



Online Workplace Mental Health and Wellbeing Training 2020

Training to raise awareness, build skills and develop emotional resilience in your organisation and to support your response to the impacts of COVID-19

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Supporting Mental Health and Wellbeing in your Workplace during COVID-19

Training for your Organisation

We are aware that for many organisations, Coronavirus (COVID-19) is creating a lot of uncertainty, and this may be having an impact on your business and employees in many ways. It is important that we recognise how this new normal may affect our mental health, and that we ensure we are taking care of ourselves and our colleagues. We are here to support you.

Our new Online Workplace Mental Health and Wellbeing Training courses acknowledge the impact of Coronavirus. They're designed to support you to manage mental health and wellbeing proactively and minimise the impact of mental ill health on your business and your people. We help you to raise the level of health, wellbeing, and engagement across your organisation so that your business can accommodate the new normal due to Coronavirus, and your people can thrive.

In addition to a solid record of delivering high quality training, with over fifteen years of experience, Bristol Mind are at the forefront of employee mental health, having co-produced the steering group which developed the "Bristol Thriving at Work Group - Mental Health at Work" report. This was the first group in the UK to develop a collective commitment from organisations across the private, public, and voluntary sectors to take a city-wide approach to making employee mental health a priority.

Whether people are in a small start-up business or an established enterprise or organisation, Mental health and wellbeing in a business setting are intrinsically linked. We will work with you to develop and deliver online training that gives your people confidence and tools to support themselves and each other. We work with you collaboratively to enhance your existing wellbeing strategy; or if you don't have one, we can help to guide and support you to get started.

Bespoke Training

We have extensive experience developing bespoke, in-house training sessions to suit your business, tailoring the training to suit the needs of your organisation or team. Our trainers are experienced in delivering these courses through a variety of modes, and online training is no exception. For more information, get in touch with us at training@bristolmind.org.uk.

Our Trainers

Our trainers understand what makes people tick from a psychological perspective; many are also trained counsellors or coaches. Our workshops are delivered with sensitivity, tact, and diplomacy. Because of their background, our trainers know how to create an online learning environment that feels safe and supportive, while still giving people the tools they need to live and work well.

Training Revenue

Every penny from our training revenue goes into our local unfunded services to support people in Bristol. Our services aim to contribute to mental and emotional wellbeing, and to reduce stigma and discrimination. Bristol Mind aims to promote a positive view of mental health and provide services that are accessible, relevant, and empowering to the people using them.

Our services include counselling, mental health advocacy, information and signposting, support groups, and emotional support helplines. Find out more on our website: www.bristolmind.org.uk

Contact Us:

Email: training@bristolmind.org.uk

Mental Health Awareness for Managers

(Including COVID-19 Updates)

This course is designed for managers, supervisors, leaders, and anyone else with responsibility for managing people at work. We aim to provide managers with the confidence and tools to actively tackle mental ill health in your business, leading to healthier and happier staff, and a more productive workforce.

Course Brief

This short, practical, interactive course explores the term “mental health”, and provides managers with a deeper understanding of the broader factors at play when considering their teams and peers. Areas including workplace stress and pressure are examined, as are workplace risk factors - both when considering remote and on-site working. Finally, the course outlines helpful skills and tips to support managers to hold appropriate conversations with team members or peers who may be struggling - all whilst being aware of, and looking after, their own wellbeing.

The COVID-19 outbreak means that many people are working in unusual arrangements. To that end, the course will provide an insight into the impact of the pandemic on the dynamics of the workplace in general, exploring the concerns and risks fuelled by uncertainty in a world of work that has changed beyond recognition.

