



Workplace Wellbeing TRAINING

WHAT WE OFFER

We run workplace mental health and wellbeing training sessions to suit your business. Pick the date and location and our trainer will come to you. You can choose from a variety of tried and tested courses or we can tailor the training to suit the needs of your organisation.



TRAINING



OPEN
COURSES

We run scheduled mental health and wellbeing training in Bristol which anyone can attend. With a variety of courses to choose from, we are confident that you will find a course to suit you.

Our experienced team can support your organisation with a range of workplace solutions such as consultancy, coaching, policy reviews, staff surveys and wellbeing audits.



CONSULTANCY



OTHER
SERVICES

Find out more about the other services we offer, including mental health information booklets, corporate partnerships and fundraising.

PROPOSAL SUMMARY

Aim

Our aim is to provide a range of cost effective, flexible training workshops, talks and surgeries for businesses to promote wellbeing in the workplace. These would raise the level of health, wellbeing and engagement across the company, so that the business and its people can thrive.

Solution

Productivity measures across national economies have captivated the attention of policy makers and leaders alike. Ultimately though, the source of productivity is down to the individual to get things done every day, and the evidence is clear: people perform better when they're happy.

Research over the past decade has focused on creativity, productivity, and the psychology of daily working life. Whether they are in a small start-up business or an established enterprise, studies show that people are more productive and creative when they have more positive emotions.

Right now, approximately seventeen percent of people in the workplace are experiencing depression, anxiety and stress. Poor mental health is now the number one reason for sickness absence.

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 a learning environment that feels safe and supportive, while still giving people the tools they need to live and work well.

Facts and figures

- According to the Confederation of British Industry, sickness absence can cost approximately £495 per employee per year, which is a particularly high cost for small and medium businesses
- 63 percent of employees believe that corporate wellbeing provision enhances staff loyalty
- Fit and/or active individuals are less responsive to psychosocial stressors. (A stressor is a condition or an event, such as an environmental condition, external stimulus, extreme temperature, elevated sound levels, over-illumination, or overcrowding, that causes stress to somebody or something)
- Approximately 12.5 million working days were lost in 2016/17 due to work-related stress, depression and anxiety
- Employees suffering from stress are also more likely to report depression and other psychosomatic complaints. The result of this is a greater need for recovery due to exhaustion and fatigue compared to workers without high levels of work-related stress
- The evidence shows that people who achieve good standards of wellbeing at work are likely to be more creative, more loyal, more productive, and provide better client satisfaction than individuals with poor standards of wellbeing at work.

Workshops and Talks

While we can develop and tailor something unique to your business, here is a selection of our most popular workshops and talks: our talks can be delivered to a large number of people whereas our workshops have a maximum allowance as they are more interactive in nature (see each course description for details).

Proactive Wellbeing:

- Implementing Wellbeing In The Workplace – Page 4
- Becoming A Workplace Wellbeing Champion - Page 5
- Strengthening Personal Resilience – Page 6
- Mental Health @ Work For Managers – Page 7
- The Manager's Role In Resilience – Page 8
- Time, Energy & Focus – what to do and when to do it – Page 9
- Strengths and Confidence – Page 10
- Mindfulness – Page 11

Core Mental Health:

- Mental Health Awareness – Page 13
- Mental Health First Aid – Page 14
- Youth Mental Health First Aid – Page 15
- Workplace Mental Health First Aid Half Day – Page 16
- Workplace Mental Health First Aid One Day – Page 17
- Telephone Response (Callers in Crisis) – Page 18
- Applied Suicide Intervention Skills Training (ASIST) – Page 19
- safeTALK – Page 21
- Wellbeing Skills: Next Steps in Employment – Page 22
- Mental Health Awareness for Sport and Physical Activity – Page 23

Workplace Wellbeing Marketplace Stand

Why not invite someone from Bristol Mind to have an information stand over a lunchtime where people can pop in and talk, ask questions, pick up some top tips for coping with Mental Health difficulties and find out how to connect with local support and services. We can also help you upscale this into a larger event putting you in touch with other wellbeing service providers.

