





























MULTI-LEVEL INTERVENTIONS TO PROMOTE MENTAL HEALTH IN SMEs AND PUBLIC WORKPLACES

D 7.2

PROJECT WEBSITE, SOCIAL MEDIA CHANNELS



Project

Acronym H-WORK

Title Multi-level Interventions to Promote Mental Health in Small and Medium

Enterprises and Public Workplaces

Coordinator Alma Mater Studiorum University of Bologna

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Type Research and Innovation Action (RIA)

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Topic SC1-BHC-22-2019 Mental Health in the workplace

Start 1 January 2020

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Website https://www.h-work.eu

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Technische Universität Braunschweig (TUB), Germany

The University of Sheffield (USFD), UK

Universitat Jaume I de Castellon (UJI), Spain

Karolinska Institutet (KI), Sweden

Universitat Van Amsterdam (UVA), The Netherlands

Norges Teknisk-Naturvitenskapelige Universitet (NTNU), Norway

Get.On Institut für Online Gesundheitstrainings GmbH (GETON),

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QED Group a.s. (QED), Czech Republic

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Project Website, Social Media Channels

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Document History

VERSION	DATE	SUMMARY OF CHANGES	AUTHOR
0.1	27.01.2020	Basic document structure	OPEN
0.2	31.01.2020	Input from UNIBO	OPEN
0.3	15.03.2020	First Draft	OPEN
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Executive Summary

The current deliverable describes the process that led to the design and structuring of the H-WORK website as well as the implementation of social media channels. The specific sections populating the website and the social media channels are described in detail and the screenshots provide the visual contents within them.

The deliverable is therefore structured in two main sections:

A. The project website:

- The project: the general concept, the main purpose, the fundamental strategy and an overview of the project work plan are illustrated.
- The network: a brief description of each Consortium member and their role in the project are
 presented, together with a brief presentation of each intervention site. In addition, a short biography
 of each member of the Stakeholder Advisory Board (SAB) and of the external partners during the
 project development is included.
- Resources: the section provides open and public access to different types of materials created throughout the project. Here, the deliverables, presentations and publications will be easily downloadable.
- News: the blog-type page is designed to file all activities, achievements, information and upcoming
 events related to the project.
- Materials: various types of communication and dissemination materials are provided to the public, such as photos, videos, press release kits and different versions of the H-WORK project logo.
- Contacts: different types of contacts are provided to ensure a direct and customised dialogue with the external audience.

B. Social media channels:

- Twitter;
- LinkedIn;
- ResearchGate.

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Acronyms & Abbreviations

Term	Description
EU	European Union
WP	Work Package
SAB	Stakeholder Advisory Board

INTRODUCTION

Communication activities are a core part of the project and digital media are crucial to disseminate H-WORK activities at local, national and EU level. Therefore, the implementation of a constantly updated website and social media channels is a decisive step in H-WORK's communication strategy.

The main objectives of the website and social media channels are:

- Creating awareness and raising the visibility of the project and its objectives: real-time publication
 of project news, events and activities is a key feature of the communication strategy;
- Ensuring an extensive public coverage of the project and its findings to the target audiences: multiple social platforms will ensure a multi-faceted communication approach, covering academic, professional and institutional domains;
- Identifying and thus encouraging participation of all relevant stakeholders and the general public;
 tweets and postings are designed to stimulate an online dialogue with the general public, both professionals and non-specialists;
- Setting the ground for the sustainability and further exploitation of the project results: the innovative
 platform developed by the project will be linked to the website, aimed to involve as many
 stakeholders as possible.

THE PROJECT WEBSITE

The H-WORK website is the main communication showcase of the project. It has been developed by OPEN in collaboration with all the project partners. The domain of the website is www.h-work.eu.

The performance of the website is based on the following criteria:

- Usability: information is clearly and concisely presented, sections layout and available options are easily understood and accessible;
- Responsiveness: the contents are updated at least once a month, each partner can contribute at any time, especially during participation in events or project activities;
- Accuracy: in terms of content suitability, the publication process goes through several revisions, with UNIBO ultimately checking the content before publishing the news.

