

An Easy Guide to Building Mental Resilience in the Workplace



Why A Proactive Approach To Mental Health Matters

Mental health isn't just about addressing problems when they arise, it's about creating the conditions for long-term resilience, wellbeing, and success.

According to the Mental Health Foundation, poor mental wellbeing costs employers in the UK an estimated £42 billion to £45 billion annually through presenteeism, sickness absence, and staff turnover.

Prevention Is Better Than Cure

We believe prevention is better than cure, which is why we've created a practical, step-by-step guide to help you build mental resilience into your organisation.

Here's what we will unpack in this guide:

1. Audit your existing mental wellbeing provision.
2. Add resilience building solutions.
3. Centralise your support with Smart Hive.
4. Embed resilience into your culture.
5. Keep building and adapting.



“Recent research finds that, on average, there is a positive return on investment of around £5 for every £1 invested in mental health interventions in the workplace.”

Deloitte (2020)

1. Audit Your Existing Mental Wellbeing Provision

Before implementing new tools or solutions, assess what you’re already doing. Use a wellbeing provision matrix - like the one in our Workplace Wellness Guide - to identify current resources, gaps, and opportunities.

Start by asking:

- What mental health support tools are already in place (e.g. EAP, Mental Health First Aid)?
- Are these tools well-communicated and accessed?
- Where do employees feel least supported?

Here’s a simplified example to help you visualise potential gaps:

	Simple Audit Layout	
Wellbeing Area	What You’re Doing Now	What’s Missing
Mental Wellbeing	EAP access	Proactive tools like a Mental Resilience app
Social Wellbeing	Team socials every quarter	Peer-to-peer support mechanisms
Physical Wellbeing	Cycle to Work scheme, gym discounts	Health screenings, fitness challenges
Financial Wellbeing	Budgeting webinar series	Long-term support like debt advice, or interactive/ proactive financial education

This approach can help you create a clear roadmap for improvement.

2. Add Resilience-Building Solutions

Now that you know what's missing, you can introduce a range of solutions designed to help your employees strengthen their mental fitness over time.

Peer-to-Peer Support Platforms

Support networks within your organisation are key to resilience. Peer-to-peer platforms allow employees to share, listen to, and support one another, creating a stronger sense of community.

- Encourages openness and trust.
- Reduces stigma around mental health.
- Helps identify those in need early.
- Provides a safe and anonymous space to share experiences.

Mental Health First Aid (MHFA)

Mental Health First Aid training equips selected employees with the skills to recognise signs of mental ill-health, offer initial support, and guide colleagues towards professional help when needed.

Introducing MHFA can:

- Spot issues early, preventing them from escalating and reducing sickness absence.
- Foster a culture where mental health conversations are normal and stigma is reduced.
- Give managers and team leads the tools to handle sensitive situations with empathy and clarity.
- Strengthen your organisation's commitment to wellbeing, boosting morale and retention.

MHFA England-accredited training is also available in both face-to-face and virtual formats, making it adaptable to your workforce needs.

One of the most underutilised assets in your workforce is your people themselves. Peer support channels harness collective strength.

Mental Fitness App

A Mental Fitness App is a proactive way to support your employees' long-term resilience and wellbeing. Rather than waiting for problems to arise, it empowers individuals to build the mental strength they need to handle everyday challenges, both in and out of the workplace. With just 5 minutes a day, employees can:

- Explore personalised tools to reduce stress and anxiety.
- Learn how to relax and improve their sleep.
- Discover mood-boosting strategies.
- Build positive habits for lasting behaviour change.

Delivered by expert contributors, the app provides a broad range of evidence-based techniques - from breathing exercises to mindset coaching - designed to support mental health across all life stages.

Wellbeing Webinars, Coaching & EAPs

Webinars and wellbeing coaching are powerful tools for building awareness, fostering emotional intelligence, and encouraging healthy habits across your workforce. These sessions create space for employees to reflect, learn practical strategies, and connect with expert guidance in a safe and supportive environment. Regular webinars can:

- Cover topics such as stress management, burnout prevention, work-life balance, and resilience.
- Be tailored to current employee challenges or aligned with key wellbeing awareness days.
- Encourage company-wide participation and keep mental health top of mind.

One-on-one or group coaching sessions go a step further, offering personalised support that helps employees set goals, manage pressures, and build resilience over time.

Pair these with an Employee Assistance Programme (EAP) to complete your support structure. EAPs offer:

- 24/7 access to confidential counselling.
- Emergency mental health support.
- Resources on personal, financial, and workplace issues.
- A library of self-help resources.

Together, these tools create a robust ecosystem that supports your employees helping them stay well, feel heard, and build the resilience they need to thrive.

3. Centralise Your Support

You can have the best tools in the world, but if they're hard to find, they won't get used.

That's where Smart Hive, our employee benefits platform, makes a big difference.

Smart Hive helps you deliver mental fitness and resilience support that's always available, easily accessed, and clearly valued.

Key Features Of Smart Hive

Smart Hive is our dedicated benefits platform that:

- Centralises access to all wellbeing and resilience resources.
- Offers a branded dashboard for employees.
- Provides insights into benefit usage, helping you track ROI and make data-led improvements.
- Encourages ongoing engagement through reminders and recognition tools.

By housing all wellbeing tools in one place, Smart Hive ensures your investment reaches the people it's meant to help and stays front-of-mind year-round.



Step 4: Embed Resilience into Your Culture

It's one thing to offer support, it's another to weave resilience into the day-to-day rhythm of your workplace. This is where real, lasting impact happens.

Start by making mental health a shared responsibility, not just an HR initiative. That means:

- Training line managers to recognise signs of burnout and confidently open up conversations about wellbeing.
- Empowering mental health champions across departments who can be go-to allies for peers in need.
- Embedding wellbeing into onboarding so new starters immediately see your commitment to mental fitness.
- Celebrating and recognising those who champion mental health in your organisation.

When resilience becomes part of your language, leadership style, and daily habits, it stops being an initiative and starts becoming a mindset.

This cultural shift helps create a psychologically safe environment where employees feel supported, seen, and able to show up as their best selves.

Step 5: Keep Building and Adapting

Building resilience is an ongoing commitment. What works today might need refining tomorrow, so staying connected to your people's needs is essential.

Start by:

- Running regular, anonymous wellbeing surveys to gather honest feedback.
- Checking Smart Hive usage data to see which tools are resonating most.
- Tracking engagement around key campaigns and events, like Mental Health Awareness Week or Stress Awareness Month.

Use what you learn to evolve your approach, whether that's refreshing content, introducing new tools, or revisiting how support is communicated.

Most importantly, keep the conversation alive. Regular check-ins, honest feedback loops, and visible leadership support will help your resilience strategy stay relevant and impactful.

Build a Resilient Workforce

Ready to turn good intentions into real impact?

Our Mental Fitness & Resilience Solutions help you future-proof your workforce with practical, proven tools.



From Strategy to Impact - Recognition That Gets Results

With the right tools in place, you can make recognition part of the everyday employee experience. This not only boosts morale but also supports stronger retention and a more engaged workforce. By taking a strategic approach, you'll create a culture where employees feel genuinely valued, motivated, and committed to your organisation's long-term success.

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