

| **openup**

# Managers Report

2025

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# Executive Summary



This report explores the mental well-being landscape within Dutch workplaces, analyzing the perspectives of employees and managers. Key findings indicate significant discrepancies in perceptions and challenges related to mental well-being. Employees report discomfort in discussing mental health with managers, while managers feel strained by dual responsibilities of performance and well-being management. The findings underscore the critical need for structured training, targeted interventions, and organizational prioritization of mental health.



## I. Introduction

The importance of mental well-being in the workplace has become increasingly evident. This study evaluates the relationship between employees and managers in the Dutch market concerning mental well-being. Using survey data, the research captures both groups' perspectives to identify gaps and opportunities for improvement.

Unlike traditional EAPs, OpenUp offers fast, barrier-free support tailored to the realities of today's workplace. Anonymous and without having to get clearance from somebody internally you give employees access to expert-led sessions, tools for personal growth, or a personal conversation with experts in 30+ languages. Addressing emotional, social, and physical well-being questions, all in one platform.

Help your organisation perform at their best. Start to reduce absenteeism and turnover, and boost engagement, team happiness and productivity today.

### The OpenUp Impact:

- From startups to enterprises, 1500+ organisations rely on OpenUp.
- 84% of OpenUp users feel better equipped to handle future well-being challenges.
- 98% of OpenUp users would recommend us to family and friends.

OpenUp makes mental well-being simple, actionable, and part of everyday life, helping you create happier, healthier, and more resilient teams.

## II. About OpenUp

At OpenUp, we **empower employees to thrive at work and beyond** with an **accessible mental well-being platform for building resilient, engaged teams**. As your partner in building stronger teams, OpenUp is the employee benefit that helps solve critical workplace challenges like absenteeism, retention, productivity loss and engagement.

Whether it's having a conversation with a professional psychologist or lifestyle expert, learning through interactive group sessions, or using personalised self-guided tools, we provide your employees—and their families—the support they need to feel and perform at their best, every single day.

# III. Research Overview

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The research included responses from **employees** and **managers** across various industries and organisation sizes within the Dutch market. Participants were selected to represent diverse roles, departments, and levels of seniority, ensuring a comprehensive understanding of workplace mental well-being.

- **Employees:** Ranged from junior to senior-level professionals in departments such as production, marketing, finance, and IT.
- **Managers:** Included business owners, directors, and senior managers responsible for team performance and well-being.

This balanced representation highlights the interplay between employee needs and managerial responsibilities, providing actionable insights across organisational hierarchies.

This study was set up by [OpenUp B.V.](#) a platform for workplace mental well-being support  
The research was conducted in collaboration with [Censuswide](#)

**n= 500 employees & n= 250 managers**

# IV. Key Findings

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## Employees

- **Comfort Discussing Mental Health:**
  - Only 19% feel very comfortable discussing mental well-being with their manager.
  - 81% of employees don't feel totally comfortable discussing mental well-being at work
- **Avoiding Mental Health Discussions:**
  - 46% have avoided telling their manager the truth about their mental health.
- **Manager-Initiated Conversations:**
  - 87% say managers fail to prioritise mental health conversations.
  - 49% report their manager has never asked about their mental health.
- **Need for Manager Training:**
  - Over 60% believe managers need more training in mental health support.
  - 1 in 4 employees call for immediate action.

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## Managers

- **Preparedness:**
  - 88% feel well-equipped to handle mental health issues, though only 44% strongly agree.
- **Impact of Mental Well-Being:**
  - 86% believe mental well-being fuels team productivity.
- **Stress and Overwhelm:**
  - Nearly half feel overwhelmed balancing performance and well-being management.
  - Only 9% report never feeling overwhelmed in this dual responsibility.
- **Training Needs:**
  - 95% believe they would benefit from additional training or guidance in supporting mental well-being.



# V. Comparison of Key Findings

### Comfort Discussing Mental Health

While 51% of employees feel uncomfortable discussing mental health with their manager, 85% of managers feel equipped to handle these discussions, suggesting a significant perception gap.

### Perception of Manager Training

32% of employees believe their managers are inadequately trained, whereas 72% of managers report receiving formal training, indicating a disconnect in perceived adequacy.

### Support and Check-ins

Only 25% of employees feel very supported by their managers, while managers spend an average of 2.55 hours per week focusing on well-being, showing efforts may not align with perceived support.

### Overwhelmed by Expectations

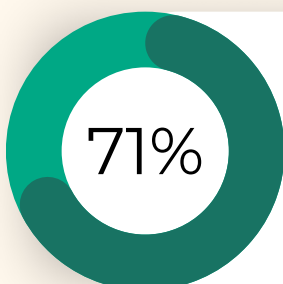
Managers (46%) and employees (47% not supported) both reflect challenges in balancing well-being responsibilities, indicating a shared strain.