The website will be launched right after the beginning of the project (M3) together with the opening of social media channels. From the beginning, an overview of the project scope, objectives, partners details and the expected results of the project will be presented. During the project, all relevant and accessible information about H-WORK and its activities – including working documents, events (seminars, workshops, conferences), publications and presentations – will be accessible through the website. All partners will be involved in providing digital contents for the website.

ACTION PLAN

- March 2020 June 2023: the website will be enriched with contents, in line with information about the project, results, ongoing efforts, open calls, etc., that are consistent with communication and dissemination activities.
- From June 2023: the website will be maintained beyond the end of the project lifetime by OPEN for six months.

The structure

In order to design the H-WORK website, OPEN chose a WordPress template first and created a graphic version of the website. Then, during a bilateral meeting with UNIBO, the website map structure (Figure 1) has been discussed and defined as follows:

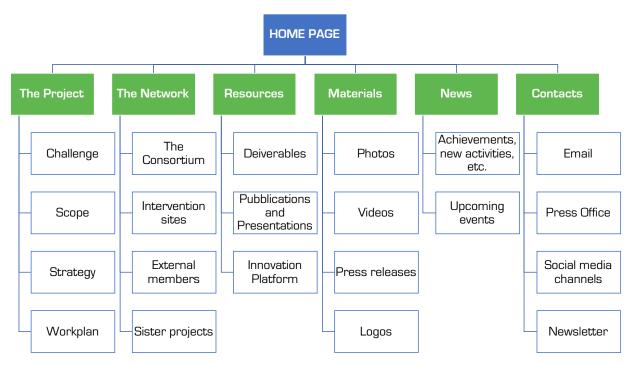


Figure 1. Website structure

The homepage (Figure 2 and 3) is a showcase where all the main information about the project is collected. The main menu is divided in 6 menu items, that correspond to the following pages:

- The project
- The network
- Resources
- Materials
- News
- Contacts

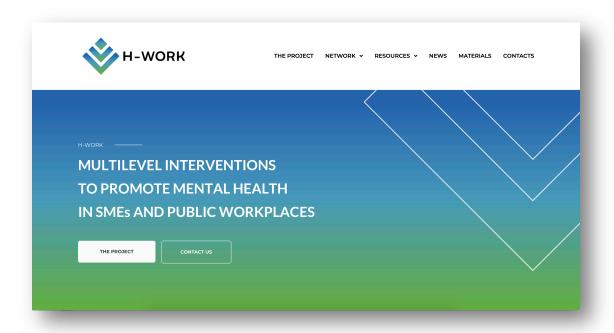


Figure 2. Website homepage 1/2

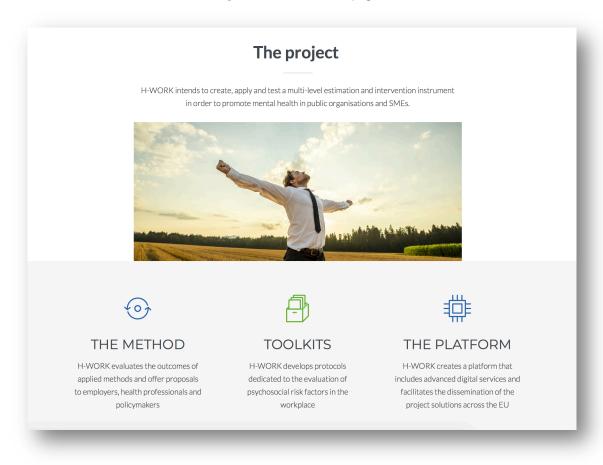


Figure 3. Website homepage 2/2

The Project

The current page provides an overview of H-WORK project, explaining the challenge, the scope, the concept, the strategy and the project's workplan. The page is divided in different paragraphs and is composed by texts, bullet points, graphics and animated boxes in order to make the contents clear and intuitive.

The Challenge

This paragraph (Figure 4) explains the challenge that H-WORK wants to respond to, namely, to address the long-standing issue of mental health in the workplace. In detail, H-WORK wants to support small and medium-sized enterprises and public administrations in effectively promoting mental health in the workplace.

THE CHALLENGE

European and global reports indicate an increase in the spread and severity of mental health problems among the general population in the recent years, thus imposing a major burden on individuals, society and economy across the EU countries.