Fees

Our courses are payable in advance by invoice. Our cancellation policy will be emailed to you at time of booking, but may be requested at any time. It can also be downloaded from our website.

Concession prices are for statutory organisations (i.e. NHS, local councils, public sector and also registered charity organisations with a turnover of less than £250K).

You will only need

- A room of appropriate size + a flip chart with some pens and paper + the facilities to show a PowerPoint Presentation.

Open courses Occasionally, we run open courses where anyone can attend. Please see our website for dates and times.

IMPLEMENTING WELLBEING IN THE WORKPLACE

Wellbeing plays a crucial role in creating a flourishing environment. Focusing on wellbeing at work presents a valuable opportunity to help individuals feel happy, competent and satisfied in their roles. The evidence shows that people who achieve good standards of wellbeing at work are likely to be more creative, more loyal, more productive, and provide better client satisfaction than individuals with poor standards of wellbeing at work.

The aim is to introduce simple things companies can do to implement wellbeing into their organisations. The Five Ways to Wellbeing were developed by the New Economics Foundation (NEF) from evidence gathered in the UK government's Foresight Project on Mental Capital and Wellbeing. This project made use of state-of-the-art research about mental capital and mental wellbeing through life.

COURSE BRIEF

We will introduce you to the Five Ways to Wellbeing: a set of evidence-based actions which promote people's wellbeing. They are: Connect, Be Active, Take Notice, Keep Learning and Give.

Our wellbeing workshop is highly interactive, fun and engaging, and it is also informative and educational. Our supportive, empathic facilitators help you to recognise which practical steps you can take to improve your psychological wellbeing and health approach at work. Our hand-outs, toolkits and workbooks provide you with the ongoing support you need to incorporate The Five Ways into your daily life for longer term sustainable wellbeing.

WORKSHOP COVERS:

- What wellbeing is and why it is important
- The business case for wellbeing
- The 5 Ways to Wellbeing framework
- The case for a bottom up approach which fostering individual's taking responsibility for their health & wellbeing
- How to avoid the common pitfalls
- Creating a simple action plan to get you started on little or no budget

Delivery options:

Bitesize (3.5 hrs)

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

BECOMING A WORKPLACE WELLBEING CHAMPION

Many organisations understand the importance of health and wellbeing in the workplace and are now training their employees to become Wellbeing Champions. Wellbeing Champion training provides a cost-effective route for securing more support for health and wellbeing initiatives, which is ideal for larger companies and those with multiple sites.

The main responsibilities of a Wellbeing Champion are:

- To champion and promote relevant health and wellbeing messages and events
- To promote health and wellbeing activities to colleagues
- To provide basic information to colleagues about the Health and Wellbeing programme
- To signpost colleagues to relevant services and sources of information
- To promote a healthy culture within the workplace by leading by example
- To understand the limitations of the role and when to refer people and to whom they should be referred.

COURSE BRIEF

Wellbeing Champion training is an ideal way to equip key employees with basic wellbeing advice, core communication skills and the confidence to inform and assist their colleagues in the health and wellbeing arena. They will learn to build confidence in their ability to communicate and lead health and wellbeing initiatives that could potentially make a significantly positive difference to the lives of others.

This is often a part-time role which appeals to individuals who have an interest in health and wellbeing or those that are enthusiastic and talented at engaging others with programme initiatives.

What the course covers:

- Understanding what wellbeing is – including a look at the most up-to-date research
- Understanding what affects a person's wellbeing
- How to maintain one's own wellbeing and lead by example
- Understanding the role of a wellbeing champion and its limitations
- Knowing when and where to refer people
- Identifying different sources of help
- Planning a wellbeing programme using the Five Ways to Wellbeing
- Helping others to take responsibility for their own wellbeing and how the various roles of the Karpman Triangle can impact on their doing so.

Delivery options:

Bitesize (3.5 hrs) or Full Day

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

STRENGTHENING PERSONAL RESILIENCE

Personal resilience is arguably the most important resource for coping well during challenging times in work and in life. This training course introduces delegates to attitudes and behaviours that are likely to increase their ability to cope under pressure, accepting that change frequently creates opportunities as well as problems to be solved.

