Workplace Strategies for Mental Health

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# "Name, Claim, and Reframe" Workshop

## Program Evaluation Report

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## Executive Summary

The "Name, Claim, and Reframe" (NCR) resource was designed to help individuals identify common workplace and personal stressors and to provide the tools and resources needed to reframe and re-evaluate these stressors at an individual level. This report presents the results of an independent evaluation of the NCR resource. The overall goal of this evaluation was to measure changes in workshop participants' understanding of stress management pre- versus post-workshop, in addition to making relevant recommendations regarding future changes to the structure and content of the resource as needed. A total of five workshops took place across three Canadian provinces during the evaluation period.

There were a total of *n*=415 responses to the pre-test survey, *n*=257 responses to the post-test survey, and *n*=97 responses to the three-month follow-up survey, respectively. Surveys assessed participants' demographics, perceived stress, stress responses, coping strategies, confidence in abilities to recognize and respond to stressors, and help-seeking behaviours, as well as feedback on the workshops. Analyses showed the vast majority of participants were able to identify their stress responses post-workshop and reported increased confidence in their abilities to: reframe thoughts, use healthy coping mechanisms, recognize unhealthy coping mechanisms, recognize when help was needed, and actively reach out for help when needed. These results support the effectiveness of the workshop in helping participants to improve their ability to identify stressors, recognize stress responses, and improve overall confidence in managing day-to-day stressors. Results of the three-month follow-up analysis provided evidence that meaningful knowledge gained through the workshop had been retained.

Given the workshop's short duration, significant changes in perceived stress levels and stress responses were not observed, nor anticipated. However, it is possible that changes in these areas may be observed over a longer period of time given the increased knowledge and confidence demonstrated by participants. Most importantly, no increases in the level of perceived stress were detected, indicating that the manner in which the content was delivered did not result in a negative impact to participants' wellbeing. Written feedback on the workshop provided by participants was overwhelmingly positive.

Overall, results of this evaluation suggest the NCR workshop was effective in improving participants' abilities to identify stressors and personal stress responses, as well as understanding of healthy coping mechanisms and management of day-to-day stressors.

# Introduction

## Background and Rationale

The ability to name specific stressors, to claim power over them, and to reframe them in a way that allows us to release the aspects which hold us back is a crucial skill set, especially in the workplace. The "Name, Claim, and Reframe" (NCR) workshop was designed to identify common workplace stressors and to create growth by identifying and re-evaluating these stressors at an individual level. The NCR framework provides managers with the tools necessary to lead workplace workshops with employees, including suggested dialogue, suggestions for dealing with difficult conversations, and team engagement strategies. Workshop participants were encouraged to evaluate personal stressors and their accompanying feelings and encouraged to revisit the activity in the future to track progress. This report details the results of an independent evaluation of the NCR workshop, conducted by a research team at the Queen's University Health Services and Policy Research Institute.

### *Goal and Objectives*

The overall goal of the NCR workshop was to provide participants with the tools and resources needed to thrive in the face of daily stressors. The specific objectives of this evaluation were to:

(1) Conduct a pre/post-test assessment of the workshop via online survey to measure changes in participants' understanding of stress management pre- versus post-workshop;
(2) Make relevant, recommended changes to the structure and content of the workshop and resources, where required.

# Methods

## Sample

Participants for this pilot evaluation of the "Name, Claim, and Reframe" workshop were employed adults aged 18 across Canada, recruited through a notice posted on LinkedIn. The sampling frame goal was to gather a minimum of 300 participants in order to achieve sufficient statistical power to complete the desired analyses. Four NCR workshops took place in-person across three Canadian provinces (Ontario, British Columbia, and Manitoba) in addition to one virtual workshop held online. All workshops were delivered using the same materials and facilitated by the same representative of Canada Life's Workplace Strategies for Mental Health.

## Study Design

To meet the objectives of this evaluation, a pre-/post-test study design was used. Participants completed a pre-test survey before attending the one-day NCR workshop and completed a post-test survey following the workshop. Lastly, participants completed a three-month follow-up survey to facilitate the assessment of longer-term change following the workshop. Data was collected anonymously via Queen's University's secure Qualtrics survey platform. Surveys took approximately 10-15 minutes to complete. The cross-sectional samples accrued for this evaluation were non-probability samples of convenience.

## Instrumentation

The NCR workshop surveys were developed by the research team based on content in the NCR Participant and Facilitator Guides, with questions covering: demographics (gender, age, ethnicity, and family income); perceived stress levels; stress responses; coping strategies; perceived ability to identify and respond effectively to stressors; and help-seeking behaviours. In addition to these questions, on the post-test and three-month follow-up surveys, participants were asked to share feedback on the workshop. Survey questions are appended to this report (Appendix A).

### *Perceived Stress*

The 10-item Perceived Stress Scale (PSS-10) was used to measure participants' perceived levels of overall stress. Scale items ask respondents how often they felt or thought a certain way within the past month, with response options ranging from 0 (never) to 4 (very often). A composite score, ranging from 0 to 40, is obtained by summing all responses after reverse coding the appropriate items. Higher scores are indicative of higher levels of overall stress, with cut-offs indicating low (≤13), moderate (14-26), and high (≥27) perceived stress (Cohen et al., 1983). The PSS-10 is the most widely used psychological tool for measuring perceived stress and has demonstrated strong psychometric properties across various populations.

### *Stress Responses and Coping Strategies*

Participants were presented with a number of possible stress responses across the categories of "flight, flight, freeze, and fawn" and invited to select all that applied to them. An option to indicate additional responses through free text entry was also provided. Next, participants were asked to think about a recent time where they were faced with a stressful situation, and to indicate the degree to which they employed a series of coping strategies. Examples included both adaptive (healthy) and maladaptive (unhealthy) strategies. Response options ranged from 1 (not at all) to 4 (a lot). Finally, participants were asked how confident they were in their current ability to identify stressors, stress responses, and effectively cope with them. Response options ranged from 0 (not at all confident) to 3 (very confident).

### *Help-Seeking Preferences*

Lastly, participants were asked to indicate how likely they would be to seek help from a list of sources during a time of great stress (e.g., family and/or friends, mental health professional, family doctor, etc.). Responses options ranged from 1 (very unlikely) to 4 (very likely).

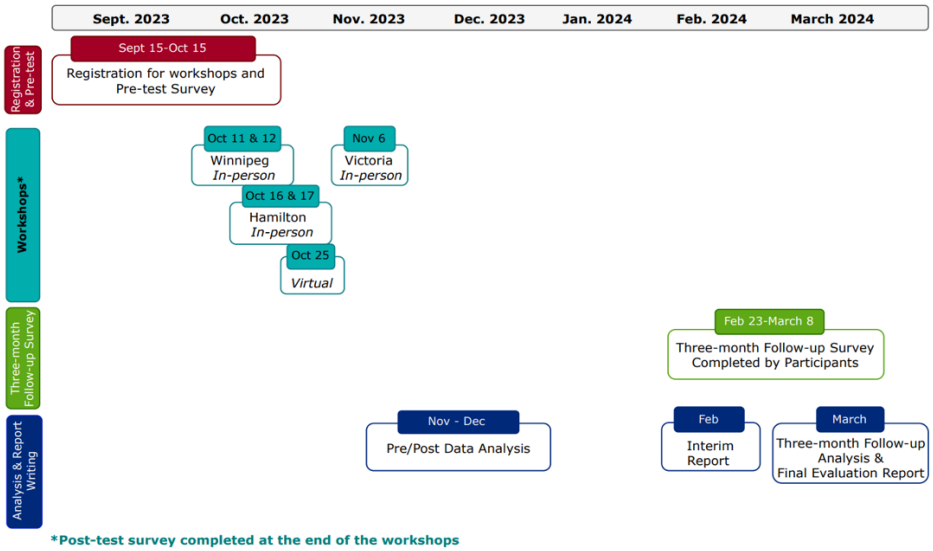
### *Workshop Feedback*

On the post-test and three-month follow up surveys only, participants were asked to provide feedback on the workshop, including indicating their level of agreement with statements such as "The workshop improved my awareness of potential stressors." Participants were also asked to indicate how effective they felt the workshop was overall in providing the tools and resources required to thrive in the face of daily stressors, and if they felt they retained information obtained from the workshop months later. Finally, an opportunity was provided for participants to provide additional comments and suggestions for improvements and/or additions to the resource.

## Study Timeline

Figure 1 depicts the overall timeline for the NCR evaluation. Participants were first invited to register for an NCR workshop starting September 15, 2023, and asked to complete the pre-test survey upon registration. Workshops were held across Canada between October and November 2023, both in-person and virtually. Participants were invited to complete the post-test survey immediately following the workshop. Data analysis for the pre-/post-test analysis occurred between November and December 2023. An interim report of findings was compiled in early 2024 . The three-month follow-up survey was circulated to participants in February 2024, providing participants two weeks for completion. Data analysis for the three month-follow up survey occurred in March 2024. The final evaluation report was finalized in March 2024.

***Figure 1.*** *Study Timeline*



### Anticipated Outcomes

The anticipated outcomes of this evaluation included:

(1) observed improvements in participants' knowledge of coping mechanisms and perceived ability to manage daily stressors; and
(2) feedback in support of the acceptability and perceived efficacy of the workshop as a useful tool for improving perceived ability to cope with stress.

### Data Analysis

Data were summarized descriptively, with visual displays of data provided where appropriate. Pre-/post-test and post-test/three-month follow-up statistical analyses were performed for responses, aside from demographics and workshop feedback. Meaningful changes were assessed through analyses of both standardized effect sizes (Cohen's *d*) and statistical significance ($p<0.05$). A non-parametric Wilcoxon Sign Rank Test was used to assess differences in continuous perceived stress scores. Chi-squared tests were performed to evaluate statistical differences in responses for remaining categorical questions. For all tests, a confidence level of 95% was used. Cohen's d effect sizes were classified as small ($d \leq 0.2$), medium ($d= 0.3$-$0.5$), or large ($d \geq 0.8$) based on established cut-offs (Sullivan & Feinn, 2012). Finally, qualitative feedback was narratively summarized with overarching themes reported.

## Results

### Sample and Response Rate

There were a total of $n= 769$ responses to the surveys overall. A total of $n= 415$ responses were provided on the pre-test survey, and $n=257$ on the post-test survey, representing a response rate of 62%. A total of n=97 responses were provided on the three-month follow-up survey, indicating a subsequent response rate of 38%.