Objectives:

- To provide a better understanding of mental health – good mental health and wellbeing, and mental health problems - and what it means personally as well as professionally
- To acknowledge some of the effects of COVID-19 on their own, and team members', lives, and the impact on our daily working lives
- To explore workplace stress, pressure, and anxiety
- To provide managers with the tools to identify the risk factors and signs that a team member may be struggling
- To offer skills and tips for holding appropriate conversations with staff who are struggling, using compassionate and active listening skills
- To acknowledge and give an understanding of what we can, and cannot, control
- To promote access to support and helpful signposting
- To explain the importance of self-care

Training is delivered in a relaxed and interactive manner, with virtual breakout rooms and plenty of opportunity for questions and discussion.

Delivery Options

Course Length: 2 hours and 30 minutes, including breaks

Maximum delegate numbers: up to 12 delegates

Setup Requirements: Internet connection, sound, and video.

Delivery Method: Online delivery, via Zoom or Microsoft Teams.

Course Fees: please contact training@bristolmind.org.uk for a quote

Supporting our own and each other's wellbeing during COVID-19

COVID-19 has created a lot of uncertainty across the country, and this is impacting our professional and personal lives in a myriad of ways. This course will equip learners with the skills and understanding to support their own wellbeing, and that of the people around them, during the pandemic.

Course Brief

This short workshop helps anyone wanting to build their understanding of wellbeing, especially in relation to COVID-19, to feel confident opening conversations with someone they think might be struggling.

The course is suitable for anyone over the age of eighteen, whether in a small start-up business, an established enterprise or organisation, or the voluntary sector.

Objectives:

- To raise general awareness about wellbeing, to enable learners to better respond to their own and to others' needs
- To identify key factors that can negatively impact on wellbeing, and to understand the differing ways and degrees by which COVID-19 is affecting our lives
- To understand how these factors might present in someone who is struggling
- To learn about factors to consider when having conversations about wellbeing with someone you have concerns for, including boundaries and safeguarding
- To offer skills and tips for holding appropriate conversations with staff who are struggling, using compassionate and active listening skills
- To promote access to support and helpful signposting
- To build confidence in opening conversations, to sensitively respond to a person in distress
- To explain and promote the importance of self-care and looking after our own wellbeing

Training is delivered in a relaxed and interactive manner, with virtual breakout rooms and plenty of opportunity for questions and discussion.

Delivery Options

Course Length: 2 hours and 15 minutes

Maximum delegate numbers: up to 12 delegates

Setup Requirements: Internet connection, sound, and video.

Delivery Method: Online delivery, via Zoom

Course Fees: please contact training@bristolmind.org.uk for a quote

Redundancy Toolkit - Supporting Remaining Staff

This sensitive and interactive course explores redundancy and supports those employees who remain and impacted by redundancies in their organisation.

Course Brief

Employees will gain an understanding of the psychological impact of “surviving” redundancy. Areas include unpacking feelings of guilt, fear, and sadness, and how to work through these emotions. Looking at workplace stress for both remote working and on-site working, employees will learn a framework for managing stress, handling uncertainty, and tools to build a positive, focused, and more productive mindset. Delegates will take away a helpful Redundancy Toolkit. This course is for employees, managers, and HR people.

Objectives:

- To explore the 5 stages of shock and ‘surviving redundancy grief’, and how to work through these stages.
- To explain how to spot the signs of negative stress early and acknowledge personal triggers.
- To promote a simple framework for managing stress and the coping strategies that can help.
- To explain the 5 pillars of psychological resilience and how these can be adapted to everyday habits.
- To provide learners with the steps to build a positive mindset and set up a plan for self-care.

Training is delivered in a relaxed and interactive manner, with virtual breakout rooms and opportunities for participation, peer support, questions and discussion.

Delivery Options

Course Length: 2 hours

Maximum Delegate Numbers: 12

Setup Requirements: Internet connection, sound, and video

Delivery Mode: Online delivery, via Zoom

Course Fees: please contact training@bristolmind.org.uk for a quote.