Emotional stability can help to address a variety of problems such as reducing stress, improving health, dealing with change, increasing flexibility and personal effectiveness.

COURSE BRIEF

In a world of ever-increasing expectations, the challenge for many people is to avoid excessive stress, anxiety, fatigue, frustration and other negative feelings. The habits you cultivate, the way you interact with co-workers, and how you think about challenges, are all things, which can be managed to increase your happiness and your chances of success. More importantly, it is fundamental to enjoy what you do, get on with others and maintain your wellbeing. Discovering the root causes of stress, and how we can increase our ability to be resilient, will develop greater emotional stability and your life inside and outside work will seem less like an emotional roller-coaster.

Shaun Archer claimed in the Harvard Business review, "People who cultivate a positive mind-set perform better in the face of challenge."

WORKSHOP COVERS:

- Exploring the concept of resilience
- Learning how to develop mindful resilience
- Identifying the triggers that call upon you having to be resilience if the first place
- Understanding the differences between stress management and resilience
- Learning positive coping strategies for challenging times
- Identifying personal strengths
- Develop a personal plan for increasing wellbeing & resilience
- Take time out to connect, learn, take notice, and have fun

Delivery options:

Bitesize (3.5 hrs) or Full Day

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

MENTAL HEALTH @ WORK FOR MANAGERS

With one in four staff experiencing a mental health problem at work, it is no wonder HR professionals & managers are seeking better ways of tackle Mental Health in the workplace.

A study by the Chartered Institute of Personnel and Development has highlighted the impact on business of poor mental health in employees. The study found that:

- 37% of sufferers are more likely to get into conflict with colleagues
- 57% find it harder to juggle multiple tasks
- 80% find it difficult to concentrate
- 62% take longer to do tasks
- 50% are potentially less patient with customers/clients

The study also found that, for the first time, stress is now the major cause of long-term absence in manual and non-manual workers.

The difficulty for most Managers is knowing where to start because talking about mental health often seems too personal, too deep and too complex and yet it does not have to be that way. By actively tackling mental ill health in your business, you'll have healthier and happier staff and a more productive workforce.

Course brief

This workshop intends to broaden a Managers view of what mental health is, what it means to have a mental health condition and how we can help reduce stigma in the workplace, so everyone feels included, supported and able to work well. We will also look at the factors that promote recovery and wellbeing and find ways to talk about mental distress in a sensitive way.

Workshop Covers:

- Understanding what mental health and wellbeing is
- Identifying key factors that affect mental health and wellbeing at work
- Recognising the continuum of mental health and who is effected
- Identifying the early signs of distress and how to take positive action
- Practical ways to better support/manage a member of staff with a mental health condition
- Understanding the correlation between supportive work cultures & better work performance
- Learn how to staying connected and yet remaining objective
- Wellbeing plans, sign posting & resources

Training is delivered in a relaxed and flexible manner with plenty of opportunity for questions and discussion.

Delivery options:

Bitesize (3.5 hrs)

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

THE MANAGER'S ROLE IN RESILIENCE

Managers operate at all levels of the organisation. They set the tone, climate and expectations for the workforce. Managers wield enormous power over others and it is important that this power is used to achieve mental wellbeing and performance for organisations to achieve peak performance consistently.

The purpose of this programme is to help managers strengthen their own resilience and to provide them with some approaches to help the resilience of their staff. The rationale is if a manager understands the psychology of what makes people resilient, he or she will apply processes and techniques that ensure their staff have fewer reasons to call on their own personal resilience, and will then provide their staff with techniques to adopt processes that strengthen their own resilience.

This programme has been designed for leaders, managers, Human Resource (HR) and Organisational Development (OD) specialists, to acquire the knowledge and skills to implement the changes necessary to reduce the need for the workforce to call on their resilience.

COURSE BRIEF

It is commonly accepted that mental wellbeing has a positive impact on people's performance. This workshop will help you to create and sustain a healthy work environment that provokes people to work hard and feel good about what they do. People who feel mentally well have more positive emotions, hope, enthusiasm, optimism, motivation and have a broader interest in their work when compared to others. They are more pre-disposed to being socially engaged – a form of attachment to people and activities characterised by more energy, dedication, commitment and concentration.

