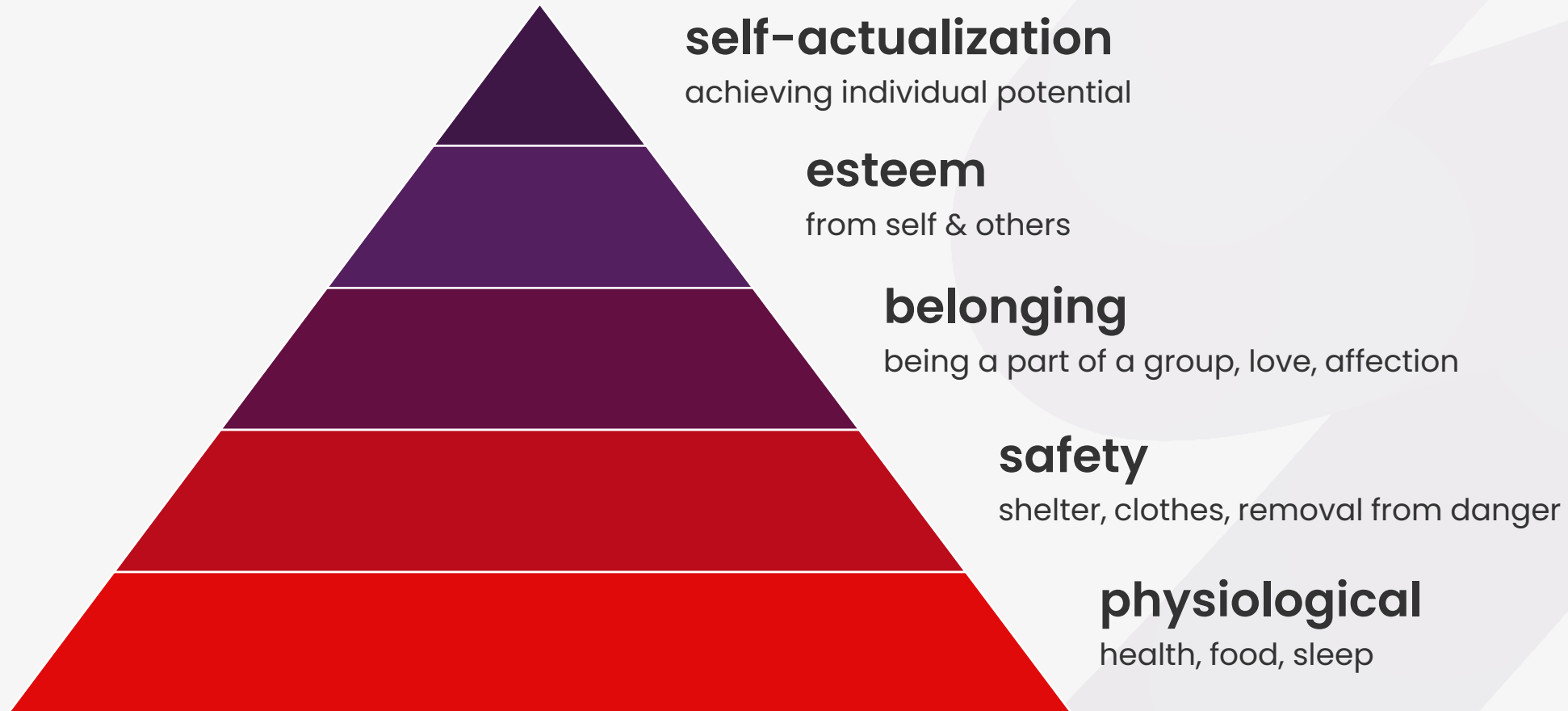


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Safety, according to Maslow's hierarchy, is a "basic human need."