Having Sensitive Wellbeing Conversations with your Team during COVID-19

The COVID-19 outbreak means that many people are working in unusual arrangements, and experiencing new challenges both professionally and personally. This course aims to give managers the tools to hold sensitive wellbeing conversations in this uncertain environment.

Course Brief

This short, practical course explores some of the issues impacting upon the wellbeing of managers and their team members during the COVID-19 outbreak. It outlines helpful skills and tips to support managers to hold sensitive conversations with team members who may be struggling, whilst being aware of and looking after their own wellbeing.

The COVID-19 outbreak means that many people are working in unusual arrangements. There may be uncertainty and concerns from team members and from yourself. As the lockdown restrictions change, this may mean ongoing or different stresses and pressures - on yourself as a manager, and on your team.

This course assumes that learners have a baseline understanding of mental health.

Objectives:

- To acknowledge some of the effects of COVID-19 on our own and team members' lives, and the impact on our everyday work and routines
- To understand the manager's role in supporting, and facilitating supportive conversations for, the staff they are responsible for managing
- To help managers to identify the signs that a team member is struggling
- To provide skills and tips for holding sensitive conversations with staff who are struggling, using compassionate and active listening skills
- To acknowledge, and give an understanding of, what we can and cannot control
- To promote access to support and helpful signposting
- To explore the limitations of a manager's responsibility and setting healthy boundaries
- To explain and promote the importance of self care and looking after your own wellbeing

Training is delivered in a relaxed and interactive manner, with virtual breakout rooms and opportunities for questions and discussion.

Delivery Options

Course Length: 2 hours delivery, plus 15 minutes for one-to-one questions

Maximum Delegate Numbers: 12

Setup Requirements: Internet connection, sound, and video.

Delivery Mode: Online delivery, via Zoom or Microsoft Teams

Course Fees: please contact training@bristolmind.org.uk for a quote.

Virtually Listening, and Building Confidence to Respond

These two new courses have been developed in direct response to the current COVID-19 situation and designed specifically for online delivery to smaller groups of participants.

The first course, 'Virtually Listening: Remote Support Skills in the time of COVID-19', offers a practical guide to approaching support via a range of remote tools, where the 'Building Confidence in Supporting Distressed People' course focuses on understanding particular challenges faced by groups - in general, and specifically during lockdown. It provides space for reflective practice and has a strong emphasis on the support and wellbeing of those attending. The workshops have been developed to complement each other, but each work as a stand-alone course, and they utilise a range of tools to offer a participative online training experience.

1. Virtually Listening: Remote support skills in the time of COVID-19

This course will offer participants the chance to:

- Think about the similarities and differences between remote communication tools (telephone, zoom, text, email, webchat)
- Reflect on experiences of both giving and receiving support remotely, and share learning from this
- Consider the practical stages of offering remote support - before, during, and after - and create an individual action plan
- Learn about how these skills can be applied in more challenging situations
- Consider self-care in a challenging working environment

2. Building Confidence in Supporting Distressed People Remotely

This course will offer participants the chance to:

- Take time to reflect on the current situation that they find themselves in, and consider their own wellbeing in a supportive environment
- Connect with colleagues about the current picture for the people they are supporting who may be experiencing distress
- Learn about how to notice and respond to distress appropriately
- Consider how communication works, and learn the basic requirements for good listening - and how these responses translate to support offered remotely by text, email, webchat, and zoom.

Training is delivered in a relaxed and interactive manner, with virtual breakout rooms and opportunities for questions and discussion.

Delivery Options

Course Length: 2.5 hours (Virtually Listening) / 2 hours (Building Confidence)

Maximum Delegate Numbers: 12

Setup Requirements: Internet connection, sound, and video.

Delivery Mode: Online delivery, via Zoom

Course Fees: please contact training@bristolmind.org.uk for a quote.



MHFA England



Mental Health First Aid

Mental Health First Aid is an internationally recognised educational course which teaches people how to identify, understand, and help a person who may be developing a mental health issue.