One quarter of the EU working population is expected to experience a mental health problem during their lifetime, such as depressive episodes, anxiety symptoms, adjustment reactions, burnout syndrome. Accordingly, the European Agency for Safety and Health at Work reported that common mental disorders, absenteeism, unemployment and long-term disability can be directly linked to work-related stress and are dramatically growing across a number of the EU Member States

Although a large body of evidence emphasises the positive effects of several intervention strategies on work-related stress management, the actual implementation of these initiatives within work contexts is still limited.

The main barriers concern:

- The insufficient awareness about the cost-effectiveness of these practices;
- The poor training of employers on how to design and implement successful interventions;
- The insufficient knowledge and resources to effectively manage workers' mental health and well-being by public organisations and SMEs:
- An ineffective legal framework and a lack of incentives to encourage employers to put measures in place.

Figure 4. The Challenge

The Scope

This paragraph (Figure 5) describes the general purpose of H-WORK to promote mental health in SMEs and public workplaces. Specifically, the aim is to develop three specific protocols dedicated to (1) assess psychosocial risk factors in the workplace, HAT; (2) provide a set of multi-level interventions, HIT; (3) to determine the effectiveness of procedural aspects of the interventions and the economic impact on the life of the organisation involved, HET. Finally, the Project will build a digital innovation platform accessible to CEOs, managers, policy makers, researchers and other stakeholders.

THE SCOPE

H-WORK project has the purpose of designing, implementing and validating effective multi-level assessment and intervention toolkits, evaluating individual and organisational outcomes of the adopted measures and provide further innovative products and services. The aim is to effectively promote mental health, along with policy recommendations for employers, occupational health professionals and policy makers.

In particular, the main project actions concern:

- The protocol development and validation of psychosocial risk factors evaluation in the workplace (H-WORK Assessment Toolkit - HAT)
- The HAT includes a semi-structured interview protocol for needs analysis and a digital questionnaire for subjective quantitative data collection on psychosocial risk, mental health and well-being of employees.



- The testing and validation of a set of effective multi-level interventions (H-WORK Interventions Toolkit HIT)
- The HIT integrates the state-of-the-art interventions derived from the consortium expertise and best practices. Based on a systematic multi-level development approach, the HIT is an integrated method, rather than a collection of stand-alone tools. As such, the interventions outlined in the HIT are flexibly customised and linked to the needs of the specific organisation.



- The elaboration of a protocol (H-WORK Evaluation Toolkit HET) able to verify and monitor the procedural aspects of the interventions and the economic impact on the life of the organization involved
- The HET monitors and evaluates the effectiveness and the cost-effectiveness of the adopted measures. It includes a checklist of key questions for the qualitative process evaluation and a set of quantitative scales to easily identify mediators and moderators of the effectiveness of interventions



The development and implementation of an <u>Innovative platform</u> which will contribute to promote mental health in the workplace.

Figure 5. The Scope

The Concept

This paragraph (Figure 6) describes the conceptual basis on which H-WORK develops its architecture. In detail, through a bottom-up approach, the project wants to implement multi-level interventions in the various test-sites that voluntarily joined the project. The interventions, where possible, will pursue a positive approach to mental health and exploit the potential of new digital technologies.

THE CONCEPT The main project actions concern the development of a protocol dedicated to the evaluation of psychosocial risk factors in the workplace; testing the effectiveness of a set of multi-level interventions and developing a protocol able to verify the procedural aspects of the interventions and the economic impact on the life of the organization involved. PILLAR #1 MULTI-LEVEL INTERVENTIONS: IGLO MODEL The H-WORK Intervention Toolkit (HIT) will be designed following the multi-level IGLO model that addresses different levels of organization (Individual, Group, Leader, Organisation). Applying a multilevel framework of mental health interventions to reduce stress and stressors, overcomes the pitfall that mental health is 'the problem of the employee only'. This approach can promote a culture of shared responsibility for inclusion and psychological safety at all levels.