Table 1 displays the demographic characteristics of workshop participants, overall and by survey. The sample was overrepresented by female participants (86.4%), with the majority aged 44-53 years (32.4%). The sample was predominantly of North American or European origins (32.8% and 36.9%, respectively), and most participants reported an income of $100 000 or more (48.9%). Similar trends were observed in participants across all three surveys.

*Table 1. Demographics of study sample, overall and by survey*

| Variable | Overall N= 769 | Pre-test n= 415 | Post-test n= 257 | 3-month Follow-up n=97 |
|---|---|---|---|---|
| **Gender (%)** | | | | |
| Female | 663 (86.3) | 360 (86.7) | 220 (85.9) | 83 (85.6) |
| Male | 96 (12.5) | 50 (12.0 | 33 (12.9) | 13 (13.4) |
| Prefer not to say | 9 ( 1.2) | 5 (1.2) | 3 (1.2) | 1 ( 1.0) |
| **Ethnicity (%)** | | | | |
| African origins | 17 (2.2) | 9 (1.9) | 6 (2.1) | 2 ( 1.9) |
| Asian origins | 117 (15.2) | 60 (12.7) | 40 (13.9) | 17 (16.0) |
| Caribbean origins | 5 (0.7) | 4 ( 0.8) | 1 (0.3) | 0 (0.0) |
| European origins | 316 (41.1) | 174 (36.9) | 106 (36.9) | 36 (34.0) |
| Indigenous origins | 31 (4.0) | 14 ( 3.0) | 13 (4.5) | 4 ( 3.8) |
| Latin | 21 (2.8) | 11 ( 2.3) | 10 (3.5) | 0 (0.0) |
| North American origins | 287 (37.3) | 159 (33.8) | 90 (31.4) | 38 (35.8) |
| Other ethic or cultural origins | 21 (2.7) | 13 ( 2.8) | 5 (1.7) | 3 ( 2.8) |
| Prefer not to say | 49 (6.4) | 27 ( 5.7) | 16 (5.6) | 6 ( 5.7) |
| **Age (mean (SD)** | 46.2 (11.50) | 45.54 (10.80) | 45.56 (11.92) | 46.09 (11.35) |
| **Age Group (%)** | | | | |
| >73 years | 15 ( 2.0) | 27 (5.7) | 16 ( 5.6) | 2 ( 2.1) |
| 64-73 years | 26 ( 3.4) | 11 (2.7) | 10 ( 3.9) | 5 ( 5.3) |
| 54-63 years | 162 (21.4) | 87 (21.3) | 57 (22.4) | 18 (19.1) |
| 44-53 years | 244 (32.2) | 139 (34.0) | 76 (29.9) | 29 (30.9) |
| 34-43 years | 188 (24.8) | 97 (23.7) | 68 (26.8) | 23 (24.5) |
| 24- 33 year | 120 (15.9) | 63 (15.4) | 40 (15.7) | 17 (18.1) |
| <24 years of age | 2 ( 0.3) | 2 ( 0.5) | 0 ( 0.0) | 0 ( 0.0) |
| **Estimated Income (%)** | | | | |
| Less than $40,000 | 370 (48.3) | 11 ( 2.7) | 6 ( 2.4) | 43 (44.3) |
| $40,000 to less than $50,000 | 40 ( 5.2) | 24 ( 5.8) | 13 ( 5.1) | 3 ( 3.1) |
| $50,000 to less than $60,000 | 49 ( 6.4) | 25 ( 6.0) | 13 ( 5.1) | 11 (11.3) |
| $60,000 to less than $70,000 | 44 ( 5.7) | 20 ( 4.8) | 17 ( 6.7) | 7 ( 7.2) |
| $70,000 to less than $80,000 | 37 ( 4.8) | 19 ( 4.6) | 13 ( 5.1) | 5 ( 5.2) |
| $80,000 to less than $90,000 | 40 ( 5.2) | 24 ( 5.8) | 11 ( 4.3) | 5 ( 5.2) |
| $90,000 to less than $100,000 | 48 ( 6.3) | 28 ( 6.8) | 19 ( 7.5) | 1 ( 1.0) |
| $100,000 or more | 19 ( 2.5) | 200 (48.3) | 127 (49.8) | 2 ( 2.1) |
| Prefer not to say | 119 (15.5) | 63 (15.2) | 36 (14.1) | 20 (20.6) |

## Pre/Post Survey Results

### Perceived Stress Levels

The average PSS-10 score for the entire sample was 19.41 (SD ±5.80) (note, the PSS-10 was not completed in the three-month follow-up survey; this value is calculated based on responses from the pre- and post-workshop surveys), which is indicative of moderate perceived stress levels (Table 2). Average PSS-10 scores for the pre- and post-surveys were similar to that of the overall sample (T1=19.69, SD ±6.0 and T2=18.93, SD±5.41).

No statistically significant difference was observed in overall PSS-10 scores between the pre- and post-test surveys, with the p-value trending towards significance but not quite reaching the statistical cut-off ($p$=0.05). Similarly, the Cohen's $d$ score suggested a small effect size ($d$= 0.14). Some individual items on the scale (items 3, 6, and 8) were statistically significantly different between the two surveys ($p$<0.05), but all Cohen's $d$ scores identified small effect sizes ($d \leq 0.2$).

***Table 2.*** *Differences in PSS-10 Items and Overall Scores, Pre- vs. Post-Test*

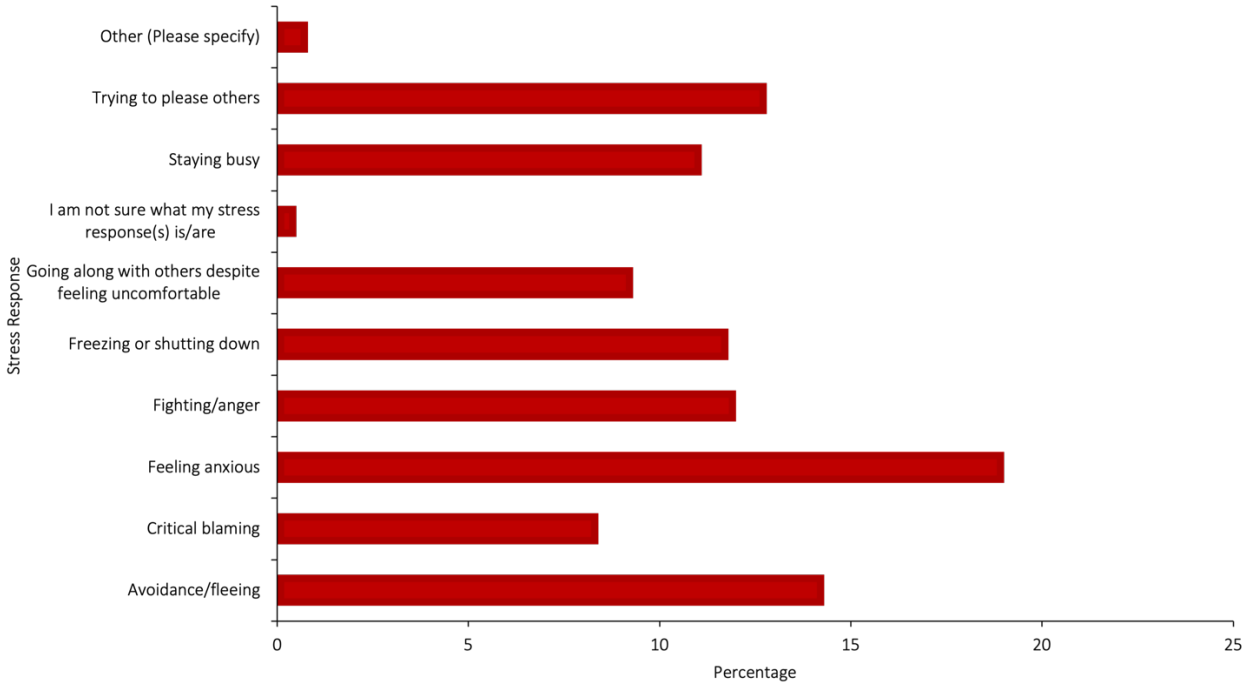
| PSS-10 Items | Wilcoxen Sign Rank Test | *p*-value | Cohen's *d* |
|---|---|---|---|
| 1. In the last month, how often have you been upset because of something that happened unexpectedly? | 46802 | 0.63 | 0.04 |
| 2. In the last month, how often have you felt that you were unable to control the important things in your life? | 51460 | 0.08 | 0.15 |
| **3. In the last month, how often have you felt nervous and stressed?** | **53652** | **0.01** | **0.22** |
| 4. In the last month, how often have you felt confident about your ability to handle your personal problems? | 50856 | 0.14 | 0.13 |
| 5. In the last month, how often have you felt that things were going your way? | 51202 | 0.09 | 0.14 |
| **6. In the last month, how often have you found that you could not cope with all the things that you had to do?** | **52282** | **0.03** | **0.17** |
| 7. In the last month, how often have you been able to control irritations in your life? | 49383 | 0.42 | 0.07 |
| **8. In the last month, how often have you felt that you were on top of things?** | **52384** | **0.03** | **0.18** |
| 9. In the last month, how often have you been angered because of things that happened that were outside of your control? | 46326 | 0.49 | 0.05 |

| | | | |
|---|---|---|---|
| 10. In the last month, how often have you felt difficulties were piling up so high that you could not overcome them? | 48166 | 0.85 | 0.02 |
| **Overall Score** | **52216** | **0.05** | 0.14 |

## Stress Responses

Participants were asked to identify their typical responses stressful situations. The response most frequently endorsed by participants – both overall and by pre-/post-test survey - was feeling anxious (19.0%), followed by avoidance/fleeing (14.3%), and trying to please others (12.8%) (Figure 2). No significant changes were observed in the stress responses identified by participants between the pre- and post-test surveys ($p \geq 0.05$). Nineteen participants (1.0%) identified additional stress responses not listed among the provided options, including: crying, grieving, exercising, placating, losing sleep, overeating/stress eating, self-blame, internalized anger and/or fighting.