Online Adult Mental Health First Aid

In response to the government guidance around social distancing and working from home, MHFA England have created a Mental Health First Aid course which can be delivered remotely by our trainers. Online Mental Health First Aid offers the same learning outcomes as the face to face training, and every person who completes the course will be certified as a Mental Health First Aider. Please note that this course is currently only available online.

Course Brief

The Online Mental Health First Aid course is a blended approach of individual learning and four instructor-led live sessions, hosted on a new Online Learning Hub.

As a training course, Mental Health First Aid teaches people how to identify, understand, and help someone who may be experiencing a mental health issue, and also promote self-care as a vital way for people to help protect their mental health and prevent issues from getting worse.

Course Overview

This online course qualifies people as Mental Health First Aiders, giving them:

- An in-depth understanding of mental health and the factors that can affect wellbeing
- Practical skills to spot the triggers and signs of mental health issues
- Confidence to step in, reassure, and support a person in distress
- Enhanced interpersonal skills such as non-judgemental listening
- Knowledge to help a young person recover their health by guiding them to further support – whether that's through self-help sites, their place of learning, the NHS, or a mix

Course Format and Takeaways

This is an online course delivered through the MHFA England Online Learning Hub. Learning takes place through four live training sessions, spread across two weeks, with self-learning activities in between. Each session is built around a Mental Health First Aid action plan.

Delegates will also receive a suite of resources: a certificate of attendance to say they are a mental health first aider, a manual to refer to whenever it's needed, a quick reference card for the MHFA action plan, and a workbook - including a helpful toolkit to support their own wellbeing.

Delivery Options

Course Length: Four live training sessions, spread across two weeks, with self-learning activities in between. Total learning time: 15 hours.

Minimum and Maximum Delegate Numbers: between 8 and 12 delegates. Numbers are limited so that the instructor can keep people safe and supported while they learn.

Delegate Requirements: Delegates must be 16 years of age or older.

Setup Requirements: Internet connection, sound, and video.

Delivery Mode: Online training, hosted on a new Online Learning Hub from MHFA England

Accessibility: We strive to create courses and resources that everyone can access. When you book on to a course through the MHFA England website, please fill in the "Accessibility Requirements" section of the booking form and tell us what you need to access the course and materials.

Course Fees: please contact training@bristolmind.org.uk for a quote

Online Adult Mental Health Aware

In response to the government guidance around social distancing and working from home, this popular four-hour introductory session from Mental Health First Aid England has been adapted and can now be delivered remotely by our trainers. Please note that this course is currently only available online.

Course Brief

This course raises awareness of mental health issues. It covers:

- What mental health is, and how to challenge stigma
- A basic knowledge of some common mental health issues
- An introduction to looking after your own mental health and maintaining wellbeing
- Confidence to support someone in distress, or someone who may be experiencing a mental health issue

Course Format

This is an online course delivered through the MHFA England Online Learning Hub.

The learning takes place through a mixture of live training sessions with our experienced trainers, and self-learning activities.

Course Takeaways

Everyone who completes the course will receive:

- A certificate of attendance, stating that they are Mental Health Aware
- A manual to refer to whenever it's needed
- A workbook, including a helpful toolkit to support their own mental health

Delivery Options

Course Length: 4 hours; learning takes place through live training sessions and self-learning activities

Minimum and Maximum Delegate Numbers: between 8 and 12 delegates

Delegate Requirements: Delegates must be 16 years of age or older.

Setup Requirements: Internet connection, sound, and video

Delivery Mode: Online training, hosted on a new Online Learning Hub from MHFA England

Accessibility: We strive to create courses and resources that everyone can access. When you book onto a course through the MHFA England website, please fill in the "Accessibility Requirements" section of the booking form and tell us what you need to access the course and materials.

Course Fees: contact training@bristolmind.org.uk for a quote

Online Mental Health First Aid - Refresher

If you are a Mental Health First Aider or MHFA Champion you have skills for life that support you and the people around you.

