

## MANAGING MENTAL HEALTH MATTERS



### FINAL EVALUATION

(To be printed; answer key available from Great-West-Life Centre for Mental Health in the Workplace)

The following questions are either multiple choice or true and false questions. For each question, please circle the most appropriate response based on the training that you just completed.

Q1. The duty to accommodate employees:

- a) Is required by law for both physical and mental disabilities as outlined in the human rights code
- b) Is the responsibility of the employer
- c) Means that co-workers must take on the burden of extra work

Q2. How and what personal information may be shared with co-workers:

- a) This is up to the individual employee with the disability
- b) Through the manager only, but with permission from the disabled employee
- c) The medical diagnosis should only be shared when the employee presents a risk to others

Q3. A trained physician should determine how best to accommodate an employee with a mental health related disability

- a) True
- b) False

Q4. Co-workers who express fear of an employee with a mental health disability should:

- a) Be heard and a process to reduce their fears should be considered
- b) Be told you cannot talk about it due to confidentiality requirements
- c) Be given mental illness awareness training

Q5. Managing for high performance:

- a) Can be good for workplace mental health
- b) Should be avoided or toned down for employees with mental illness
- c) Means applying consistent standards for all employees

Q6. Where emotional distress may be an issue, performance management should begin with:

- a) Clear direction from management about how an employee is to meet their objectives
- b) Communication of the manager's desire to support the employee's success at work
- c) A self-assessment by the employee of their strengths and weaknesses

Q7. "Conflict resolution":

- a) Should consider how to maintain the dignity of each stakeholder while focusing on the solution that allows all parties to move beyond the source of conflict
- b) Should first and foremost meet the needs and objectives of the organization
- c) Should always be conducted by a professional third party in a formal manner

Q8. It is important to establish all of the facts of the conflict before coming to a resolution

- a) True
- b) False

Q9. Resolving conflict between employees, a manager:

- a) Must take on the leadership role
- b) Is best advised to deal with each employee separately throughout the process
- c) Should explain the importance of resolving the conflict in a safe and respectful manner that can result in mutually-agreed decisions that allow all parties to move forward

Q10. Asking an employee what they need in a return to work plan is giving over too much control to the employee.

- a) True
- b) False

Q11. Stress is a subjective matter. What may be stress- neutral for one individual may be the source of significant anxiety for another. Therefore:

- a) It is best to have the doctor specify which tasks at work are considered to be stressful
- b) Asking the manager to just provide a less stressful work environment can be unfair
- c) If the employee says their boss is the source of stress, you should move them to another department

Q12: A worker's anger should never be tolerated in the workplace.

- a) True
- b) False

Q13: To be fair as a manager, it is important to react in the same way to any worker exhibiting negative emotions in the workplace.

- a) True
- b) False

Q14: When a worker is upset, the best thing you can do is be sympathetic.

- a) True
- b) False

Q15: When a worker or group of workers is expressing negative emotions – e.g., due to a conflict or low morale – the best strategy is to think ...

- a) “I should not interfere, because I could worsen the situation by upsetting them further.”
- b) “All workers have ups and downs. This will sort itself out, and it’s really none of my business.”
- c) “I should respond aggressively so they know that there will be consequences when they let their behaviour slip.”
- d) None of the above.

Q16: What important function do our emotions serve?

- a) They motivate action.
- b) They communicate useful information to others.
- c) They communicate useful information to ourselves about the things that are important to us.
- d) All of the above.

Q17: Workers need to develop the skills to deal with my negative emotional reactions, whatever they may be. It’s not my responsibility to guess how every worker will feel in a situation.

- a) True
- b) False

Q18: As a manager, it is important to always hide my emotions.

a) True

b) False

Q19: With a little effort and planning I can take control of my stress levels at work and their effects on myself and others.

a) True

b) False