***Figure 2.*** *Stress Responses Reported by Participants, Overall Sample (n=672)**




***Note**: Combined data presented for responses on pre- and post-test surveys only.

## Coping Strategies

Participants were asked to indicate the degree to which they used each of a number of strategies to cope during a recent stressful event. For the overall sample, the most frequently endorsed coping strategy was "trying to come up with a strategy about what to do" (28.3% indicated using this strategy "a lot" and 48.9% a "medium amount"). This was followed by the strategies "taking action to try to make the situation better" (25.4% a lot; 41.6% medium amount) and "criticizing oneself" (21.7% a lot and 29.5% medium amount). The least frequently used strategies were "refusing to believe the situation was occurring" (1.0 a lot; 6.1% medium amount), "using alcohol or other substances" (3.2% a lot; 8.4% medium amount), and "finding comfort in spirit and religion" (16.1% a lot; 9.7% medium amount) (Table 3).

Four strategies significantly differed between the two surveys: giving up trying to deal with it *(p*=0.005), refusing to believe the situation was occurring (*p*=0.001), trying to come up with a strategy on what to do (*p*=0.01), and learning to live with it (*p*=0.04). The strategies "giving up trying to deal with it" and "refusing that the situation was occurring" were endorsed more frequently on the post-test survey, whereas "learning to live with it" and "trying to come up with a strategy on what to do" were endorsed less frequently. Despite statistically significant differences, Cohen's *d* values were small for all results, indicating small effects overall.

***Table 3.*** *Use of coping mechanisms pre- vs. post-test, with statistical tests for differences*

| Item | | Pre-test n (%) | Post-test n (%) | *p*-value | Cohens *d* |
|---|---|---|---|---|---|
| | | N= 415 | N= 257 | | |
| Turning to work or other activities to take your mind off things | | | | | |
| | *Not at all* | 41 (10.6) | 24 (10.1) | 0.049 | 0.167 |
| | *A little bit* | 132 (34.3) | 107 (45.0) | | |
| | *A medium amount* | 148 (38.4) | 79 (33.2) | | |
| | *A lot* | 64 (16.6) | 28 (11.8) | | |
| Using alcohol or other substances | | | | | |
| | *Not at all* | 254 (66.1) | 146 (61.3) | 0.522 | 0.06 |
| | *A little bit* | 85 (22.1) | 65 (27.3) | | |
| | *A medium amount* | 33 ( 8.6) | 19 ( 8.0) | | |
| | *A lot* | 12 ( 3.1) | 8 ( 3.4) | | |
| Getting emotional support from others | | | | | |
| | *Not at all* | 46 (11.9) | 26 (10.9) | 0.945 | 0.005 |
| | *A little bit* | 161 (41.8) | 105 (44.1) | | |
| | *A medium amount* | 114 (29.6) | 68 (28.6) | | |
| | *A lot* | 64 (16.6) | 39 (16.4) | | |
| **Giving up trying to deal with it** | | | | **0.005** | **0.094** |

| | | | | |
|---|---|---|---|---|
| *Not at all* | 143 (37.2) | 68 (28.6) | | |
| *A little bit* | 177 (46.1) | 125 (52.5) | | |
| *A medium amount* | 44 (11.5) | 41 (17.2) | | |
| *A lot* | 20 ( 5.2) | 4 ( 1.7) | | |
| Taking action to try to make the situation better | | | | |
| *Not at all* | 8 ( 2.1) | 6 ( 2.5) | | |
| *A little bit* | 105 (27.3) | 86 (36.1) | 0.127 | 0.16 |
| *A medium amount* | 169 (44.0) | 90 (37.8) | | |
| *A lot* | 102 (26.6) | 56 (23.5) | | |
| **Refusing to believe that the situation was occurring** | | | | |
| *Not at all* | 263 (68.7) | 126 (52.9) | | |
| *A little bit* | 99 (25.8) | 89 (37.4) | **0.001** | **0.3** |
| *A medium amount* | 17 ( 4.4) | 21 ( 8.8) | | |
| *A lot* | 4 ( 1.0) | 2 ( 0.8) | | |
| Getting help and advice from other people | | | | |
| *Not at all* | 31 ( 8.1) | 23 ( 9.7) | | |
| *A little bit* | 160 (41.8) | 113 (47.5) | 0.124 | 0.08 |
| *A medium amount* | 135 (35.2) | 62 (26.1) | | |
| *A lot* | 57 (14.9) | 40 (16.8) | | |
| Criticizing yourself | | | | |
| *Not at all* | 45 (11.7) | 19 ( 8.0) | | |
| *A little bit* | 141 (36.8) | 98 (41.2) | 0.228 | 0.008 |
| *A medium amount* | 108 (28.2) | 75 (31.5) | | |
| *A lot* | 89 (23.2) | 46 (19.3) | | |
| **Trying to come up with a strategy about what to do** | | | | |
| *Not at all* | 4 ( 1.0) | 4 ( 1.7) | | |
| *A little bit* | 85 (22.2) | 80 (33.5) | **0.01** | **0.27** |
| *A medium amount* | 174 (45.4) | 99 (41.4) | | |
| *A lot* | 120 (31.3) | 56 (23.4) | | |
| Looking for something good in what is happening | | | | |
| *Not at all* | 48 (12.5) | 34 (14.3) | | |
| *A little bit* | 123 (32.1) | 80 (33.6) | 0.637 | 0.1 |
| *A medium amount* | 134 (35.0) | 85 (35.7) | | |
| *A lot* | 78 (20.4) | 39 (16.4) | | |
| Making jokes about it | | | | |
| *Not at all* | 90 (23.5) | 67 (28.2) | | |
| *A little bit* | 135 (35.2) | 95 (39.9) | 0.098 | 0.2 |
| *A medium amount* | 94 (24.5) | 50 (21.0) | | |
| *A lot* | 64 (16.7) | 26 (10.9) | | |
| **Learning to live with it** | | | **0.043** | **0.19** |
| *Not at all* | 15 ( 3.9) | 14 ( 5.9) | | |

| | | | | |
|---|---|---|---|---|
| *A little bit* | 143 (37.3) | 111 (46.6) | | |
| *A medium amount* | 169 (44.1) | 81 (34.0) | | |
| *A lot* | 56 (14.6) | 32 (13.4) | | |
| Finding comfort in religion or spirituality | | | | |
| *Not at all* | 199 (52.0) | 115 (48.3) | | |
| *A little bit* | 89 (23.2) | 58 (24.4) | 0.692 | 0.08 |
| *A medium amount* | 38 ( 9.9) | 22 ( 9.2) | | |
| *A lot* | 57 (14.9) | 43 (18.1) | | |
| Expressing my negative feelings | | | | |
| *Not at all* | 33 ( 8.6) | 12 ( 5.0) | | |
| *A little bit* | 174 (45.4) | 119 (50.0) | 0.347 | 0.03 |
| *A medium amount* | 122 (31.9) | 73 (30.7) | | |
| *A lot* | 54 (14.1) | 34 (14.3) | | |

**Note**: Bolded items demonstrated significant or meaningful change.

## Confidence in Ability to Manage Daily Stressors

Generally, participants reported a significant increase in confidence on the post-test survey on a number of items including: reframing thoughts, using healthy coping mechanisms, recognizing unhealthy coping mechanisms, recognizing when they need help, and actively reaching out for help when needed (Table 4). Notably, two of these items, "effectively reframing thoughts in stressful situations" and "using healthy coping mechanisms" also demonstrated medium effect size differences after the post-test survey (*d*=0.4).

***Table 4.*** *Participants' confidence in abilities to recognize and manage stressors pre- vs. post-test, with statistical tests for differences*

| Item | Pre-test n (%) | Post-test n (%) | *p*-value | Cohens *d* |
|---|---|---|---|---|
| | N= 415 | N= 257 | | |
| Effectively identify stressors in your life | | | | |
| *Not at all confident* | 10 ( 2.6) | 3 ( 1.3) | 0.368 | 0.06 |
| *Somewhat confident* | 145 (38.0) | 98 (41.4) | | |
| *Confident* | 168 (44.0) | 108 (45.6) | | |
| *Very confident* | 59 (15.4) | 28 (11.8) | | |
| **Identify your stress response(s)** | | | | |
| *Not at all confident* | 21 ( 5.5) | 4 ( 1.7) | **0.003** | **0.18** |
| *Somewhat confident* | 180 (47.1) | 94 (39.7) | | |
| *Confident* | 137 (35.9) | 116 (48.9) | | |
| *Very confident* | 44 (11.5) | 23 ( 9.7) | | |
| **Effectively reframe your thoughts in stressful situations** | | | | |

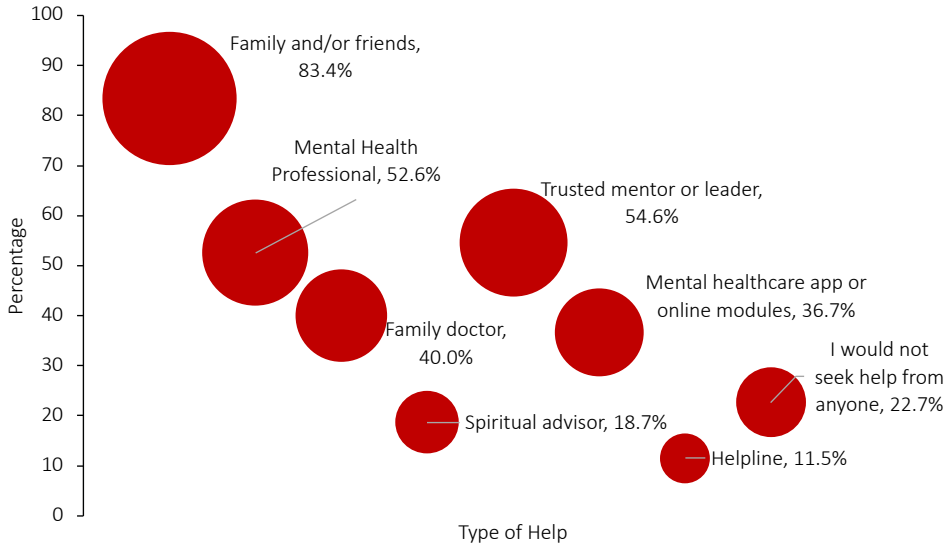
| | | | | |
|---|---|---|---|---|
| *Not at all confident* | 76 (19.9) | 15 ( 6.3) | **<0.001** | **0.36** |
| *Somewhat confident* | 212 (55.5) | 139 (58.6) | | |
| *Confident* | 78 (20.4) | 68 (28.7) | | |
| *Very confident* | 16 ( 4.2) | 15 ( 6.3) | | |
| **Use healthy, effective coping strategies to reduce stress** | | | | |
| *Not at all confident* | 61 (16.0) | 8 ( 3.4) | **<0.001** | **0.38** |
| *Somewhat confident* | 214 (56.2) | 132 (55.7) | | |
| *Confident* | 83 (21.8) | 76 (32.1) | | |
| *Very confident* | 23 ( 6.0) | 21 ( 8.9) | | |
| **Recognizing when a coping strategy might be unhealthy** | | | | |
| *Not at all confident* | 30 ( 7.9) | 7 ( 3.0) | **0.014** | **0.25** |
| *Somewhat confident* | 165 (43.2) | 90 (38.0) | | |
| *Confident* | 147 (38.5) | 104 (43.9) | | |
| *Very confident* | 40 (10.5) | 36 (15.2) | | |
| **Recognizing when you might need to seek help for a stressful situation** | | | | |
| *Not at all confident* | 43 (11.3) | 9 ( 3.8) | **0.006** | **0.24** |
| *Somewhat confident* | 158 (41.4) | 92 (39.0) | | |
| *Confident* | 141 (36.9) | 105 (44.5) | | |
| *Very confident* | 40 (10.5) | 30 (12.7) | | |
| **Actively reach out for help when needed** | | | | |
| *Not at all confident* | 82 (21.5) | 23 ( 9.7) | **0.001** | **0.25** |
| *Somewhat confident* | 155 (40.6) | 102 (43.0) | | |
| *Confident* | 105 (27.5) | 86 (36.3) | | |
| *Very confident* | 40 (10.5) | 26 (11.0) | | |