The aim of this workshop is the creation of a working environment that provokes peak performance, reduces the events and poor behaviours that may trigger stress, and reduces the need for the workforce to call on their own resilience.

WORKSHOP COVERS:

- Understanding what resilience means and why it is important
- Identifying the challenges for which resilience may be needed
- Discovering the degree of resilience that is already established in the manager
- Strengthening the resilience of the manager
- Understanding the role of managers in the resilience of their staff
- Reducing the need for people to call on their own resilience
- Understand how to embed the techniques and exercises into routine daily working lives.

Delivery options:

Bitesize (3.5 hrs) or Full Day

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

TIME, ENERGY AND FOCUS; GETTING ORGANISED

In the age of information overload, traditional time management techniques just don't cut it anymore. Anyone can say that they are busy; it is easy to be good at being busy, but being more effective is different. When people work smarter, our businesses are more productive. Productivity can be defined as the ability to achieve goals and aspirations while avoiding burn out and high sickness levels. When people focus on what really matters, everyone enjoys the fruits of their labour.

This can help to address the following problems: improve productivity, improve efficiency and improve personal effectiveness.

COURSE BRIEF

Dear Human Being, There are only so many hours in a day, you will never get everything done, you will never be truly caught up or meet all the demands placed on you. Time has come to find a smarter way to work. In today's society, it can be difficult to know what to focus on, how to manage your energy level and make the most of your time so that you know that you are making progress and moving forward in the areas of your work that matter most.

"Efficiency is doing things right: effectiveness is doing the right things", Peter Drucker.

WORKSHOP COVERS:

- Being mindful and ruthless about our time
- Attention and energy management
- Learning the chunk, block tackle method
- Understanding instructions given: capture, collect, do it or ditch it
- Learning to let go of what is not important and focusing on what is important
- Prioritising and organising
- Email management
- Avoiding procrastination

Delivery options:

Bitesize (3.5 hrs)

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

STRENGTHS & CONFIDENCE

A strengths-based working approach concentrates on the inherent strengths of individuals, teams, groups and organisations. This is a shift from a deficit approach, which emphasises problems. People that work to their strengths are more likely to be successful, try new approaches and have the social skills needed to drive their passions forward. They are also likely to feel more confident, be more motivated and engaged in their work.

“If we ask people to look for deficits, they will usually find them, and their view of the situation will be coloured by this. If we ask people to look for successes, they will usually find them, and their view of the situation will be coloured by this.” (Kral, 1989, p. 32)

COURSE BRIEF

We all know what it is like to lose confidence in our skills and abilities. Many people feel this way after they take on new responsibilities and fear that they don't yet have all the skills they need to do the job and that someone will soon find this out. For others, a lack of confidence in their abilities holds them back from going for promotion, trying new things or pursuing career goals. This workshop will help you to build on your strengths, increase your self-confidence and go about your work with heart and competence.

WORKSHOP COVERS:

- Introduction to fostering self-belief and confidence
- Identifying your strengths & talents
- Exploring ways to reach your full potential
- Looking at what holds people back from being their best self
- Seeking everyday opportunities to apply your strengths and talents
- Combining personal values and strengths to create meaning and purpose at work and in life
- Setting strength based goals using the GROW model

Delivery options:

Bitesize (3.5 hrs)

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

MINDFULNESS

Mindfulness. Everybody's embracing it. From Google to the NHS and Transport for London. Even Harvard Business School includes mindfulness principles in its leadership programmes.

So what is mindfulness? In its simplest form, mindfulness means awareness. Practicing mindfulness offers a way to pay attention to the present moment, without judgment.

Mindfulness can help to reduce stress and anxiety and conflict, and increase resilience and emotional intelligence, while improving communication in the workplace.

COURSE BRIEF

This workshop or series of workshops creates an opportunity for you to engage with Mindfulness. Whether it is carrying routine day-to-day tasks, taking a break or discovering the power of the breath, the workshop is designed to illuminate the pragmatic nature of Mindfulness and how it can be applied to everyday life.