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DRINK

SMOKING

MASKS

**TRAILING
WIRES**

VACCINES

SLIPS & TRIPS

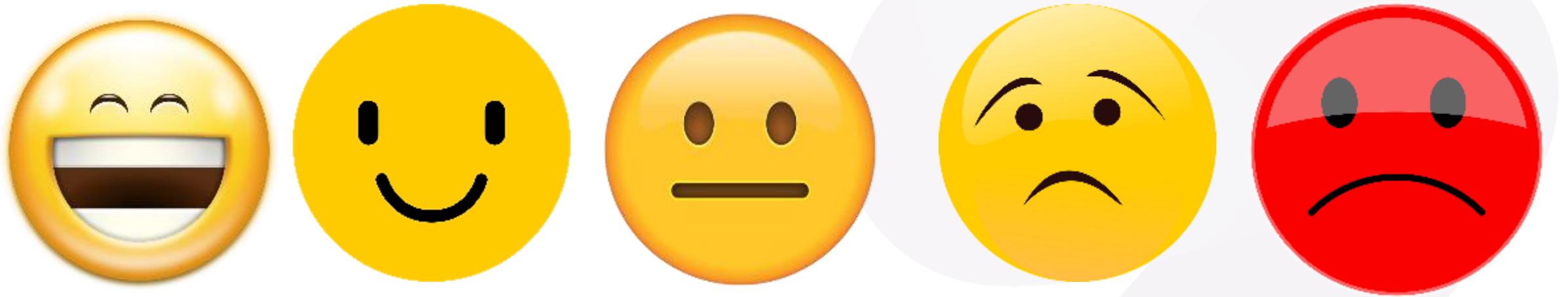
DIY

BUSINESS RESPONSIBILITY

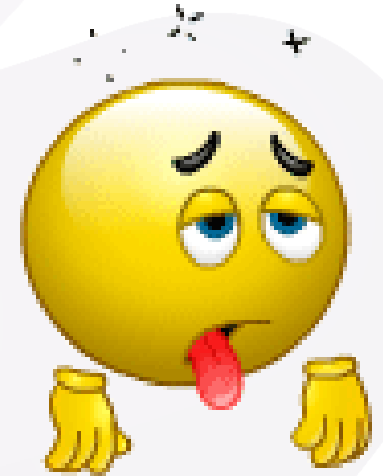
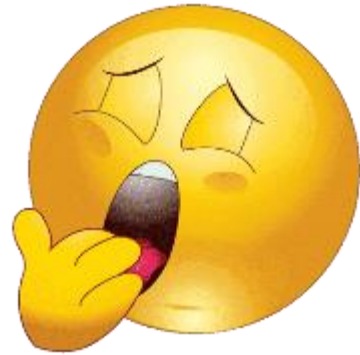
DISTANCING

DRIVING

Personal mood over the past seven days?



Personal sleep over the past seven days?



Over the past seven days, how often have you asked a colleague...**How are you today?**



1

7

The term psychological safety was coined by Harvard Business School professor Amy Edmondson. She defines it as “a shared belief that the team is safe for interpersonal risk-taking.”
“Establishing a climate of psychological safety allows space for people to speak up and share their ideas.”

Teams that feel empowered to share their perspectives with each other, especially when their opinions differ from the rest of the group, are able to more fully leverage the knowledge and talent that each member brings to the team



Avoid mental health stigma

Supported

Engaged

High performing

Fosters inclusivity

Stability at work fosters stability outside

Current Challenges

Determinants of health impacting psychological safety

Genetics

Social Inequities

Gender

Age

Race

Socio-economic Status

Education

Social Contacts & Community

Life Satisfaction

Living Conditions

Generations

Work Stability

Hybrid Working

Business Culture – bullying, respect

Management Impacts & Support

Family, Support, Relationships

Life Events

Risk Behaviors

Weight

Exercise

Sleep

Diet

Media & Social Media

Smoking

Substance Abuse

Loneliness

Driving

Violence

Healthcare

Available & Capable

Lifestyle Related Physical Conditions

Move to Digital Support

Education & Support

Early Detection & Intervention

Chronic Illness Support

Generational differences

Age
54- 72

Age
38 - 53

Age
22 - 37

Age
0 - 21

Fear of COVID-19, long-term job, financial insecurity, loss of freedom, and personal choice conflicts

