

Supporting Your Workforce

A Guide for Mental & Behavioral Health



Why Mental Health Matters

1. Productivity and Performance

Poor mental health in the workplace can carry a high price—fueling absenteeism, presenteeism (being at work but not fully productive), reduced engagement, and increased turnover. Investing in mental wellness not only protects your organization from these costs but also reduces overall healthcare costs and improves organizational outcomes.

2. Talent Attraction & Retention

A supportive mental-health culture has proven to boost employee loyalty and improve recruitment.

For example:

In 2020, Starbucks made mental health a central part of its employee benefits strategy. The impact? Starbucks reported increased retention and improved job satisfaction, with employees citing mental health benefits as a key reason they stayed. This initiative also made it easier for Starbucks to attract younger workers who prioritize mental health support.

3. Work-Home Spillover

Emotional and behavioral health in the workplace directly impacts employees' personal lives, relationships, and overall well-being.



Building a Supportive Culture

1. Normalize the Conversation

- Train managers to recognize signs of stress or behavioral changes
- Introduce discussion forums or communications to break the stigma.

2. Leadership and Employee Involvement

- Secure leadership buy-in and support. Visible sponsorship improves adoption.
- Involve employees with “lived experience” in shaping communications.

3. Flexible Policies and Reasonable Accommodations

- Offer flexible work arrangements
- Establish clear processes for workplace accommodations



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When to Seek Help: Recognizing the Signals

1. Red Flags to Monitor

- Consistent decline in productivity, withdrawal, and absenteeism.
- Reports of overwhelming stress, burnout, or personal crises.
- Multiple employee signals could indicate broader systemic or workload issues.

2. Escalation Triggers

- **Immediate:** Any indication of self-harm, suicidal ideation, or crisis—escalate to trained professionals like Wire Health.
- **Short-Term (days to a week):** Ongoing decline, absenteeism—trigger a formal check-in or refer to Wire Health.
- **Proactive:** After major changes (e.g., layoffs), introduce communications, check-ins, and access to mental-health resources.



Maintaining Well-being and Work-Life Balance

1. Encourage and normalize one-on-one check-ins about work...and well-being.

2. Train Managers on empathy, identifying stress, and responding supportively.

3. Promote rest and boundaries for all employees.

4. Ensure employees know how to access their mental-health benefits with Wire Health.

5. Use employee surveys to create an employee feedback loop.

Supporting a workforce requires systemic support and accessible care pathways. By applying these practices and partnering with an efficient mental-health provider like Wire Health, HR leaders can create and retain a workplace where employees thrive.