With mindfulness we can learn to transcend ordinary thinking and inhabit a way of being that allows us to experience our lives directly. Mindfulness is the ability to leave the past behind us, while also not projecting ourselves into a catastrophic future. Instead we learn to live in the present moment where our real lives are unfolding, where we can make skilful, life-enhancing choices.

This workshop would be of interest to people who have little or no experience of Mindfulness, either theoretical or applied.

WORKSHOP COVERS:

- Understanding what mindfulness is and isn't
- What the research tells us
- The key principles to a mindful approach
- Mindful Practice
- Stepping out of auto pilot
- The habit of thinking
- The relationship between mindfulness & creativity
- Mindfulness; finding calm in a frantic world

Delivery options:

2hr Introduction (Minimum of 10 people)

Full Day Master Class

Can also be delivered one hour per week over six weeks

Please contact training@bristolmind.org.uk for fees

CORE MENTAL HEALTH COURSES

This next section is for people that regally come into regular contact with people experiencing mental health conditions through their paid or voluntary work.

The courses are aim towards people requiring more depth of skill in mental health. Many of these courses are nationally accredited.

Core Mental Health:

- Mental Health Awareness – Page 13
- Mental Health First Aid – Page 14
- Youth Mental Health First Aid – Page 15
- Workplace Mental Health First Aid Half Day – Page 16
- Workplace MHFA One Day – Page 17
- Telephone Response (Callers in Crisis) – Page 18
- Applied Suicide Intervention Skills Training (ASIST) – Page 19
- safeTALK – Page 21
- Wellbeing Skills: Next Steps in Employment – Page 22

MENTAL HEALTH AWARENESS

We know that many people feel stuck for what to say or what to do when it comes to mental health. Mental Health Awareness training helps to change people's perspectives of what it means to have a mental health condition, so they can draw upon that knowledge at work to foster supportive relationships with others. When we don't understand what is happening to others (or ourselves) we can feel ill-equipped to help.

This popular course is suitable for people who wish to learn more about mental health.

COURSE BRIEF

This workshop intends to broaden people's view of what mental health is, what it means to have a mental health condition and how we can help reduce stigma, so everyone feels included, supported and able to live & work well. We will also look at the factors that promote recovery and wellbeing and find ways to talk about mental distress in a sensitive way.

WORKSHOP COVERS:

- Understand the stigma that surrounds mental health in the workplace
- Increase awareness of attitudes towards mental health and illness
- Recognising the continuum of mental health and who is effected
- Identifying key factors that affect mental health and wellbeing
- Recognise and understand some of the most common signs and symptoms of mental health conditions
- Clarifying services that are available, and considering what is helpful for people experiencing stress or mental distress
- Acquire the confidence to deal with people who may be experiencing mental health problems

Delivery Options:

Talk (1 hour)

Bitesize (3.5 hours)

Full Day

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

MENTAL HEALTH FIRST AID

Mental Health First Aid is a two day educational course which teaches people how to identify, understand and help a person who may be developing a mental health issue. In the same way as we learn physical first aid, Mental Health First Aid teaches you how to recognise those crucial warning signs of mental ill health.

Developed in Australia in 2000 and now internationally recognised in 23 countries, the MHFA course teaches people how to recognise the signs and symptoms of common mental health issues, provide help on a first aid basis and effectively guide someone towards the right support services.

COURSE BRIEF

The course is a mix of presentations, group discussions and group work activities. Our instructors provide a very safe learning environment and are trained to support you throughout the whole course. If you don't feel comfortable joining in with certain parts, then don't; we won't make you do something you aren't comfortable with. We want everyone to feel safe and our instructors can help if people find some parts particularly difficult. You'll receive a MHFA Standard manual that you can take away with you at the end of the course and also an attendance certificate from MHFA England to say that you are now a Mental Health First Aider. All that we ask is for attendees to be over the age of sixteen

COURSE OVERVIEW

Our Mental Health First Aid Standard (MHFA Standard) is an internationally recognised course that teaches you how to help people in a crisis or who are experiencing a mental health difficulty.