Figure 6. The Concept and Pillars

In detail, the project built its overall structure on the following four pillars:

- Pillar 1 Multi-level interventions: H-WORK intervention framework is based on IGLO model, an
 integrated multi-level model. The H-WORK Intervention Toolkit (HIT) is designed addressing different
 levels of organisation (Individual, Group, Leader and Organisation).
- Pillar 2 Bottom-up and participative approach: H-WORK uses bottom-up and participative
 approach that actively involves employees in identifying the sources of problems and its potential
 solutions. The H-WORK Assessment Toolkit (HAT) is designed in a way that enables quantitative
 and qualitative data collection from different stakeholders within the organisation along with
 objective organisational data in order to define and respond to the specific needs in a tailored
 manner.
- Pillar 3 Positive Occupational Health Psychology: H-WORK advocates a holistic approach and as such, the HIT includes interventions that derive from the concepts of positive occupational health psychology and well-being promotion. H-WORK thus focuses not only on the reduction of ill-health symptoms and adverse conditions, but also on strengthening the resources available at different levels (IGLO).
- Pillar 4 Application of digital technologies: H-WORK foresee the use of digital technologies within
 the project in several ways: the collection of information electronically (e.g. quantitative surveys of
 the HAT, H-WORK Databank), the execution of parts of interventions (i.e. e-mental health), as well
 as of the monitoring and the evaluation process..

The Strategy

This paragraph (Figure 7) explains the H-WORK three-stage strategy, from the preparation of the protocols, the implementation and testing of the interventions, to the final phase of results exploitation.



Figure 7. The Strategy

The Databank

This paragraph (Figure 8) describes the overall process leading to the H-WORK Databank development where all data collected during the project will be safely stored.

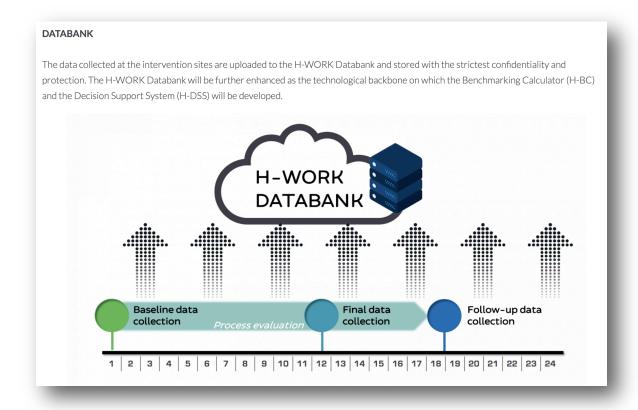


Figure 8. H-WORK Databank

The Workplan

This paragraph (Figure 9) explains H-WORK workplan, consisting of nine work packages together with the PERT diagram. Each work package provides an overview of the overall objectives and the WP's leading partner.

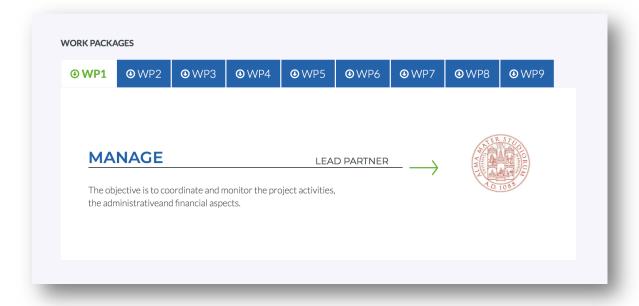


Figure 9. The Workplan

The Network

This page focuses on the whole network surrounding the H-WORK project. In other words, alongside a detailed description of the Consortium and each partner, the page provides a description of the intervention sites, the SAB members, external start-ups and sister projects in contact with H-WORK.

The Consortium

In this page, all Consortium partners are displayed on an interactive map (Figure 10). By clicking on each point, the user can access further information about the partner. Below the map, the web page presents a list with all partners explaining who they are and their role in the H-WORK project. If interested, the user can then access the partner's website.



Figure 10. Our Consortium

Intervention Sites

This page presents the ten intervention-sites that have decided to participate in the project. They are divided in SMEs and public intervention sites. For each test-site, a brief description of the organisation and the target involved in the multi-level type of interventions is provided.