**Note**: Bolded items demonstrated significant or meaningful change.

## Help-seeking Preferences

Overall, participants indicated they were most likely to seek help from family and/or friends (83.4% endorsed), a trusted mentor or leader (54.6% endorsed), or a mental health professional (52.6% endorsed) (Figure 4). In contrast, participants were least likely to seek help from a helpline (11.5%) or a spiritual advisor (18.7%). Only one significant change was observed in help-seeking preferences between the pre- and post-test surveys. Participants reported being significantly more likely to use a helpline after completing the workshop, compared to before ($p$=0.02). However, the Cohen's $d$ effect size for this difference was negligible ($d$=0.2). The proportion who endorsed the item "I would not seek help from anyone" decreased on the post-test survey, though this difference was not statistically significant ($p$=0.66). However, it is worth nothing that some participants continued to agree with this item, with 16.8% and 6% of indicating they would be "likely" or "very likely" to not seek help in times of great stress.

***Figure 4***. *Proportion of participants that were "likely" or "very likely" to reach out to various sources for help, overall sample (n=672)*




**Note**: Combined data presented for responses on pre- and post-test surveys only.

## Workshop Feedback

On the post-test survey, participants were asked to provide feedback on the NCR workshop. The majority of participants demonstrated agreement with the statements asked. The overwhelming majority of respondents indicated that the workshop was effective in providing the tools and resources required to thrive in the face of daily stressors (Figure 5). Over half of respondents indicated they felt the workshop was "very effective" (52%) in this respect, while 12% indicated "extremely effective" and 27% indicated "moderately effective". Less than 1% of respondents indicated that the workshop was "not effective at all."

***Figure 5.*** *Participant responses to how effective the workshop was in providing tools and resources required to thrive in the face of daily stressors (n=257)*

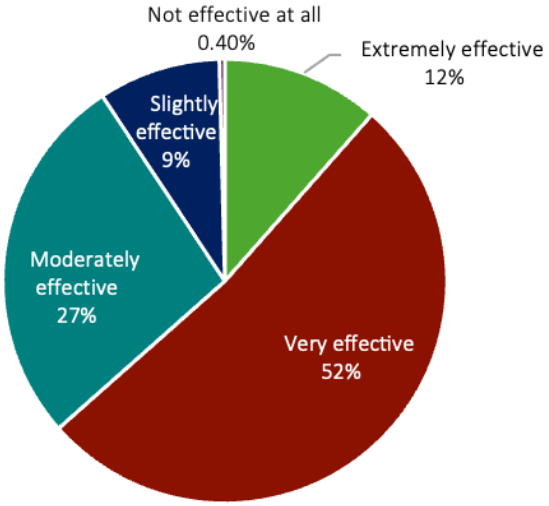
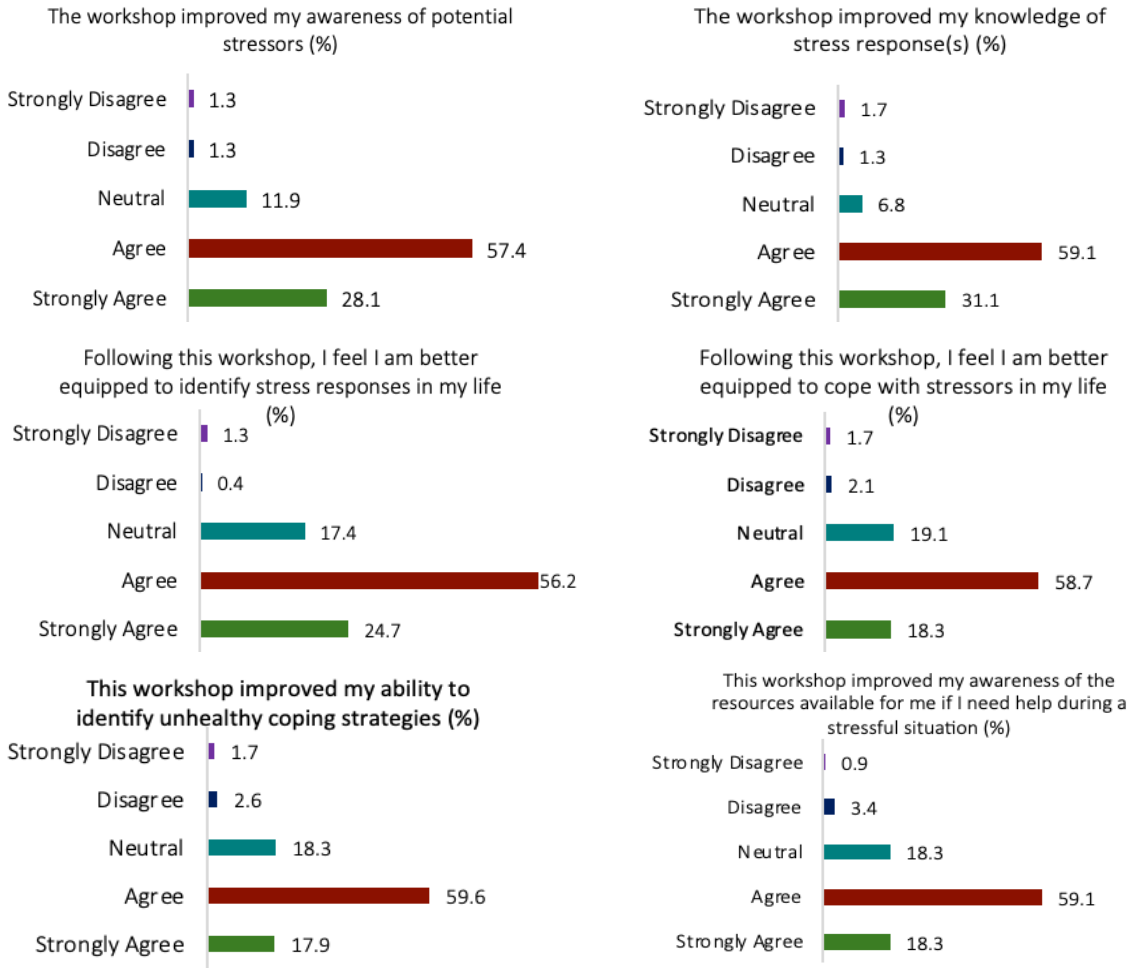
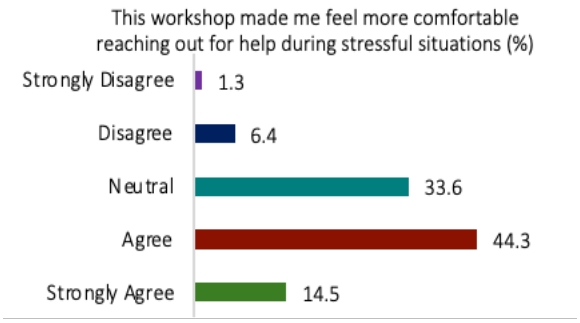


Figure 6 shows participants' level of agreement with several statements posed on the survey regarding the effects of the workshop. Participants highly endorsed that the workshop improved their awareness of potential stressors (57% agree, 28% strongly agree), knowledge of stress responses (59% agree, 31% strongly agree), and agreed that they felt better equipped to identify stress responses (56% agree, 25% strongly agree) and cope with stressors (58% agree, 18% strongly agree) following the workshop. Importantly, while most respondents agreed that the workshop improved their awareness of available resources and supports, a large proportion responded neutrally (33%) to feeling more comfortable reaching out for help.

***Figure 6**. Participants' level of agreement with various statements regarding the workshop, post-workshop only (n=257)*






## Narrative Summary of Workshop Feedback

Participants were provided with the option to submit open-ended feedback on the NCR workshop. A total of *n*=84 participants provided feedback on the post-test survey. Responses were organized into three categories with some overlapping responses: positive feedback, constructive feedback, and suggestions for additions and/or improvements to the workshop.

### *Positive Feedback*

Participants frequently praised the workshop speaker, including that they shared personal experiences and stories and were relatable. Participants also enjoyed workshop-specific factors, such as the open discussions, collaborative nature, interactive components, and the simple breakdown of concepts with examples. Lastly, some participants commented on the in-person nature of their workshops, stating that it was helpful to know others shared similar stressors and vulnerabilities.

### *Constructive Feedback*

In terms of constructive feedback, some participants felt as though the topic of domestic violence was “insensitive” and should not be used as an example. One participant mentioned that “the language [domestic violence] has pros and cons and discussion that people can choose to stay with their abusers was not appropriate and very upsetting to me”, and that the discussion of domestic violence was “disappointing” given the uncertain history of all participants in the room. Secondly, one participant mentioned that the session lacked “some emotional connection” and that group discussion might be helpful It was suggested to find examples other than COVID to use in the workshop with one participant also suggesting “a common case study and a flow chart to move [through] the name claim reframe model using a non-personal case study to dissect on one page” and “a handout definition of fight flight freeze and faun as well as the group exercises on a slide or handout available to stay task focused in breakouts.” Finally, some participants suggested highlighting the importance of establishing a mental health professional earlier rather than later, shortening the workshop length, and having a follow-up workshop specific to employees who experience burn-out.