We believe that mental health should be treated equally to physical health – and just like physical first aid, Mental Health First Aid training should be kept up to date.

What you'll gain

The four hour Adult MHFA Refresher course will empower you to:

- Keep your awareness of mental health supports current
- Update your knowledge of mental health and what influences it
- Practice applying the Mental Health First Aid action plan

How Often Should MHFA Skills be Refreshed?

Just like physical first aid, we recommend that Mental Health First Aiders and MHFA Champions attend a Refresher course every three years.

If it's time to refresh your skills, book onto an Online Adult MHFA Refresher course now and feel confident that you are performing your vital role safely.

Course Format and Takeaways

Learning takes place through a mixture of live training sessions and self-learning activities. Trainer-led online sessions are interactive, with a mixture of presentations, group discussions, and workshop activities.

Everyone who completes the course gets an MHFA refresher manual to keep and refer to whenever they need it.

Delivery Options

Course Length: 4 Hours - learning takes place through live training sessions and self-led activities

Minimum and Maximum Delegate Numbers: between 8 and 12 delegates

Delegate Requirements: Delegates must be 16 years of age or older.

Setup Requirements: Internet connection, sound, and video.

Delivery Mode: Online course delivered through the MHFA England Online Learning Hub

Accessibility: We strive to create courses and resources that everyone can access. When you book onto a course through the MHFA England website, please fill in the "Accessibility Requirements" section of the booking form and tell us what you need to access the course and materials.

Course Fees: please contact training@bristolmind.org.uk for a quote



Short Webinars

Live one-hour sessions, ideal for raising the issue of mental health and wellbeing in the workplace and providing employees with an introduction to supporting their own emotional wellbeing.

Webinars - Live One Hour Sessions

1. Resilience and Wellbeing for Human Resource Teams

During these uncertain, ever-changing times, HR teams are holding huge responsibility for organisational welfare and wellbeing. Our specialist HR and Mental Health trainer will introduce some thoughts and insights on how HR teams can practice some self-care and resilience, as the demand and expectation on HR increases.

2. Working from Home - Wellness Action Plans for Employees

This practical webinar is for any employee working from home, whether they have a mental health problem or not. Many of us are now working from home due to the COVID-19 outbreak, and the usual support we access in our workplaces may not currently be there for us. Therefore, it is more important now than ever before to reflect on what keeps us well, and identify what can impact our wellbeing during this time. The Wellness Action Plan webinar introduces this useful tool for employees working from home during the COVID-19 outbreak, explains how to get started, how to complete a Wellness Action Plan, and how to regularly review your own plan.

Everyone can complete a Wellness Action Plan - you don't need to have a mental health problem in order to feel the benefits. It just means that you already have practical steps in place to ensure you're supported when you're not feeling great.

3. Working from Home - Wellness Action Plans for Managers

This webinar is for managers or supervisors who are interested in introducing Wellness Action Plans to their team members.

The webinar is designed to be a helpful starting point in your journey as a line manager towards supporting your team members with their mental health at work. As a manager, encouraging your team to draw up a Wellness Action Plan gives them ownership of the practical steps needed to help them stay well at work or manage a mental health problem. It also opens up a dialogue between you and your team member, to help you better understand their needs and experiences and therefore better support their wellbeing. This in turn can lead to greater productivity, better performance, and increased job satisfaction.

4. Stress Resilience Toolkit

This webinar aims to teach delegates how to build more resilience to stress, identify your triggers and learn new strategies to build better mental health habits. The webinar teaches you how to recognise the early signs of stress and provides you with an understanding of the five pillars framework for building resilience. You'll learn to identify your current stressors and build more positive coping strategies, and to know when to take action to combat stress. By the end of the webinar, you will have learned a number of helpful one minute tools to help manage stress in the moment, as well as a selection of longer-term self-care tools, tips and techniques.