The Course is split up into four manageable chunks. These are:

What is mental health? | Suicide | Anxiety and depression | Psychosis

During the course, you'll learn how to:

- Spot the early signs of a mental health problem
- Feel confident about helping someone who is experiencing a mental health problem
- Provide help on a first aid basis
- Help prevent someone from hurting themselves or others
- Help stop a mental illness from getting worse
- Help someone to recover more quickly
- Guide someone towards the right support
- Reduce the stigma of mental health problems

Delivery Options:

Two full days of training delivery

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

YOUTH MENTAL HEALTH FIRST AID

This two day Youth Mental Health First Aid (MHFA) course is an internationally recognised course designed specifically for those people that teach, work, live with or care for young people aged 8 - 18 years. You will learn how to support a young person who might be experiencing mental and emotional distress, and how to provide information, tools and techniques to promote a young person's mental and emotional wellbeing.

COURSE OVERVIEW

The course is split up into four manageable chunks. These are: What is mental health? Depression and anxiety. Suicide and psychosis. Self-harm and eating disorders. You will also cover other topics specific to young people that include child and adolescent development, bullying/cyber bullying, substance misuse and promoting protective factors and good parenting.

During the course, you'll learn how to:

- Spot the early signs of a mental health problem in young people
- Feel confident helping a young person experiencing a problem
- Provide help on a first aid basis
- Help protect a young person who might be at risk of harm
- Help prevent a mental health illness from getting worse
- Help a young person recover faster
- Guide a young person towards the right support
- Reduce the stigma of mental health problems

The sessions will be a mix of presentations, group discussions and group work activities. Our instructors provide a very safe learning environment and are trained to support you throughout the whole course. If you don't feel comfortable joining in with certain parts, then don't; we won't make you do something you aren't comfortable with. We want everyone to feel safe and our instructors can help if people find some parts particularly difficult. You'll receive a YMHA standard manual that you can take away with you at the end of the course and also an attendance certificate from MHFA England to say that you are now a Youth Mental Health First Aider. All that we ask is for attendees to be over the age of sixteen.

Delivery options:

Two full days of training delivery

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

WORKPLACE MHFA HALF DAY

Our half day course is an introductory four hour session to raise awareness of mental health.

It is designed to give:

- An understanding of 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 who may be experiencing a mental health issue

WHAT TO EXPECT

Learning takes place through a mix of presentations, group discussions and workshop activities. We limit numbers to 25 people per course so that the instructor can keep people safe and supported while they learn.

Everyone who completes the course gets:

- An MHFA manual to refer to whenever they need it
- A workbook including a helpful toolkit to support their own mental health
- A certificate of attendance to say they are Mental Health Aware

Delivery options:

Four hours of training delivery

Maximum number: 25

Please contact training@bristolmind.org.uk for fees

WORKPLACE MENTAL HEALTH FIRST AID ONE DAY

Our one day mental health awareness and skills course qualifies you as an MHFA Champion.

MHFA CHAMPIONS HAVE:

- An understanding of common mental health issues
- Knowledge and confidence to advocate for mental health awareness
- Ability to spot signs of mental ill health
- Skills to support positive wellbeing

We limit numbers to 16 people per course so that the instructor can keep people safe and supported while they learn.

Through a mix of group activities, presentations and discussions, the course is built around a Mental Health First Aid action plan.

Everyone who completes the course gets an MHFA manual to keep and refer to whenever they need it, and a certificate to say they are an MHFA Champion.

You'll also get a copy of the Line Managers' Resource, an invaluable source of advice on how to support an employee experiencing mental ill health.

Delivery options:

One full day of training delivery

Maximum number: 16

Please contact training@bristolmind.org.uk for fees

TELEPHONE RESPONSE SKILLS (CALLERS IN CRISIS)

This one day course helps people to develop the confidence and telephone communication skills necessary to respond safely, appropriately and confidently to a broad range of telephone calls, including those from individuals that may be in crisis.

COURSE BRIEF

Do you have to answer the telephone at work? Have you ever found yourself lost for words, unsure of your response, or worried that what you say might make things worse for the caller? Have you even been left feeling angry, worried or upset at the end of a call? Whether taking calls is a small part of your day-to-day work, or the main function of your role, this course is for you.