### *Suggestions for Improvement*

The primary addition and/or improvement commented on by participants was more time for group discussions and more interactions between participants and variation in workshop interactions would be helpful. Specifically, participants requested an activity to incorporate movement or moving between tables, group introductions at the beginning of the workshop, and interactive components in the virtual workshop. Secondly, some participants reported that further explanations would be helpful for their understanding, including explanations regarding MRIs, the "four A's", and an explicit definition of the tool. Additional suggestions from participants included more events in other locations, a question period at the end of the workshop, and reminders about the current stage of the workshop (e.g., name, claim, or reframe stage).

## Follow-up Survey Results

### Coping Strategies

Three months after the workshops, the most frequently endorsed coping strategy was "taking action to try to make the situation better" (30.1% a lot; 53.0% medium amount). This was followed by the strategies "trying to come up with a strategy about what to do" (27.7% a lot; 54.2% a medium amount) and "looking for something good in what is happening" (26.5% a lot; 50.6% medium amount). The least frequently used strategies were "refusing to believe the situation was occurring" (0.0% a lot; 7.2% medium amount), "using alcohol or other substances" (1.2% a lot; 4.8% medium amount), and "giving up trying to deal with it" (6.0% a lot; 1.2% medium amount) (Table 5).

Seven strategies significantly differed between the post-test survey and three-month follow-up. Improvements were observed, with fewer respondents endorsing: giving up trying to deal with it ($p$=0.001), criticizing yourself ($p$<0.001), expressing my negative feelings ($p$=0.04), and refusing to believe the situation was occurring ($p$=0.009). Additionally, more participants endorsed: taking action to try and make the situation better ($p$=0.003), trying to come up with strategy on what to do ($p$=0.04), and looking for something good in what's happening ($p$=0.001). Medium effect sizes were observed for all statistically significant results.

***Table 5.*** *Use of coping mechanisms post-test vs three-month follow-up, with statistical tests for differences*

| | Post-test n (%) | 3-month follow-up n (%) | *p*-value | Cohen's *d* |
|---|---|---|---|---|
| N | 257 | 97 | | |
| Turning to work or other activities to take your mind off things | | | | |
| *Not at all* | 24 (10.1) | 9 (10.8) | 0.982 | 0.1 |
| *A little bit* | 107 (45.0) | 36 (43.4) | | |
| *A medium amount* | 79 (33.2) | 29 (34.9) | | |
| *A lot* | 28 (11.8) | 9 (10.8) | | |
| Using alcohol or other substances | | | | |
| *Not at all* | 146 (61.3) | 62 (74.7) | 0.161 | 0.28 |
| *A little bit* | 65 (27.3) | 16 (19.3) | | |
| *A medium amount* | 19 ( 8.0) | 4 ( 4.8) | | |
| *A lot* | 8 ( 3.4) | 1 ( 1.2) | | |
| Getting emotional support from others | | | | |
| *Not at all* | 26 (10.9) | 9 (10.8) | 0.999 | 0.011 |
| *A little bit* | 105 (44.1) | 37 (44.6) | | |
| *A medium amount* | 68 (28.6) | 24 (28.9) | | |
| *A lot* | 39 (16.4) | 13 (15.7) | | |
| **Giving up trying to deal with it** | | | | |
| *Not at all* | 68 (28.6) | 43 (51.8) | **0.001** | **0.5** |
| *A little bit* | 125 (52.5) | 34 (41.0) | | |
| *A medium amount* | 41 (17.2) | 5 ( 6.0) | | |
| *A lot* | 4 ( 1.7) | 1 ( 1.2) | | |
| **Taking action to try to make the situation better** | | | | |
| *Not at all* | 6 ( 2.5) | 2 ( 2.4) | **0.003** | **0.36** |
| *A little bit* | 86 (36.1) | 12 (14.5) | | |
| *A medium amount* | 90 (37.8) | 44 (53.0) | | |
| *A lot* | 56 (23.5) | 25 (30.1) | | |
| **Refusing to believe that the situation was occurring** | | | | |
| *Not at all* | 126 (52.9) | 61 (73.5) | **0.009** | **0.36** |
| *A little bit* | 89 (37.4) | 16 (19.3) | | |
| *A medium amount* | 21 ( 8.8) | 6 ( 7.2) | | |
| *A lot* | 2 ( 0.8) | 0 ( 0.0) | | |
| Getting help and advice from other people | | | | |
| *Not at all* | 23 ( 9.7) | 4 ( 4.8) | 0.093 | 0.16 |
| *A little bit* | 113 (47.5) | 34 (41.0) | | |
| *A medium amount* | 62 (26.1) | 33 (39.8) | | |

| | | | | |
|---|---|---|---|---|
| *A lot* | 40 (16.8) | 12 (14.5) | | |
| **Criticizing yourself** | | | | |
| *Not at all* | 19 ( 8.0) | 23 (27.7) | | |
| *A little bit* | 98 (41.2) | 40 (48.2) | **<0.001** | **0.67** |
| *A medium amount* | 75 (31.5) | 14 (16.9) | | |
| *A lot* | 46 (19.3) | 6 ( 7.2) | | |
| **Trying to come up with a strategy about what to do** | | | | |
| *Not at all* | 4 ( 1.7) | 1 ( 1.2) | | |
| *A little bit* | 80 (33.5) | 14 (16.9) | **0.035** | **0.28** |
| *A medium amount* | 99 (41.4) | 45 (54.2) | | |
| *A lot* | 56 (23.4) | 23 (27.7) | | |
| **Looking for something good in what is happening** | | | | |
| *Not at all* | 34 (14.3) | 6 ( 7.2) | | |
| *A little bit* | 80 (33.6) | 13 (15.7) | **0.001** | **0.46** |
| *A medium amount* | 85 (35.7) | 42 (50.6) | | |
| *A lot* | 39 (16.4) | 22 (26.5) | | |
| Making jokes about it | | | | |
| *Not at all* | 67 (28.2) | 17 (20.5) | | |
| *A little bit* | 95 (39.9) | 38 (45.8) | 0.349 | 0.15 |
| *A medium amount* | 50 (21.0) | 15 (18.1) | | |
| *A lot* | 26 (10.9) | 13 (15.7) | | |
| Learning to live with it | | | | |
| *Not at all* | 14 ( 5.9) | 5 ( 6.0) | | |
| *A little bit* | 111 (46.6) | 31 (37.3) | 0.523 | 0.14 |
| *A medium amount* | 81 (34.0) | 34 (41.0) | | |
| *A lot* | 32 (13.4) | 13 (15.7) | | |
| Finding comfort in religion or spirituality | | | | |
| *Not at all* | 115 (48.3) | 37 (44.6) | | |
| *A little bit* | 58 (24.4) | 25 (30.1) | 0.21 | 0.5 |
| *A medium amount* | 22 ( 9.2) | 12 (14.5) | | |
| *A lot* | 43 (18.1) | 9 (10.8) | | |
| **Expressing my negative feelings** | | | | |
| *Not at all* | 12 ( 5.0) | 8 ( 9.6) | | |
| *A little bit* | 119 (50.0) | 46 (55.4) | **0.036** | **0.32** |
| *A medium amount* | 73 (30.7) | 26 (31.3) | | |
| *A lot* | 34 (14.3) | 3 ( 3.6) | | |

**Note**: Bolded items demonstrated significant or meaningful change.

## Confidence in Ability to Manage Daily Stressors

After three months, participants reported a significant increase in confidence in "effectively identifying stressors" in their life ($p$=0.001) and "use healthy, effective coping strategies to reduce stress" ($p$=0.043). This difference also represented medium effect sizes after three months for both ($d$=0.6 and 0.31, respectively). No other significant differences were observed.

***Table 6.*** *Participants' confidence in abilities to recognize and manage stressors post-test vs three-month follow-up, with statistical tests for differences*

| | Post-test n (%) | 3-month follow-up n (%) | *p*-value | Cohen's *d* |
|---|---|---|---|---|
| n | 257 | 97 | | |
| **Effectively identify stressors in your life** | | | | |
| *Not at all confident* | 3 ( 1.3) | 0 ( 0.0) | | |
| *Somewhat confident* | 98 (41.4) | 18 (21.7) | **0.001** | **0.55** |
| *Confident* | 108 (45.6) | 42 (50.6) | | |
| *Very confident* | 28 (11.8) | 23 (27.7) | | |
| Identify your stress response(s) | | | | |
| *Not at all confident* | 4 ( 1.7) | 0 ( 0.0) | | |
| *Somewhat confident* | 94 (39.7) | 26 (31.3) | 0.286 | 0.23 |
| *Confident* | 116 (48.9) | 46 (55.4) | | |
| *Very confident* | 23 ( 9.7) | 11 (13.3) | | |
| Effectively reframe your thoughts in stressful situations | | | | |
| *Not at all confident* | 15 ( 6.3) | 1 ( 1.2) | | |
| *Somewhat confident* | 139 (58.6) | 43 (51.8) | 0.102 | 0.26 |
| *Confident* | 68 (28.7) | 33 (39.8) | | |
| *Very confident* | 15 ( 6.3) | 6 ( 7.2) | | |
| Use healthy, effective coping strategies to reduce stress | | | | |
| *Not at all confident* | 8 ( 3.4) | 2 ( 2.4) | | |
| *Somewhat confident* | 132 (55.7) | 32 (38.6) | **0.043** | **0.31** |
| *Confident* | 76 (32.1) | 39 (47.0) | | |
| *Very confident* | 21 ( 8.9) | 10 (12.0) | | |
| Recognizing when a coping strategy might be unhealthy | | | | |
| *Not at all confident* | 7 ( 3.0) | 1 ( 1.2) | | |
| *Somewhat confident* | 90 (38.0) | 22 (26.5) | 0.187 | 0.26 |
| *Confident* | 104 (43.9) | 44 (53.0) | | |
| *Very confident* | 36 (15.2) | 16 (19.3) | | |
| Recognizing when you might need to seek help for a stressful situation | | | 0.752 | 0.1 |
| *Not at all confident* | 9 ( 3.8) | 3 ( 3.6) | | |

| | | | | |
|---|---|---|---|---|
| *Somewhat confident* | 92 (39.0) | 27 (32.5) | | |
| *Confident* | 105 (44.5) | 42 (50.6) | | |
| *Very confident* | 30 (12.7) | 11 (13.3) | | |
| Actively reach out for help when needed | | | | |
| *Not at all confident* | 23 ( 9.7) | 7 ( 8.4) | | |
| *Somewhat confident* | 102 (43.0) | 34 (41.0) | 0.947 | 0.06 |
| *Confident* | 86 (36.3) | 33 (39.8) | | |
| *Very confident* | 26 (11.0) | 9 (10.8) | | |

**Note**: Bolded items demonstrated significant or meaningful change.

## Help Seeking Preferences

Three months post-workshop, participants remained most likely to seek help from family and/or friends (88.0% endorsed), a mental health professional (63.8% endorsed) or a trusted mentor or leader (57.8% endorsed). In contrast, participants were least likely to seek help from a helpline (16.9%) or a spiritual advisor (20.5%).

