



# Mental Health and Wellbeing in the Workplace

## Accomplishment and Competence

Positive mental health and wellbeing leads to positive life outcomes for staff and better results for your workplace. Staff who are mentally healthy have higher job satisfaction and self-esteem. They are more likely to be engaged with work tasks and the workplace, be more creative, make better decisions, problem-solve more efficiently and effectively, experience less stress and take fewer days off work.

The workplace can have a big influence on the mental health and wellbeing of staff while they are both present and away from work. One way of influencing the mental health and wellbeing of staff is by contributing to the following mental wellbeing component:

### Accomplishment and Competence

This is measured in the WorkWell Staff Survey through the statement:

*"I feel capable and useful in my work on a day-to-day basis"*

#### How accomplishment and competence contributes to mental health and wellbeing

Accomplishment is about the ability to handle responsibilities, achieve goals and make progress. A sense of achievement is important for our wellbeing. Competence is a sense that you can make a meaningful impact on the world around you. This means having the skills and knowledge as well as the self-esteem to be effective. Competence and accomplishment are important to resilience and coping. If we have the skills, support mechanisms, and understanding of how things are likely to work out then we are more likely to be able to be flexible and implement effective strategies to reach goals and overcome difficulties.

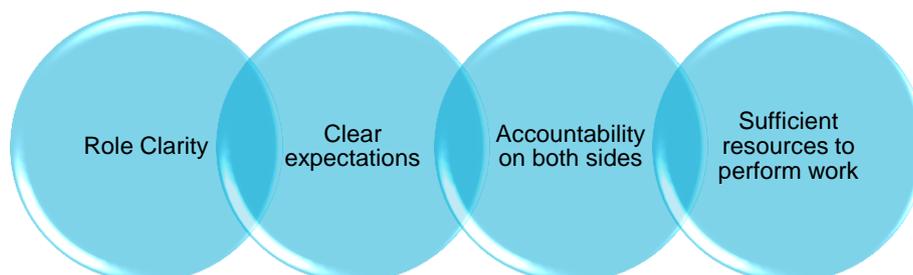
#### How accomplishment and competence affects the workplace

Staff who know and use their strengths are more likely to experience a sense of flourishing (a measure of overall life well-being) and progress toward achieving their goals.

The flipside of this is that staff who are overloaded, or set unrealistic targets, will struggle to have a sense of achievement at work.

A workplace can ensure staff experience a sense of achievement by using a defined job design approach. This ensures a job is achievable, secure, and fairly paid, creating the foundation for a good work experience.

Clear job design ensures:





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### Take action: ways to improve accomplishment and competence in your workplace

#### Organisational

- There is a systematic approach to ensure all staff have a defined job design.
- There are effective communication systems in place for staff to be involved in communicating issues and planning solutions.
- There is a culture of providing feedback to, and from, staff. Feedback is timely, formal and informal, helpful and constructive.
- There is a culture of good work being acknowledged and appreciation being expressed. This is done both formally and informally.
- Management and leadership training is available and encouraged.
- The individual skills of staff are known and opportunities are provided for staff to use them at work.
- There is a systematic approach for professional development and opportunities for staff to gain new skills.

#### Environmental

- Staff have access to the right resources, equipment and supports to do their job safely, effectively and efficiently.

#### Individual

- Staff are provided with opportunities to learn new skills.
- Staff are competent, capable and effective in their everyday work.

### Find out more

#### Spotlight Work Skills

Spotlight is a skills recognition tool. It is designed to help all staff, including managers. It helps identify the skills being used when human services are being performed. The Spotlight tool identifies important skills that might otherwise be overlooked and helps staff and managers more accurately describe and measure these hidden skills to help them do their work effectively:

[www.spotlightworkskills.com/](http://www.spotlightworkskills.com/)

#### Working Well: A workplace guide to mental health

The guide is designed as a resource for human resources professionals, health and safety managers, occupational health and wellbeing professionals and business managers:

[www.mentalhealth.org.nz/assets/Our-Work/Open-Minds/Working-Well-guide.pdf](http://www.mentalhealth.org.nz/assets/Our-Work/Open-Minds/Working-Well-guide.pdf)

#### Employment New Zealand

Giving quality feedback and being open to feedback will make it easier to improve and develop performance: [www.employment.govt.nz/workplace-policies/employee-performance/growing-performance/good-communication/giving-and-getting-feedback/](http://www.employment.govt.nz/workplace-policies/employee-performance/growing-performance/good-communication/giving-and-getting-feedback/)

#### HRINZ Job Evaluations

These tools and brief information describe how to carry out a job evaluation and develop a job description: [www.hrinz.org.nz/Site/Resources/Knowledge\\_Base/I-P/Job\\_Evaluations.aspx](http://www.hrinz.org.nz/Site/Resources/Knowledge_Base/I-P/Job_Evaluations.aspx)