This workshop provides an opportunity to reflect on your approach to handling all types of calls including sensitive and challenging calls, as well as learning and sharing hints, tips and experiences.

AIMS

This course is designed for receptionists, advice workers, support workers and people handling calls on a regular basis as part of their role, regardless of experience.

WHAT IS COVERED

Participants will be able to:

- Define what is meant by 'crisis' from a variety of perspectives (e.g., service user, personal, agency)
- Identify what might be the underlying cause for the service users' distress when they call agencies at times of crisis
- Recognise telephone skills and responses that are supportive when managing calls, including when responding to people in crisis
- Help defuse tension and remain focused on solutions
- Reflect upon the challenging calls you receive and consider helpful responses
- Consider their own needs within a supportive environment, including any points of action identified to take back to their places of work

Delivery options:

Full Day

Maximum number: 18

Please contact training@bristolmind.org.uk for fees

APPLIED SUICIDE INTERVENTION SKILLS (ASIST)

Applied Suicide Intervention Skills Training (ASIST) is for everyone aged sixteen or older who wants to be able to provide suicide first aid, regardless of prior experience. Shown by major studies to significantly reduce suicidality, the ASIST model teaches effective intervention skills while helping to build suicide prevention networks in the community.

AIMS

Many professionals attend ASIST because suicide intervention skills are essential for their work. In some organisations, ASIST is a mandatory component of training. Nurses, physicians, mental health professionals, pharmacists, teachers, counsellors, youth workers, police, first responders, correctional staff, school support staff, clergy, and volunteers have all found that ASIST complements their existing training and knowledge.

COURSE BRIEF

During the two-day interactive session, participants learn to intervene and help prevent the immediate risk of suicide. Over a million people have taken the workshop, and studies have shown that the ASIST method helps to reduce suicidal feelings for those at risk.

WORKSHOP FEATURES

- Presentations and guidance from two Living Works registered trainers
- A scientifically proven intervention model
- Powerful audio-visual learning aids
- Group discussions
- Skills practice and development
- A balance of challenge and safety

WHAT IS COVERED

The ASIST workshop is divided into five sections that follow in a logical progression to gradually build comfort and understand around suicide and suicide intervention.

- **Preparing:** Sets the tone, norms, and expectations of the learning experience.
- **Connecting:** Sensitises participants to their own attitudes towards suicide. Creates an understanding of the impact that attitudes can have on the intervention process.
- **Understanding:** Monitors the intervention needs of a person at risk. It focuses on providing participants with the knowledge and skills to recognise risk and develop safe plans to reduce the risk of suicide.
- **Assisting:** Presents a model for effective suicide intervention. Participants develop their skills through observation and supervised simulation experiences in large and small groups.
- **Networking:** Generates information about resources in the local community. Promotes a commitment by participants to transform local resources into helping networks.

CONT...

COURSE MATERIALS

Participant materials include a twenty-page workbook, wallet card, and stickers. Participants also receive a certificate upon completing the workshop.

COURSE DURATION AND SIZE

ASIST is held over two consecutive days and up to thirty participants can attend. ASIST workshops always have a minimum of two active ASIST trainers present for the entire two days.

VENUE AND EQUIPMENT

You will provide the training venue. If the number of participants were to exceed sixteen, then two separate training rooms will be required. The first room needs to accommodate seating for thirty people and the second breakout room must seat fifteen. Rooms require chairs only (as tables are not required). Both Rooms must be suitable for showing a PowerPoint presentation; the trainers will bring their own laptop and projector. You will need to supply x1 Flipchart stand and paper.

TIMING

Day 1 starts at 9 am and finishes at 4.30 pm, while Day 2 starts 9.30 am and finishes at 4.30 pm.

Delivery Options

Two full days of training delivery

Minimum number 15 – to maximum 30

Please contact training@bristolmind.org.uk for fees

SAFETALK

safeTALK is a half-day alertness training that prepares anyone over the age of 15, regardless of prior experience or training, to become a suicide-alert helper. Most people with thoughts of suicide don't truly want to die, but are struggling with the pain in their lives. Through their words and actions, they invite help to stay alive. safeTALK-trained helpers can recognise these invitations and take action by connecting them with life-saving intervention resources, such as caregivers trained in ASIST.

safeTALK-trained helpers are an important part of suicide-safer communities, working alongside intervention resources to identify and avert suicide risks.