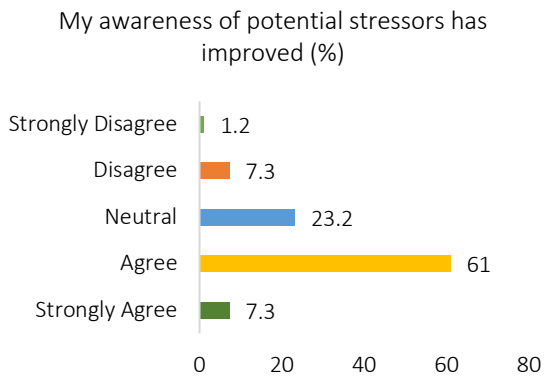
Only one significant change was observed in help-seeking likelihood between the post-workshop and the three-month follow up surveys. Seeking help from a mental health professional was reported more by participants three months after completing the workshop compared to just after the workshop ($p$=0.04). However, the effect size for this difference was negligible ($d$=0.02), suggesting that this finding may not be meaningful.

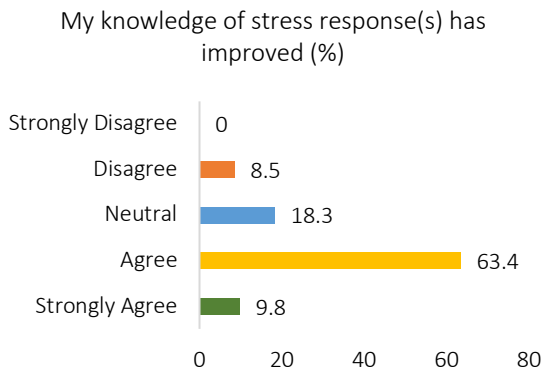
Although the absolute proportion of respondents endorsing the item "I would not seek help from anyone" appeared to increase three-months after the workshop, this difference was not statistically significant nor was there a large size effect ($p$=0.77, $d$=0.1).

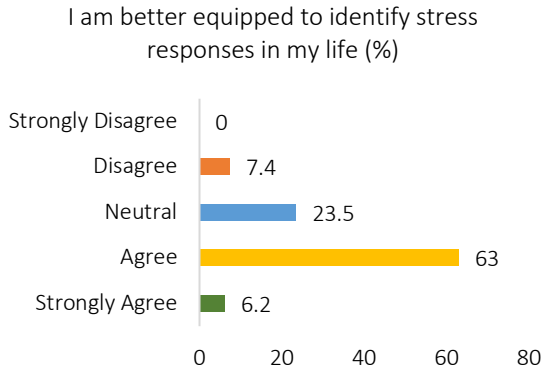
## Knowledge Gained and Application of Workshop Knowledge

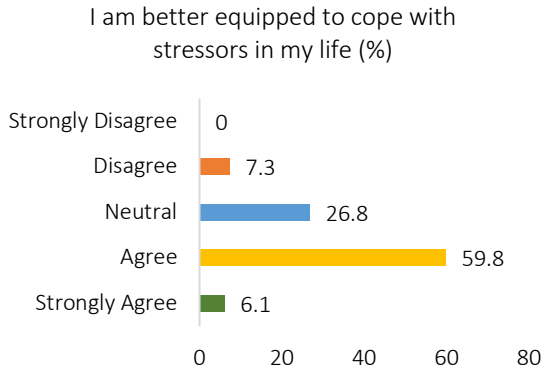
The overwhelming majority of respondents indicated that the workshop was effective in improving their awareness of potential stressors, knowledge of stress response(s), ability to identify unhealthy coping mechanisms, and their awareness of resources available during a stressful situation (Figure 7). The majority of respondents also reported feeling better equipped to identify stress responses and cope with stressors in their life. Just over 50% of participants reported feeling more comfortable reaching out after stressful situations three-months after the workshop.

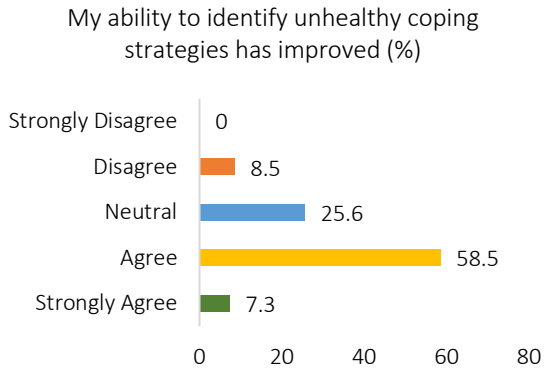
***Figure 7.*** *Participants' level of agreement with various statements three months after taking the workshop (n=97)*

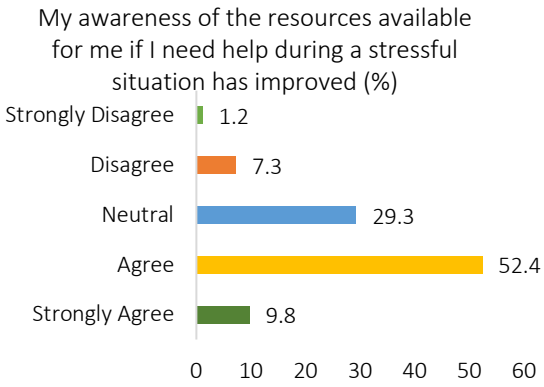


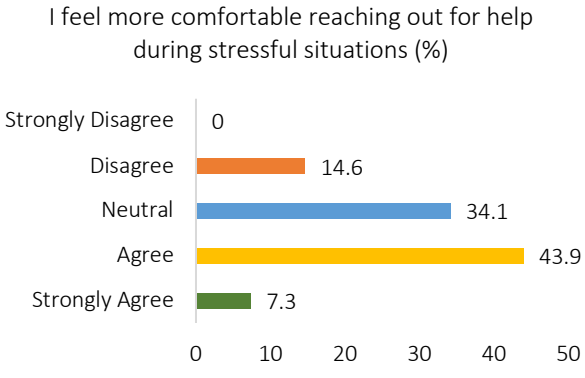



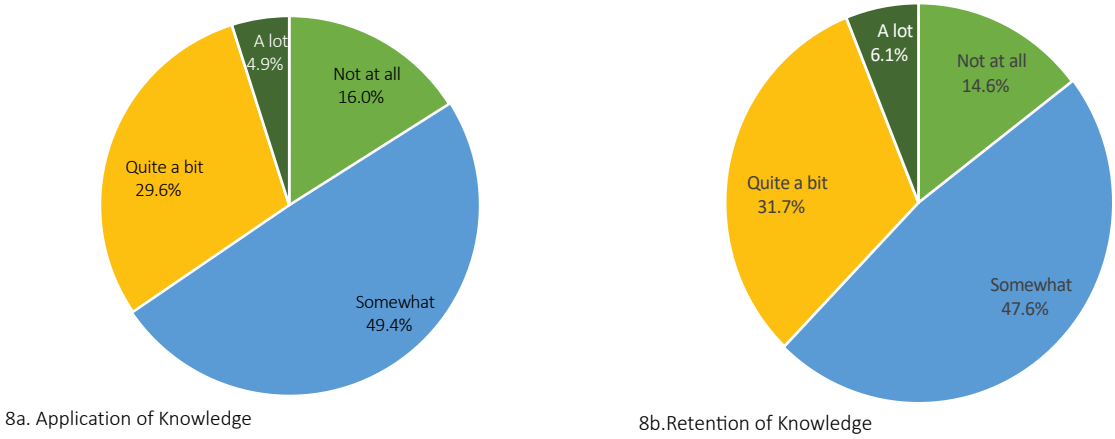



The vast majority of participants reported they had applied the knowledge or information gained from the workshop, with 29.6% and 4.9% stating they had applied the knowledge "quite a bit" or "a lot", respectfully. Similarly, the vast majority of participants reported retaining knowledge or information from the workshop since taking it, with 31.7% and 6.1% retaining the knowledge "quite a bit" or "a lot", respectfully (Figure 8).

***Figure 8.*** *Participants responses to if they have applied (8a) or retained the knowledge (8b) from the workshop since taking it (n=97).*




8a. Application of Knowledge

8b.Retention of Knowledge

## Participants Comments

Lastly, participants were invited to comment on what has prevented or allowed them to apply the knowledge gained from the workshop. A total of *n*=36 participants provided feedback.

### *What has allowed you to apply what you learned in the workshop?*

Participants mentioned that the workshop helped them pay more attention to their feelings about stress and begin searching for solutions. Likewise, another participant mentioned that they can recognize stressors more quickly and are more comfortable in setting boundaries with stress-causing factors. Participants also mentioned that the workshop helped them have difficult conversations regarding their stressors, which helped them face the root issue and find subsequent solutions. Another participant mentioned that they discuss the workshop and learnings with a colleague who also attended.

### *What has prevented you from applying what you learned in the workshop?*

Participants most often mentioned that they either forgot the material learned in the workshop or did not practice it often enough to establish regular behaviours. Specifically, participants mentioned that they forgot the material, were too busy to reflect, were never reminded about the content, and did not practice the tactics since the workshop. One participant mentioned that

they left the workshop with motivation and then lost it after attending. Another participant said they would have needed smaller-group discussions with real scenarios to help them tie the workshop to the real world.

### *Other*

Additional comments left by participants included that they feel as though nothing has allowed or prevented them from applying workshop content, that they are more aware when they engage in specific stress responses, and that they were able to put their stressors into perspective after the workshop. A suggestion for future workshops indicated that a refresher or "cheat-sheet" would have been a helpful reminder to receive after the workshop or once a month after to encourage participants to remember and use the strategies.