Aging and comorbidities

Hardworking and motivated by position, perks, and prestige

Workaholics

Inability to see family

Financial insecurity

Careers

Sceptical of authority

Seek work-life balance

Change in work/life balance

Entrepreneurial

Job prospects (promotion)

3 generation homes

Job insecurity with long term loans etc

Use of technology and social media

Flexible schedules

Confident, ambitious, achievement-oriented

Redundancy (threat of)

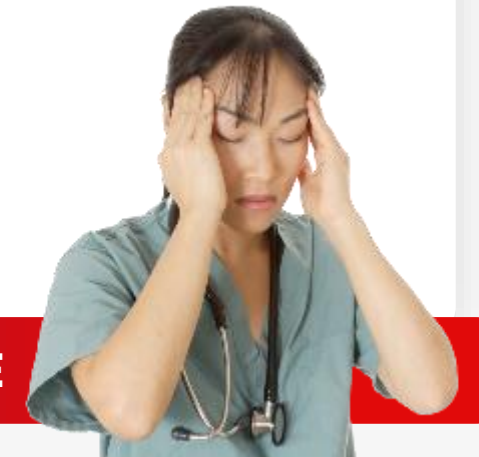
Relationships

Digital natives

Their World has never felt safe

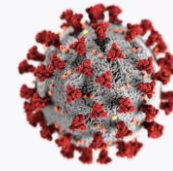
Inherent distrust of authority

Health-conscious

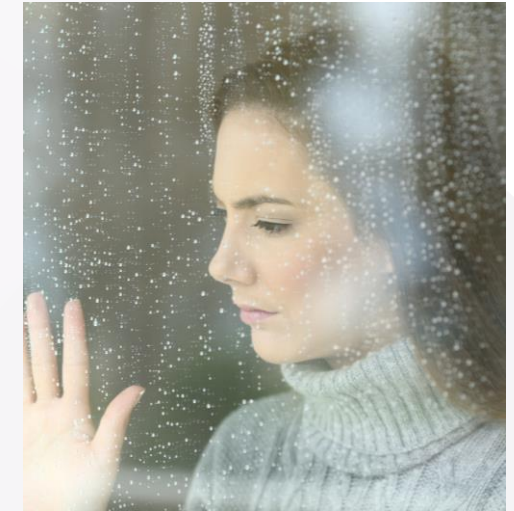


DO NOT ASSUME YOU KNOW WHAT IS BEHIND THE PUBLIC FACE

Challenges to psychological safety