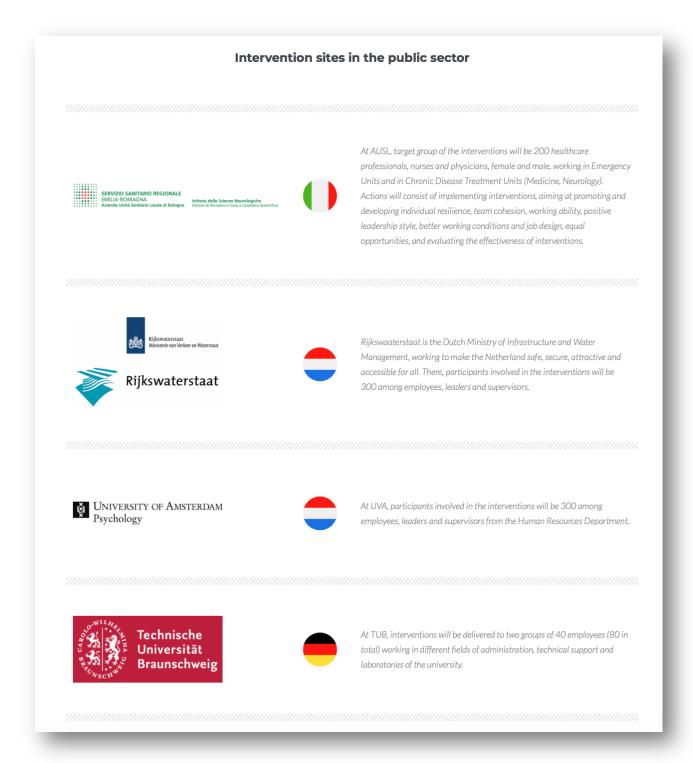


Figure 11. Intervention sites

External members

This page explains the role and composition of the SAB (Figure 12), followed by a list of external start-up projects supporting H-WORK and actively working in the field of mental health promotion at work. As far as the latter is concerned, the aim of the H-WORK Consortium is to develop and enrich this network during the lifetime of the project by a growing number of start-ups.

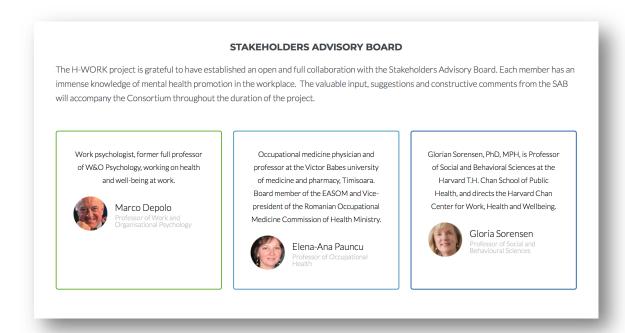


Figure 12. Stakeholders Advisory Board

Sister projects

The page (Figure 13) shows the other projects that have been founded by European Union's Horizon 2020 Research and Innovation programme. The aim is to strengthen the network among different projects funded under the same call (i.e. SC1-BHC-22-2019 Mental Health in the workplace) in order to promote the results and achievements aimed at the promotion of mental health at work.

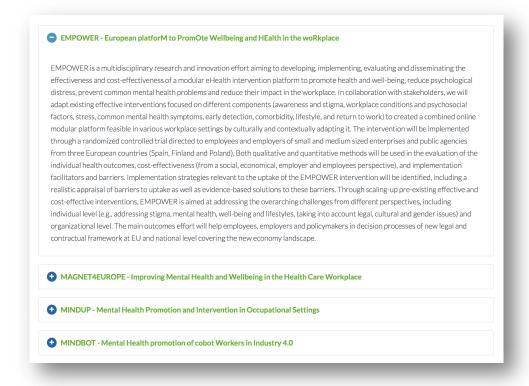


Figure 13. Sister projects

Resources

This page collects all the official materials, such as deliverables, publications, presentations and a link to the innovation platform that will be developed. The aim is to provide the opportunity to download public documents that may be useful to stakeholders with an interest in the H-WORK method and approach.

Deliverables

Here the website will list the public deliverables to download once submitted to the European Commission (Figure 14).