## Discussion

The overall goal of the NCR workshop was to provide individuals with the tools and resources needed to thrive in the face of daily stressors. In this evaluation, we conducted a pre-/post-test assessment of the workshop to measure changes in participants' stress management pre- versus post-workshop. A three-month follow-up analysis was conducted to determine whether knowledge from the workshop had been retained and/or applied over time. Additionally, we aimed to elicit feedback from participants to evaluate the acceptability and perceived efficacy of the workshop in improving one's perceived ability to cope with daily stressors.

Overall, participants identified a variety of stress responses, with a majority indicating they felt better equipped to recognize and respond to stressors following the workshop. In addition, significant increases were observed in the use of two coping mechanisms as well as an overall increase in reported confidence in ability to manage daily stressors. Immediately post-workshop and three months post-workshop, participants reported a significant increase in confidence on a number of items, including: reframing thoughts, using healthy coping mechanisms, recognizing unhealthy coping mechanisms, recognizing when they need help, and actively reaching out for help when needed. Overall, workshop feedback was positive. Most participants found the workshop to be effective in providing the tools and resources required to thrive in the face of daily stressors. The workshop was praised by many participants for the speaker and for the vulnerability of participants to discuss topics. It was suggested that some triggering topics be avoided as examples in the workshop (e.g., domestic violence) and that there be more time provided for group interactions, as well as variations in the type of interactions engaged in within the group setting (e.g., group introductions, movement between tables, etc.)

Prior to the start of this study, we hypothesized that we might observe changes in participants confidence levels (e.g., confidence in ability to cope with stressors) due to an increase in knowledge provided through the workshop. Conversely, we did not expect to see significant or meaningful change in perceived stress, stress responses, use of coping mechanisms, or help-seeking intentions. This is primarily due to the fact that the intervention itself was a single-day workshop, leaving limited time to observe behavioural change. Existing research has shown that while changes in knowledge (and to a lesser extent, attitudes), can be achieved and observed in a short period of time, changes to behaviours take much longer to occur (Bettinghaus, 1986; Li et al., 2022). Additionally, it is possible that some participants may use their increased confidence to help others identify their stress responses and respond more effectively in the future. Participants may also teach others the skills they gained, thereby becoming a more effective source of help for peers and/or colleagues as a result of their involvement in the workshop.

Our findings are generally consistent with these hypotheses. Results showed no significant change in participants' perceived stress scores, specific stress responses, or help-seeking intentions between the pre- and post-workshop surveys. Where statistically significant changes were observed, standardized effect sizes were small, which is to be expected. The three-month follow-up survey displayed some statistically significant change in knowledge of coping mechanisms and managing daily stressors, along with medium effect sizes. This is a positive result and demonstrates some evidence of knowledge retention. Notably, we did not see significant changes nor large effect sizes in help-seeking behaviours.

It is important to note that this should not detract from the positive results derived from this evaluation. Given the limited time between assessment and intervention, the fact that significant and/or meaningful changes were detected at all is noteworthy, particularly between pre- and post-workshop. Though our results cannot definitively shed light on the likelihood of future behavioural change among respondents (e.g., change in stress responses and use of healthy coping mechanisms), the data we were able to collect is positive overall in terms of improvements in knowledge and attitudes and is suggestive of knowledge retention and application in the months following the workshop. For example, data showed the majority of participants reported feeling more confident in their ability to identify potential stressors as well as their stress responses post-workshop, in addition to feeling better equipped to cope with stressors as well as identify unhealthy coping mechanisms. Additionally, results showed that three-months post-workshop some unhealthy coping mechanisms were endorsed less frequently, while some healthy coping mechanisms were endorsed more frequently. This implies that participants may have learned how to avoid using poor coping mechanisms in times of stress. It may also imply that by learning to identify unhealthy coping strategies in the workshop,

participants subsequently learned to turn to better strategies to cope. These positive changes suggest that future change in participants' behaviours in terms of stress responses and methods of coping may occur.

The overwhelming majority of respondents indicated some application and retention of workshop knowledge, and that the workshop was effective in improving awareness of potential stressors, knowledge of stress response(s), ability to identify unhealthy coping mechanisms, and their awareness of resources available during a stressful situations three months post-workshop. Over one-third of participants stated they retained or applied quite a bit of, or a lot of the knowledge from the workshop. This is very a positive result and indicates the workshop is meeting its goals of creating growth in identifying and re-evaluating these stressors in participants and encouraging participants to revisit this information post-workshop to assess progress. It further demonstrates that the majority of participants not only gained and retained some knowledge from the workshop but are applying it in their lives. We did not ask specifically which elements of the workshop were retained and/or applied, but some participants volunteered examples. Participants noted that workshop made them more aware of their stressors, and more comfortable findings solutions or setting boundaries to address the stressors. Again, this reiterates that the workshop is meeting its goals and the information presented is beneficial. It also further supports employing a longer evaluation period for future evaluations of the workshop. A longer evaluation timeline could provide insight into if the retention and application of knowledge eventually changes behaviour, and more detailed information could be collected on which elements of the workshop were applied and how they were applied.

Limited negative findings were detected. First, two maladaptive coping mechanisms for managing daily stressors appeared to increase immediately following the workshop ("giving up trying to deal with it" and "refusing to believe the situation was occurring"). However, this may reflect that participants became more adept at identifying poor coping strategies following the workshop (e.g., perhaps these individuals did not realize they were responding to stressors in this manner prior to being exposed to the workshop content). Notably, post-test data revealed an increase in participants' confidence in their ability to "recognize when a coping strategy might be unhealthy". Secondly, while the majority of participants indicated they would be likely to seek help for stressful situations, particularly from family and/or friends, trusted mentors or leaders, or a mental health professional, a substantial proportion of participants indicated they would "likely" or "very likely" not seek help from anyone on both the post-test survey and three-month follow-up survey. This may be indicative of perceived stigma or a perceived lack of available social support, which may be areas of expansion to consider for future iterations of the NCR

workshop (e.g., directly addressing perceived stigma and its impacts, as well as how to overcome it).

Overall, results provide support for the acceptability of the workshop and indicate that it did no harm to the participants. There is evidence of an increase in knowledge across many of the measured items, and participant feedback provided was positive in nature. Notably, the workshop did not result in additional or increased stress for individuals, and there is evidence that knowledge was retained and applied over time.

### Limitations

There are some notable limitations to this evaluation which must be considered in the interpretation of the results. First, we were unable to assess whether there were differences observed in outcomes of interest between participants who attended workshops in-person versus those who attended virtually. It is possible that some differences may have occurred between formats. Secondly, as previously noted, the timeline of the evaluation was quite short; we were only able to assess change in knowledge of various workshop topics, and not longer-term behavioural change. We attempted to identify long-term change in knowledge and knowledge retention with the three-month follow-up and analysis, but it still does not indicate behavioural change. For a more robust analysis on the workshop's influence on changes in behaviour, the timeline of the study would need to be extended. Thirdly, there is a high likelihood of selection bias in this sample. Individuals who are more driven to learn about or are more invested in the topics involved in the workshop (e.g., stress, mental and emotional wellbeing) were more likely to enroll. Fourth, there was a relatively low response rate to the three-month follow-up survey which may have impacted the changes observed via response bias. We could be missing feedback from participants who did not retain/use knowledge obtained through the workshop, or who felt that the workshop itself was unhelpful.

Fifth, and related to selection bias, the representativeness of the sample used must be considered in the interpretation of results. The sample used was overrepresented by high-income earning, Caucasian females. This restricts our findings to being largely applied to this specific group, making the results less generalizable to males, individuals of different ethnicities, and lower income earners, all groups who typically experience worse mental health and higher stress levels. Substantial evidence exists in support of gender differences in help-seeking for mental health related challenges. Generally, females are more likely to reach out for help, compared to men, particularly if perceived stigma is high (Doherty & Kartalova-O'Doherty, 2010). Additionally, men may report different responses to stress and knowledge of coping mechanisms and/or areas for help with mental illness compared to women, which may not be accounted for. Lower levels of household income has been linked to increased stress, anxiety, low mood, and

the development of multiple lifetime mental disorders (Sareen et al., 2011). Finally, extensive research has explored the connection between race-related stressors and poor mental health outcomes, with racialized individuals affected by structural and institutional mechanisms of discrimination and racism not faced by their non-POC counterparts (Williams, 2018).

## Conclusion

In summary, the "Name, Claim, and Reframe" (NCR) workshop aimed to provide workshop participants with the tools and resources required to thrive in the face of daily stressors. Following analyses, we found that the vast majority of participants were able to identify their stress responses post-workshop. Participants reported a significant increase in confidence following the workshop in their abilities to reframe thoughts, use healthy coping mechanisms, recognize unhealthy coping mechanisms, recognize when they need help, and actively reach out for help when needed. Multiple participants also provided positive, written feedback in support of the workshop, along with suggestions for future improvements. Ultimately, the NCR workshop provided participants with increased knowledge and confidence regarding common, daily stressors, and did not cause harm.

Based on these conclusions, logical next steps may include incorporating the recommended improvements provided through participant feedback and adding a section on perceived stigma and overcoming related challenges (e.g., improving help-seeking confidence). Additionally, consideration may be given to continuing to collect pre/post-test data from future workshops in attempt to increase the number of racially and gender-diverse participants, as well as those across various income brackets to investigate whether impacts of the workshop are consistent across groups. Lastly, to incorporate feedback received in the three-month follow-up survey, providing follow-up materials as reminders to participants could partially facilitate long-term use of workshop concepts. Follow-up materials might include reminders of workshop content, activities to apply knowledge, and tips for realistic implementation to avoid a lack of action due to forgetting workshop content or a lack of practice.

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# Appendix A

## NCR Pre-/Post-Test Survey

### SECTION 1: DEMOGRAPHICS

First, we have a few demographic questions for you. We ask about demographic information in order to get an idea of the variability in our sample. This helps us to determine the degree to which we can say "this workshop was helpful for everyone". **Your responses will be kept anonymous and private.**

**Q1 What gender identity do you best identify with?**

- Male (1)
- Female (2)
- Non-binary / third gender (3)
- Prefer not to say (4)

**Q2 In what year were you born (i.e., 1981)?**

_____

**Q3 Which of the following best describe your ethnic or cultural origins? *Select all that apply.***

- Indigenous origins (1)
- North American origins (2)
- European origins (3)
- Caribbean origins (4)
- Latin, Central, and South American origins (5)
- African origins (6)
- Asian origins (7)
- Oceanian origins (8)
- Other ethic or cultural origins (9)
- Prefer not to say (10)

**Q4 Which of the following categories best describes your estimated family income?**

- Less than $40,000 (1)
- $40,000 to less than $50,000 (2)
- $50,000 to less than $60,000 (3)
- $60,000 to less than $70,000 (4)
- $70,000 to less than $80,000 (5)
- $80,000 to less than $90,000 (6)
- $90,000 to less than $100,000 (7)
- $100,000 or more (8)
- Prefer not to say (9)

SECTION 2: MANAGING STRESS

Next, we have some questions for you about your **current stress level** as well as your **current level of confidence in managing stressful situations**. Please remember that all responses are anonymous.