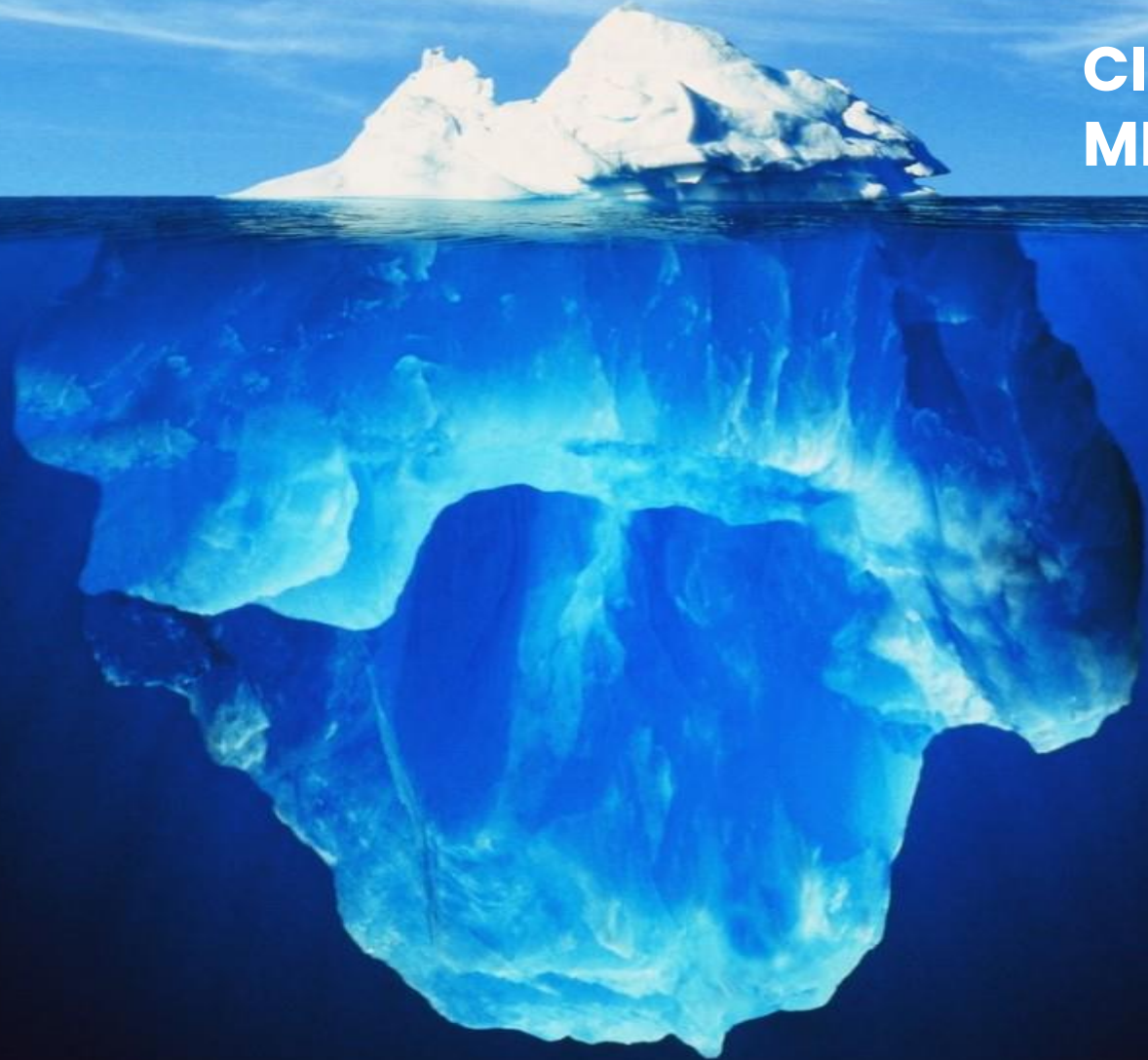
"I can't remember—do I work at home or do I live at work?"





PREPANDEMIC

**CIRCA 17% WORKFORCE HAD
MENTAL HEALTH ISSUES**



**HIDDEN
DISABILITY**

POST PANDEMIC

**80 % family physicians report increase in cases of
MH work related stress and anxiety
Major impact on healthcare professionals**

**42% of people have experienced a
decline in mental health
67% of people are experiencing
increases in stress
57% have increased anxiety,
54% are emotionally exhausted.
53% of people are sad,
50% are irritable,
28% are having trouble concentrating,
20% are taking longer to finish tasks,
15% are having trouble thinking
12% are challenged to juggle their
responsibilities.**



IT STARTED WITH A SINGLE THOUGHT!!