### Desire for More Training

Both groups express strong support for additional manager training: 72% of employees and 94% of managers see value in enhanced guidance.

### Impact of Well-being on Performance

While employees overwhelmingly (91%) report work can negatively impact their well-being, Managers (90%) recognise the link between well-being and team performance, highlighting shared acknowledgment of its importance.

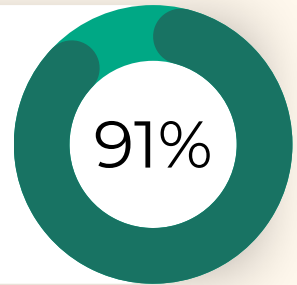


of employees believe managers need **more training** in mental health support.

# VI. The Perception Gap

Despite shared goals of fostering a healthier workplace, employees and managers often experience significant misalignment in their perceptions of mental well-being support. This section looks into the critical gaps that exist between what employees need and how managers perceive their readiness to provide support, revealing opportunities for improvement through training.

of employees report that **work** has at some point **negatively** impacted their **well-being**



## Clear Disconnect Between Employee Needs and Managerial Readiness

- A significant 16% gap exists between employees (71%) feeling supported by their managers and managers (88%) who feel equipped to provide support.
- Employees often perceive a lack of actionable support, despite managers' confidence in their abilities.

## Lack of Manager-Initiated Conversations

- 49% of employees report their manager has never initiated a conversation about mental well-being.
- Managers report spending 2.8 hours per week on team well-being, but this effort does not translate into proactive discussions.

## Work's Impact on Mental Well-being

- 95% of employees report that work has negatively impacted their well-being, with HR (96%) being the most affected.
- Managers acknowledge the link between well-being and performance, with 86% agreeing that prioritising well-being improves productivity.

## Overwhelmed Managers Struggling with Dual Responsibilities

- 46% of managers feel overwhelmed by balancing performance management and well-being responsibilities.
- Smaller organisations exacerbate this strain, where 54% of managers report feeling overwhelmed.

## The Case for Training and Organisational Support

- 62% of employees want their managers to receive additional training in mental well-being.
- Managers share this need, with 95% expressing a desire for enhanced guidance.
- Organisational prioritisation is vital, as 83% of managers feel well-being is prioritised, but departmental disparities highlight gaps in simple implementation

# VII. Recommendations

**Structured Training Programs:** Focus on equipping managers with tools to address mental health effectively, particularly in under-supported departments like sales and production.

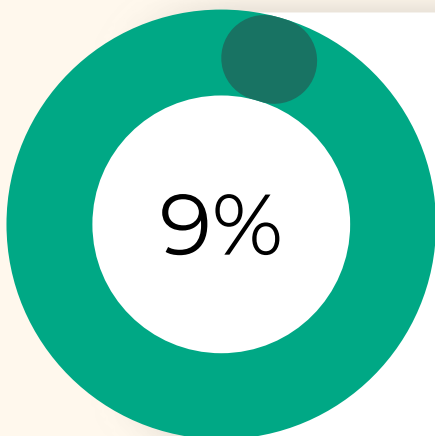
**Regular Check-ins:** Encourage managers to initiate more frequent well-being check-ins, especially in HR and production teams.

**External Support Integration:** Facilitate access to external professionals to supplement managerial support and build trust among employees.

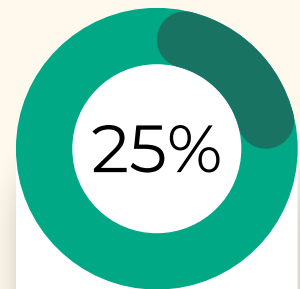
**Organisation-wide Prioritisation:** Enhance communication about mental health prioritisation to ensure alignment between managerial and employee perceptions.

**Focus on Smaller Organisations:** Tailor scalable resources to meet the needs of smaller organisations, where both employees and managers report the greatest challenges.

**Cross-Departmental Peer Support:** Create opportunities for managers to share experiences and solutions across departments, reducing feelings of isolation and overwhelm.



of managers report never feeling overwhelmed in this dual responsibility of balancing performance and mental well-being management.



of employees feel very supported by their managers, while managers spend an average of 2.55 hours per week focusing on well-being

# VIII. Conclusion

This report highlights the pressing need to address the gaps in perceptions and practices around workplace mental well-being. Employees and managers share a common desire for a supportive and balanced work environment, but misalignments in understanding and execution persist

By prioritising structured training, fostering open communication, and providing targeted organisational support, companies can bridge these gaps and create healthier, more productive workplaces. The findings underscore the potential for transformative change when mental well-being is not just acknowledged but actively integrated into organisational culture and leadership practices.