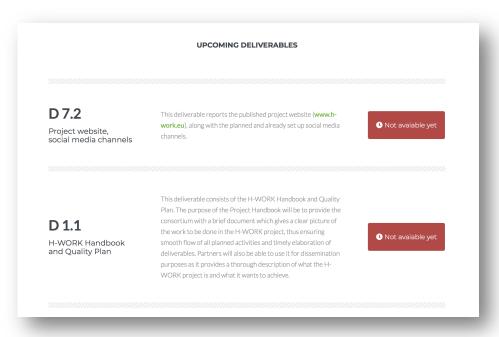


Figure 14. Upcoming Deliverables

Publications and Presentations

The website will list all peer-reviewed journal articles, conference proceedings, posters and oral presentations submitted during the lifetime of the project (Figure 15). All documents will be easily downloadable.

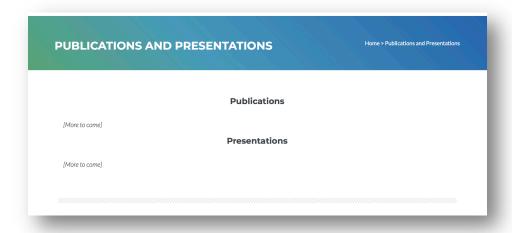


Figure 15. Publications and Presentations

Innovation Platform

A specific section will be dedicated to the Digital Innovation Platform (Figure 16) that will be made public at the end of the project. In addition to a brief description of the main components, namely H-WORK Benchmarking Calculator and H-WORK Decision Support System, the page will provide a direct link to the Platform so that everyone can easily access and use it.

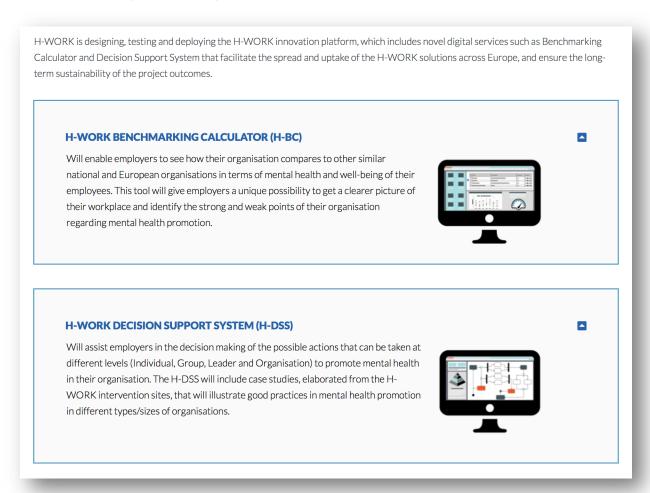


Figure 16. Innovation Platform

Materials

This page, that will be updated throughout the whole duration of the project, collects materials such as photos, videos, press releases, and the logo (Figure 17 and 18). The images are archived and grouped according to events and the videos are briefly introduced by text. All materials can be downloaded and used to disseminate the H-WORK project.



Figure 17. Materials 1/2

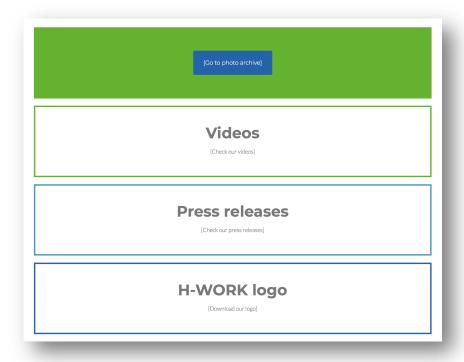


Figure 18. Materials 2/2

News

This blog-like page (Figure 19) contains news on occupational mental health topics (see example, Figure 20), new external projects as well as open calls, project activities, results achieved and will be updated throughout the whole duration of the project and. A specific section is dedicated to the upcoming events related to the H-WORK community.

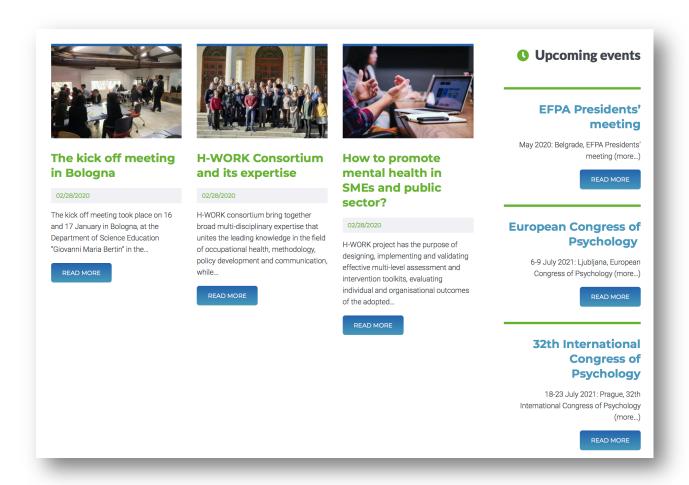


Figure 19. News and upcoming events



02/28/2020

How to promote mental health in SMEs and public sector?