WORKSHOP FEATURES

The course is delivered by a safeTALK and ASIST qualified Instructor. Attention is paid to participant safety and support throughout. Participants are provided with information about local resources linked to suicide prevention. A comprehensive PowerPoint presentation and video training resources are also used.

Each participant is issued with a safeTALK workbook, a safeTALK Certificate of Attendance and other safeTALK learning aids.

WHAT IS COVERED

This course is aimed at paid or unpaid staff providing a range of services that may have contact with individuals at risk of suicide. These staff members include:

- Mental health workers
- Other health and social care workers
- Police and prison service staff
- Drug and alcohol workers
- Counsellors and therapists
- Student support services

Delivery options:

Bitesize (half day)

Maximum number: 18

Please contact training@bristolmind.org.uk for fees

WELLBEING SKILLS: NEXT STEPS IN EMPLOYMENT

This series of workshops is aimed at organisations helping people to return to work. It works best in conjunction with workplace coaching and interventions delivered by organisations working in this area. The workshop is participative in style, informative and designed in such a way so as to be sensitive to your client base. Trainers are either qualified Counsellors or have extensive experience in Mental Health

We know that before people are able to consider getting back into the workplace, they may need help with:

- Developing self-esteem and thinking positively
- Finding a sense of meaning and purpose in life
- Discovering better ways to connect with and socialise with others
- Finding new ways to manage the self (thoughts, feelings, emotions and behaviours)
- Developing resilience and coping with change

Each week has a theme and homework is given to help the participant to continue the learning between sessions.

1. Forming the group

Aim: Form a supportive and productive space for change, set personal goals and introduce the theory of change.

2. Wellbeing

Aim: Introduce people to the Five Ways to Wellbeing and how they can be implemented in everyday life. Experience Mindfulness.

3. Developing resilience and thinking positively about ourselves

Aim: Help people to cope better with life's ups and downs. Identify strengths and achievements. Explore what self-esteem is, how to build it and gain confidence in challenging negative ways of thinking.

4. Managing pressure

Aim: Identify and explore challenging situations that may occur when change happens. Consider helpful strategies which people can use to negotiate potential stressful situations.

5. Relationships with others

Aim: Look at the myriad of relationships people have and think about how best people can foster these crucial relationships in a healthy way. Consider the need for empathy for others.

6. Celebrating the next steps

Aim: Final opportunity to share support, celebrate the achievements of the group, review goals and think about the next steps.

Delivery options:

Bitesize sessions delivered over 5-6 week period

Maximum number: 16

MENTAL HEALTH AWARENESS FOR SPORT AND PHYSICAL ACTIVITY (MHASPA) TRAINING

This three-hour workshop is designed to give coaches, volunteers, sport administrators and front-of-house staff the confidence to support people with experience of mental health problems to be more active. It has been developed with the support of UK Coaching, and input from people living with mental health problems and colleagues working in the sport and physical activity sectors.

This practical workshop will help you:

- Understand common misconceptions about mental health and the impact of stigma and discrimination
- Identify the positive impact that being active has on physical and mental health
- Appreciate the barriers that stop people getting active
- Talk confidently about mental health
- Know where to signpost people to if they need support
- Identify practical actions to make your service more accessible for everyone

MHASPA has been independently evaluated by a team of researchers from Loughborough University. Their findings show that:

81% of respondents agreed or strongly agreed that their knowledge of mental health had improved following the training. This was maintained at the six month follow up (83%).

84% of respondents agreed their attitude to mental health has changed, with 81% reporting they had used the knowledge from the training course.

(Loughborough University, 2017) Find out more at: <https://www.mind.org.uk/sport>

Course details:

- No prior knowledge of mental health is necessary
- Can be delivered in-house at the location of your choice
- Up to 20 delegates can attend
- £350 + £8 per person for the course handbook
- All CIMSPA-registered delegates who complete the workshop will be eligible for 3 CPD points.

To book your place and to find out more, please contact training@bristolmind.org.uk