**Q5 In the past month, how often have you..** *(Perceived Stress Scale 10-item)*

0 = Never, 1 = Almost Never, 2 = Sometimes, 3 = Fairly Often, 4 = Very Often

| Item | 0 | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| Been upset because of something that happened unexpectedly? | | | | | |
| Felt that you were unable to control the important things in your life? | | | | | |
| Felt nervous and stressed? | | | | | |
| Felt confident about your ability to handle your personal problems? | | | | | |
| Felt that things were going your way? | | | | | |
| That you could not cope with all of the things that you had to do? | | | | | |
| Been able to control irritations in your life? | | | | | |
| Felt that you were on top of things? | | | | | |
| Been angered because of things that were outside of your control? | | | | | |
| Felt difficulties were piling up so high that you could not overcome them? | | | | | |

**Q6 "Stress responses" are the ways in which we respond to a stressful event or situation. Typically, these responses break down into the broad categories of fight, flight, freeze, or fawn. Which of the following stress responses do you typically exhibit in stressful situations?** *Select all that apply.*

- Fighting/anger (1)
- Critical blaming (2)
- Avoidance/flight (3)
- Feeling anxious (4)
- Staying busy (5)
- Freezing or shutting down (6)
- Trying to please others to avoid conflict (7)
- Going along with others despite feeling uncomfortable (8)
- I am not sure what my stress response(s) is/are (9)

- Other (Please specify) (10) _____

**Q7 Thinking about a recent time where you were facing a stressful situation. To what degree did you use each of the following strategies to cope?**

*1 = Not at all, 2= A little bit, 3= A medium amount, 4= A lot*

| Coping Strategies | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Turning to work or other activities to take your mind off things (AV1) | | | | |
| Using alcohol or other substances (AV2) | | | | |
| Getting emotional support from others (EM1) | | | | |
| Giving up trying to deal with it (AV3) | | | | |
| Taking action to try to make the situation better (PF1) | | | | |
| Refusing to believe that the situation was occurring (AV4) | | | | |
| Getting help and advice from other people (PF2) | | | | |
| Criticizing yourself (EM2) | | | | |
| Trying to come up with a strategy about what to do (PF3) | | | | |
| Looking for something good in what is happening (PF4) | | | | |
| Making jokes about it (EM3) | | | | |
| Learning to live with it (EM4) | | | | |
| Finding comfort in religion or spirituality (EM5) | | | | |
| Expressing my negative feelings (EM6) | | | | |

Q8 How confident are you in your current ability to...

*0 = Not at all confident, 1 = Somewhat confident, 2 = Confident, 3 = Very Confident*

| Ability | 0 | 1 | 2 | 3 |
|---|---|---|---|---|
| Effectively identify stressors in your life | | | | |
| Identify your stress response(s) | | | | |
| Effectively reframe your thoughts in stressful situations | | | | |
| Use healthy, effective coping strategies to reduce stress | | | | |
| Recognizing when a coping strategy might be unhealthy | | | | |
| Recognizing when you might need to seek help for a stressful situation | | | | |
| Actively reach out for help when needed | | | | |

Q9 How likely would you be to seek help from each of the following sources during a time of great stress?

*1= Very unlikely, 2= Unlikely, 3= Likely, 4= Very Likely*

| Item | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Family and/or friends | | | | |
| Mental health professional (i.e., counsellor, therapist, etc.) | | | | |
| Family doctor | | | | |
| Spiritual advisor | | | | |
| Trusted mentor or leader | | | | |
| Mental healthcare app or online modules | | | | |
| Helpline | | | | |
| I would not seek help from anyone | | | | |

SECTION 3: WORKSHOP FEEDBACK

[Note: Section 3 only on included on Post-Test Survey]

Our last couple of questions are about your experience with the workshop. Your feedback is greatly appreciated.

Q10 Please indicate your level of agreement with the following statements:

*1= Strongly disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly agree*

| Statement | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| The workshop improved my awareness of potential stressors (1) | | | | | |
| The workshop improved my knowledge of stress response(s) (2) | | | | | |
| Following this workshop, I feel I am better equipped to identify stress responses in my life (3) | | | | | |
| Following this workshop, I feel I am better equipped to cope with stressors in my life (4) | | | | | |
| This workshop improved my ability to identify unhealthy coping strategies (5) | | | | | |
| This workshop improved my awareness of the resources available for me if I need help during a stressful situation (6) | | | | | |
| This workshop made me feel more comfortable reaching out for help during stressful situations (7) | | | | | |

Q11 Overall, how effective do you feel this workshop was in providing you with the tools and resources required to thrive in in the face of daily stressors?

- Not effective at all (1)
- Slightly effective (2)
- Moderately effective (3)
- Very effective (4)
- Extremely effective (5)

Q12 Is there anything else you would like to share about your experience with the workshop? (i.e., overall comments, suggestions for improvements or additions, etc.)

[Free text entry]

Three-month Follow-Up Survey

INTRODUCTION

The following is a follow-up post-workshop survey for the Name, Claim and Reframe pilot occurring in October or November. We are curious as to whether the workshop created lasting changes in the ways you respond to daily stressors. The survey should take you about 10 minutes to complete.

SECTION 1: DEMOGRAPHICS

First, we have a few demographic questions for you. We ask about demographic information in order to get an idea of the variability in our sample. This helps us to determine the degree to which we can say "this workshop was helpful for everyone". Your responses will be kept anonymous and private.

Q1 What gender identity do you best identify with?

- Male (1)
- Female (2)
- Non-binary / third gender (3)
- Other (4)
- Prefer not to say (5)

Q2 In what year were you born (i.e., 1981)?

_____

Q3 Which of the following best describe your ethnic or cultural origins? *Select all that apply.*

- Indigenous origins (1)
- North American origins (2)
- European origins (3)
- Caribbean origins (4)
- Latin, Central, and South American origins (5)
- African origins (6)
- Asian origins (7)
- Oceanian origins (8)
- Other ethic or cultural origins (9)
- Prefer not to say (10)

Q4 Which of the following categories best describes your estimated family income?

- Less than $40,000 (1)
- $40,000 to less than $50,000 (2)
- $50,000 to less than $60,000 (3)

- $60,000 to less than $70,000 (4)
- $70,000 to less than $80,000 (5)
- $80,000 to less than $90,000 (6)
- $90,000 to less than $100,000 (7)
- $100,000 or more (8)
- Prefer not to say (9)

SECTION 2: MANAGING STRESS

Next are some questions about your confidence in managing stressful situations since the workshop took place. Please remember that all responses are anonymous.

Q7 Since taking the workshop, to what degree have you used each of the following strategies to cope with daily stressors?
*1= Not at all, 2= A little bit, 3= A medium amount, 4= A lot*

| Strategies | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Turning to work or other activities to take your mind off things (AV1) | | | | |
| Using alcohol or other substances (AV2) | | | | |
| Getting emotional support from others (EM1) | | | | |
| Giving up trying to deal with it (AV3) | | | | |
| Taking action to try to make the situation better (PF1) | | | | |
| Refusing to believe that the situation was occurring (AV4) | | | | |
| Getting help and advice from other people (PF2) | | | | |
| Criticizing yourself (EM2) | | | | |
| Trying to come up with a strategy about what to do (PF3) | | | | |
| Looking for something good in what is happening (PF4) | | | | |
| Making jokes about it (EM3) | | | | |
| Learning to live with it (EM4) | | | | |
| Finding comfort in religion or spirituality (EM5) | | | | |

| | | | | |
|---|---|---|---|---|
| Expressing my negative feelings (EM6) | | | | |

Q8 How confident are you in your current ability to...

*0 = Not at all confident, 1 = Somewhat confident, 2 = Confident, 3 = Very Confident*

| Ability | 0 | 1 | 2 | 3 |
|---|---|---|---|---|
| Effectively identify stressors in your life | | | | |
| Identify your stress response(s) | | | | |
| Effectively reframe your thoughts in stressful situations | | | | |
| Use healthy, effective coping strategies to reduce stress | | | | |
| Recognizing when a coping strategy might be unhealthy | | | | |
| Recognizing when you might need to seek help for a stressful situation | | | | |
| Actively reach out for help when needed | | | | |

Q9 How likely would you be to seek help from each of the following sources during a time of great stress?

*1= Very unlikely, 2= Unlikely, 3= Likely, 4= Very Likely*

| Item | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Family and/or friends | | | | |
| Mental health professional (i.e., counsellor, therapist, etc.) | | | | |
| Family doctor | | | | |
| Spiritual advisor | | | | |
| Trusted mentor or leader | | | | |
| Mental healthcare app or online modules | | | | |
| Helpline | | | | |
| I would not seek help from anyone | | | | |

SECTION 3: APPLICATION OF WORKSHOP KNOWLEDGE

Our last couple of questions are about your application of knowledge you gained in the workshop over the past few months. Your honest feedback is greatly appreciated.

Since taking the workshop I feel...

*1= Strongly disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly agree*

| Since taking the workshop I feel... | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| My awareness of potential stressors has improved (1) | | | | | |
| My knowledge of stress response(s) has improved (2) | | | | | |
| I am better equipped to identify stress responses in my life (3) | | | | | |
| I am better equipped to cope with stressors in my life (4) | | | | | |
| My ability to identify unhealthy coping strategies (5) | | | | | |
| My awareness of the resources available for me if I need help during a stressful situation (6) | | | | | |
| More comfortable reaching out for help during stressful situations (7) | | | | | |

Q11 To what degree have you applied knowledge or information from the workshop since taking it?

- Not at all (1)
- Somewhat (2)
- Quite a bit (3)
- A lot (4)

Q12 To what degree do you feel that you retained the knowledge or information from the workshop since taking it?

- Not at all (1)
- Somewhat (2)
- Quite a bit (3)
- A lot (4)

Q13 What has allowed or prevented you from applying what you have learned? Please feel free to be as honest as possible.