H-WORK project has the purpose of designing, implementing and validating effective multi-level assessment and intervention toolkits, evaluating individual and organisational outcomes of the adopted measures and provide further innovative products and services. The aim is to effectively promote mental health, along with policy recommendations for employers, occupational health professionals and policy makers.

In particular, the main project actions concern the development of a protocol dedicated to the evaluation of psychosocial risk factors in the workplace; testing the effectiveness of a set of multi-level interventions and developing a protocol able to verify the procedural aspects of the interventions and the economic impact on the life of the organization involved.

The project intends to develop an innovative platform that will provide as digital tools the Benchmarking Calculator (H-BC) and the Decision Support System (H-DSS). The former, based on an algorithm of comparison between organizations belonging to the same sector, will be able to provide information to organizations on mental health and well-being of their employees compared to national and/or European estimates. The second one will support organisations in identifying the most appropriate health promotion interventions within their system. The platform will facilitate the dissemination and adoption of practices increasingly aimed at the well-being of workers and the health of organisations.



Figure 20. News example

Contacts

The contacts page provides an email form directly connected to the email address <u>info@h-work.eu</u>, and specific press office contact for media enquiries. In addition, there are links to H-WORK's Twitter, LinkedIn and ResearchGate profiles. For those who are interested, there is the possibility to subscribe to the H-WORK newsletter.

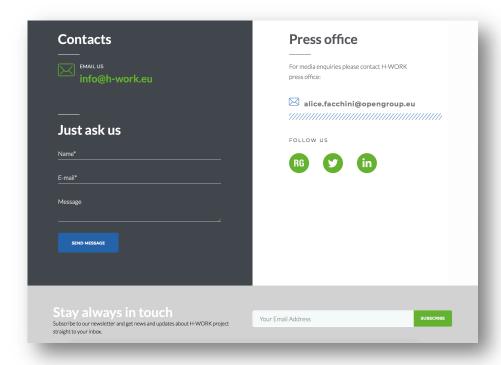


Figure 21. Contacts

SOCIAL MEDIA CHANNELS

Social media allow people to share content quickly, efficiently, and in real-time across heterogeneous target groups. To widen the project target audience, and to ensure the involvement of both the general public and sector experts, H-WORK is strategically integrating these media tools in the communication activities.

In particular, Twitter, LinkedIn and ResearchGate have been selected as the most appropriate social networks to promote the project's achievements, news and outcomes. OPEN will act as a moderator of social profiles, controlling and filtering inadequate contents and monitor the suitability and relevance of information to be published. The ResearchGate profile will be managed by UNIBO, as it is specific to the academic community.

H-WORK social media profiles is be managed by OPEN. Partners will provide contents and news, that will be shared on H-WORK's Twitter, LinkedIn and ResearchGate profiles during the lifetime of the prject. All members have been informed on how to repost it and share it on their own profiles.

Partners have been further informed to quote and tag the corporate profiles on Twitter and Linkedln and add the official hashtag #hwork when sharing a new post. This will allow to receive an immediate notification.

Once the purpose and audience to reach are clear, the messages on social media are defined respecting some communication principles:

- Clear and simple communication: the language will be appropriate for the target audience, and nontechnical language will be used where possible;
- Targeted communication: messages will be tailored to the recipient(s), considering what they should know about the project;
- Network communication: messages from different projects related to the same subject can be coordinated to enhance impact.

H-WORK social media activity will start in April 2020 along with the website, as the two communication channels are strictly connected. OPEN is responsible for sharing website content (e.g. news, documents, videos) on social media pages. At the same time, any content published on the website will be shareable on any social networks.

