

## Selection of Suggested Actions

**This document and *Applying a Quality Framework* are companion documents to the *Suggested Responses* documents.**

Aim: this document and the *Applying a Quality Framework* document will help you select suggested actions to undertake for areas in which your organization (or work unit) has concerns, as identified by the Assessment Resources. In order to select suggested actions to undertake, you will need the results of your Organizational Review and/or Survey.

We recommend that you complete both the Organizational Review and the Survey before selecting and undertaking suggested actions.

### Step 1: Identify Psychosocial Factors of Concern or Relative Strength

For each Psychosocial Factor, note the rating or score as indicated by the Survey Results and/or the Organizational Review Results.

	SERIOUS CONCERNS		SIGNIFICANT CONCERNS		MINIMAL CONCERNS		RELATIVE STRENGTHS	
	Survey	Organizational Review	Survey	Organizational Review	Survey	Organizational Review	Survey	Organizational Review
PF1: Psychological Support								
PF2: Organizational Culture								
PF3: Clear Leadership & Expectations								
PF4: Civility & Respect								
PF5: Psychological Competencies & Requirements								
PF6: Growth & Development								
PF7: Recognition & Reward								
PF8: Involvement & Influence								
PF9: Workload Management								
PF10: Engagement								
PF11: Balance								
PF12: Psychological Protection								
PF13: Protection of Physical Safety								

## Step 2: Prioritize Psychosocial Factors to Address

Congratulations! You have now assembled a profile of your organization (or work unit) and have the information required to act. However, it can be difficult to know where to begin. For this reason, we recommend that you prioritize the Psychosocial Factors you plan on addressing.

Here is a plan of action:

- Level I: Start with the factor(s) for which **SERIOUS CONCERNS** have been flagged (from the Survey Results and/or the Organizational Review Results)
- Level II: Select the factor(s) for which **SIGNIFICANT CONCERNS** have been flagged (from the Survey Results and/or the Organizational Review Results)
- Level III: Select the factor(s) for which **MINIMAL CONCERNS** have been flagged (from the Survey Results and/or the Organizational Review Results)
- Level IV: If you do not have any factor(s) with Significant, Moderate or Minimal Concerns, you are to be commended! You may, however, want to develop a plan of action to build on your areas of **RELATIVE STRENGTHS**.

Within each level, place the greatest priority on:

- a) **Psychological Protection and Psychological Support**, the two Psychosocial Factors that contain critical items. Specifically, pay attention to factors that are particularly relevant to key incidents or events (e.g., discrimination, harassment, unfair treatment due to mental illness).
- b) Factors that are particularly relevant to changes occurring within your organization or work unit (e.g., if there have been recent changes in leadership, you may want to select **Clear Leadership & Expectations**).
- c) Factors that disproportionately impact your organization financially.

## Step 3: Gather Your Relevant *Suggested Responses* Documents

*Suggested Responses* documents provide a range of actions that have demonstrated practical and scientific value for each of the 13 Psychosocial Factors. Choose the *Suggested Responses* document(s) for the Psychosocial Factor(s) you identified to address in Step 2.

#### **Step 4: Select Suggested Actions to Undertake**

At this step you decide which actions for each Psychosocial Factor you identified to address in Step 2 will be most worthwhile to undertake for your organization (or work unit). This is where the *Applying a Quality Framework* document will help you make selection decisions. We suggest that you focus on only one Psychosocial Factor at a time when selecting actions to undertake. This will help to focus your efforts and increase your likelihood of success.

Begin by selecting one or more suggested actions for the factor(s) you identified at Level 1 of Step 2 and continue on until you've reached the last level. **We recommend that you select a maximum of 3 actions for each Psychosocial Factor you have chosen to address.**

Additional resources have been created to help you take action, including: presentation slides and supporting materials (freely available at [www.workplacestrategiesformentalhealth.com/ota](http://www.workplacestrategiesformentalhealth.com/ota)) and *Psychological Health and Safety: An Action Guide for Employers*, developed on behalf of the Mental Health Commission of Canada Workforce Advisory Committee, that is a practical tool designed to help employers develop implementation plans on the basis of Guarding Minds at Work findings (freely available at [www.mentalhealthcommission.ca/English/media/3050](http://www.mentalhealthcommission.ca/English/media/3050)).

We encourage you to review these resources for additional suggested actions and also to brainstorm possible actions yourselves – there is a space for writing down these additional actions in each of the 13 *Suggested Responses* documents.

There won't be a perfect set of actions – often it's a matter of choosing the actions most likely to accomplish positive outcomes while generating the fewest potential problems.

Once you have selected one or more actions to undertake, enter them into the corresponding *Action Planning Worksheet*, pick your start date, identify who will be involved – your Action Team, and get started!

## **Congratulations - you now have an Action Plan!**