Webinars - Live One Hour Sessions

5. Good Mood Food workshop

This webinar aims to teach delegates how to eat for better mental health, and gain an understanding of how food and nutrition can affect your mental and emotional health. The webinar gives an overview of the connection between food and mood, as well as offering practical tips. You'll learn ways to eat for better mood and improve mental health; how to eat to maintain energy levels during the working day; ways to eat to reduce stress levels; and how to set sustainable goals for better mental health habits. Finally, we'll teach you to create simple mood enhancing recipes, snacks and smoothies.

6. Finding Focus Toolkit

This webinar aims to teach delegates how to build a more focused, calm and productive mindset. Identify your everyday distraction habits and limiting beliefs. Find out how technology is preventing your focus and how you can make simple changes to your working day. You'll learn why energy management is important and how to balance productivity with well being. By the end of the webinar you will have learned 5 modern strategies to build a focused mindset and know how to put these tools into practice immediately.

7. Mindfulness

This webinar aims to help delegates to gain an understanding of what mindfulness is, and why it is an effective and helpful practice within our daily lives. The webinar explains what mindfulness is and the evidence base behind it, explores the key principles underlining a mindful approach, and offers an understanding of mindfulness practice and how to bring it into our everyday lives. The session ends with an introductory mindfulness practice.

8. Bespoke One Hour Webinars

We are experienced in developing bespoke, in-house online training sessions to suit your business, tailoring the training to suit the needs of your organisation or team. Our bespoke one-hour webinars are developed specifically for your needs, using your requirements and the expertise of our team of trainers, and delivered live to your team via Zoom or Microsoft teams. If you're interested in commissioning a bespoke webinar, or series of bespoke webinars, please send an email to us with some information about your organisation, the topic you'd like covered, and your specific requirements, and we'll do our best to accommodate you.

Delivery Options for all the above

Course Length: 1 hour

Group Size: Available for groups of up to 20 people.

Delegate Requirements: Delegates must be aged 18 or over

Setup Requirements: Internet connection, sound, and video

Delivery Mode: Online delivery, via Zoom or Microsoft Teams



Bristol Mind's YouTube Channel - Free Videos!

The training project at Bristol Mind have been super busy putting together short, free videos from a variety of local trainers and experts, packed with advice and support to help us all look after our mental health and wellbeing during the current Coronavirus outbreak. You can find our channel at <http://tiny.cc/bmyoutube> or on our website: www.bristolmind.org.uk.

We know that sometimes a friendly face can make all the difference - so we hope that you will find our experts knowledgeable, and their advice on how to support yourself helpful and accessible. Our library of videos will be growing each week - so please subscribe to get updates on our most recent content!

The videos we now have available are:

- A series of six videos on Mindfulness from Mindfulness teacher and Practitioner Wendy Francis
- Managing Stress and Anxiety during COVID-19 from Claire Plummer
- Tips for Managers on Supporting Staff Remotely from James Maher
- Post-natal mental health during COVID-19 from Maria Viner, Mothers for Mothers
- CBT for Isolation and Loneliness from Chris Rowntree
- Self-harm and Coronavirus: tips for coping from Naomi Salisbury, Self Injury Support
- Supporting Ourselves Whilst Working From Home from Lisa Foote
- Bereavement and Grief from Ros Jiggins
- Mental Health Tips for Unpaid Carers from Carina Andrews
- Managing Anxiety while Restrictions are Lifted from Ros Jiggins
- Personality Disorders and Complex Trauma from Iola Davies, Emerging Health CIC
- Supporting Someone who is Feeling Suicidal from Maggie Cameron
- Mental Health Tips for Children and Young People during COVID-19 from Carina Andrews
- Supporting People with Personality Disorders and Complex Trauma from Iola Davies, Emerging Health CIC
- First Aid for Panic Attacks from Suzanne Pearson