Twitter

Twitter has become increasingly popular among academics as well as students, policymakers, politicians and the general public.

Through its Twitter presence, H-WORK will actively disseminate information about the scope of the project and activities as well as for establishing a two-way dialogue with stakeholders and the public.

The Twitter account (Figure 22) will allow to:

- promote H-WORK project, for example by providing links to the website, journal articles and publications;
- reach a large number of people through tweets and retweets;
- follow the work of other experts in the same field;
- build relationships with experts and other followers;
- keep up-to-date with the latest news and developments, and share it with others instantly;
- reach new audiences;

- seek feedback about H-WORK projects;
- follow and contribute to discussions on events, for example conferences that H-WORK team members will attend in person.

Account: @hwork_eu
Official hashtag: #hwork



Figure 22. Twitter profile

LinkedIn

Most people who are part of the academic world and the business world have a profile on Linkedln. Linkedln is very important for networking and is named as the best social media channel for helping organisations achieve specific objectives.

LinkedIn will be used to further enhance the scope of the project, in particular, to reach and connect endusers such as (senior) managers, employers, CEOs, as well as policy makers and insurance experts.

The LinkedIn profile (Figure 23) will allow to:

- promote H-WORK project, for example by providing links to the website, journal articles and publications;
- build a virtual network of contacts;

- find new small to medium sized companies and public organisations interested in the project and willing to be part of the activities.
- joint interest-based and professional groups, which can be an important place to connect with experts, CEOs and other stakeholders.

LinkedIn profile: H-WORK

Project

https://www.linkedin.com/company/h-work-project/

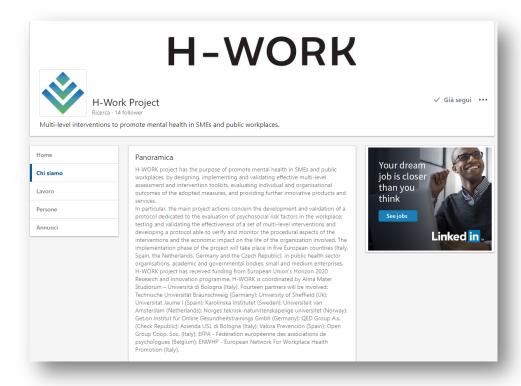


Figure 23. LinkedIn profile

ResearchGate

ResearchGate is an academic social networking site designed to facilitate access to academic research and collaboration between researchers.

On the H-WORK ResearchGate profile all publications will be open access and therefore easily downloadable. The ResearchGate page (Figure 24) will allow to:

- discuss H-WORK research within the academic community and create professional partnerships;
- create exposure for H-WORK publications;
- have a peer review. The question-and-answer forums and comment areas mean that scientists can take part in the discussion and enquire about H-WORK project;
- get statistics on H-WORK research impact. ResearchGate has its own rating system [RG] to evaluate the impact of researchers and their work.

· connect with academics and experts, creating contacts all over the world.

Profile: Luca Pietrantoni's Lab (UNIBO)

https://www.researchgate.net/project/H-WORK-MULTILEVEL-INTERVENTIONS-TO-PROMOTE-MENTAL-HEALTH-IN-SMEs-AND-PUBLIC-WORKPLACES

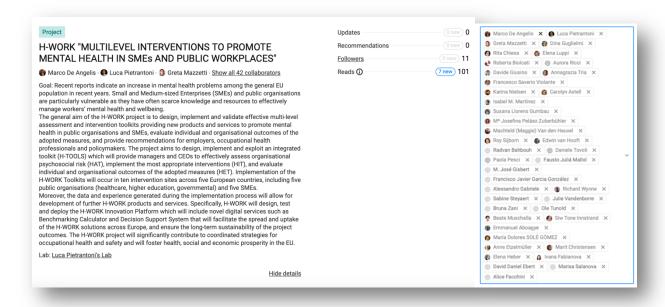


Figure 24. ResearchGate profile

ACTION PLAN

- January 2020: OPEN developed a Twitter account, a LinkedIn page and a Research Gate profile;
- March 2020 June 2023: social media will be enriched with contents, in line with information about the project, results, ongoing efforts, open calls, etc., and be made consistent with communication and dissemination activities.