It started with a single thought

It developed into a story

It was allowed a 10 minute consultation

It eventually affected **VISIBLE** performance

PRESENTEEISM →

ABSENTEEISM →

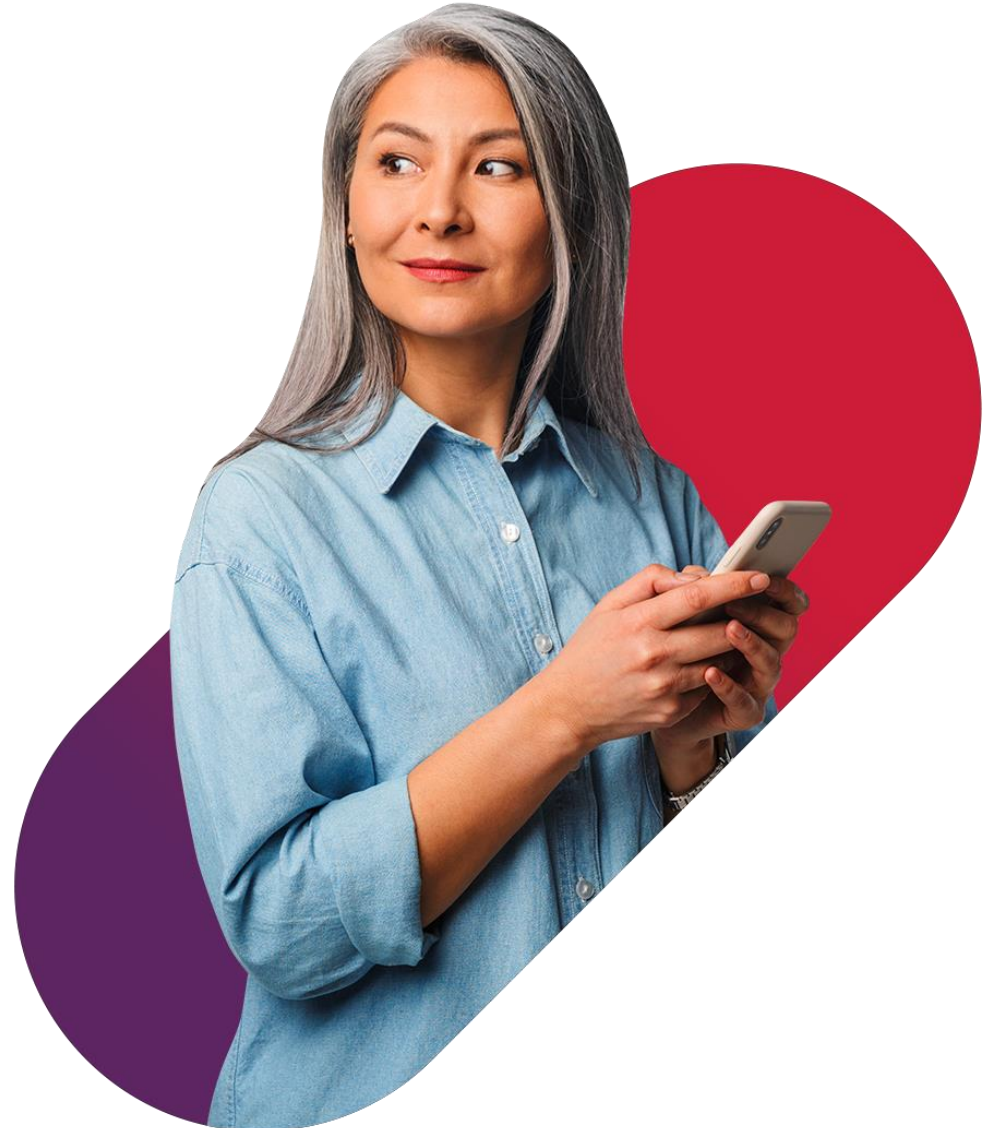
PREVENTION

RECOGNITION

FIX IT

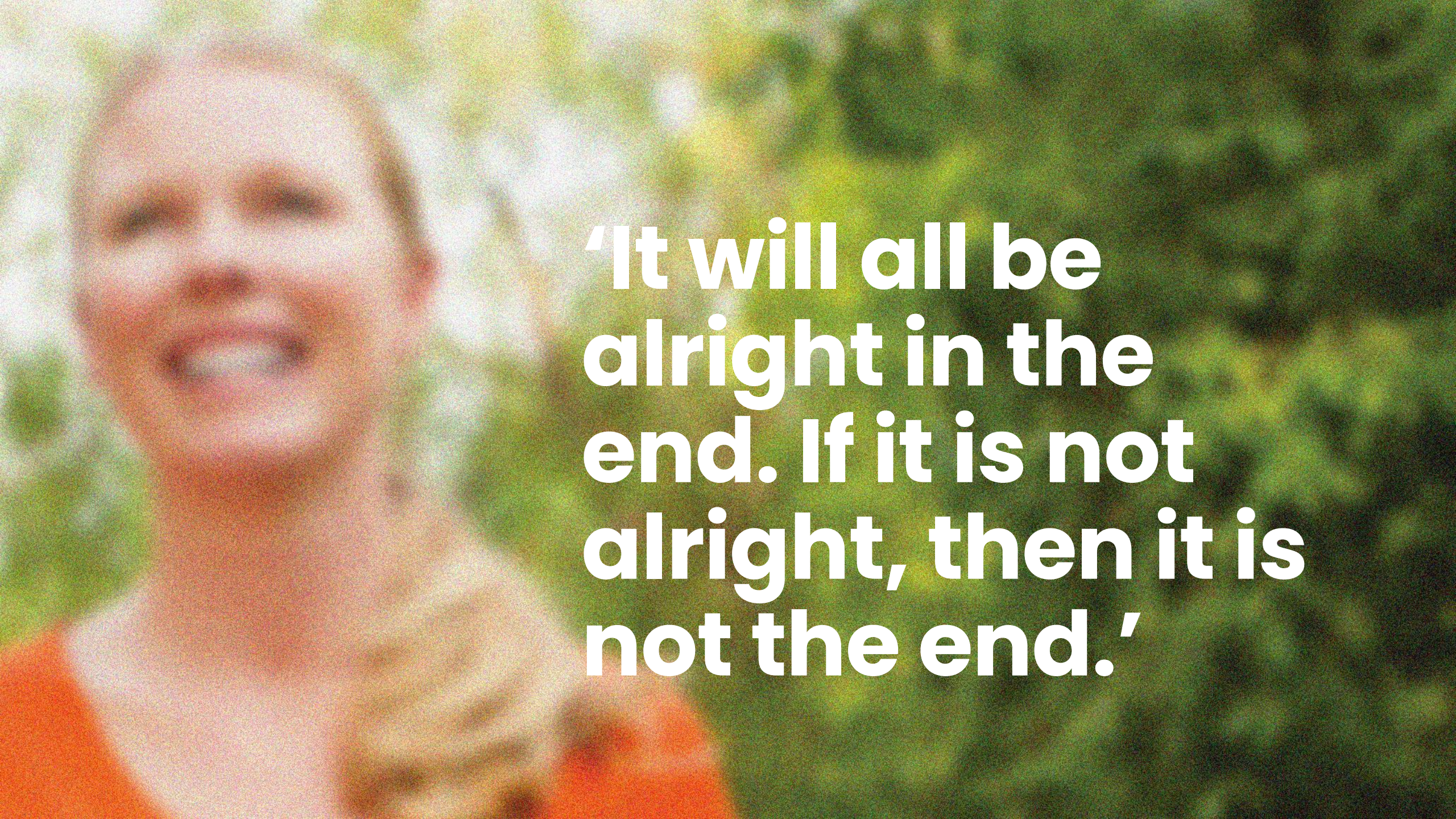
KEY SKILLS?

- **Acceptance of vulnerability**
- **Develop empathy**
- **Listen = SILENT!**
- **Hear**
- **See and Observe**
- **Respect for differences**
- **Joint responsibilities**



CREATING A CULTURAL SHIFT IN MANAGING 'PSYCHOLOGICAL SAFETY' AT WORK





**'It will all be
alright in the
end. If it is not
alright, then it is
not the end.'**

'Fireside conversation'

Thank you!