

MindForward
Alliance

2024 Training Course Portfolio



Our training

We are bespoke – we believe that ‘off the shelf’ training will be less impactful than a course that has been adapted to reflect your unique organisational culture and values. So, we will work with you to deliver training that meets your business’s exact objectives.

And if you don’t find what you’re looking for here, get in touch. The courses listed here are not exhaustive and we can work with you to develop training that meets your requirements.

All our courses are interactive and, in the longer courses, we always allow significant time for discussion and skills development through relevant case study activities, so that your people will have the opportunity to put theory into practice.

Why partner with us?

The bespoke and interactive nature of our training is what sets us apart and keeps our clients returning to us.

Our training programmes have been rolled out across numerous businesses in your sector, and all have benefitted from:

- Our ability to tailor content to suit the different cultural and regional requirements of your people and business
- Our commitment to understanding your internal systems, culture and challenges
- Regular review points, updating of materials and CPD sessions for your trainees
- Ongoing support from our global team of experts in workplace mental health
- Phased roll out of training, enabling you to control the pace and focus by region or work functions, for example
- Ongoing evaluation and assessment of the sessions as well as longer-term behaviour change
- Adapted materials to meet the different language and cultural needs of the regions you work within.

Our core training courses

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Accreditation through the CPD Certification Service

We are working towards accrediting key training programmes with the global CPD Certification Service in 2024.



Bespoke courses, webinars, panel events and other services

If you don't find what you're looking for in our core training course portfolio, just ask us! We frequently create bespoke training courses, webinars, fireside chats, and panel events for our clients.

These events can provide an opportunity to drive forward engagement, by evidencing the business case for investing in mental health, as well as creating an appetite for further training and skills development.

The sessions would feature an expert speaker or speakers sharing their knowledge and skills with your colleagues, but could also include one or more lived experience speakers, which can add huge personal impact. Some ideas of topics to explore are:

- Thriving through times of change
- Understanding and talking about suicide and suicidal thoughts
- Women's health – menopause, endometriosis
- Baby loss and infertility
- Men's mental health and wellbeing
- Financial wellbeing
- Coping with bereavement
- Understanding and talking about addiction
- Disability, neurodiversity and mental health
- Race and mental health
- Sexuality, sexual orientation, identity and mental health

Contact us to talk about how we can work with you to deliver your wellbeing objectives.

We can also support you to develop your wellbeing strategy through running focus group sessions with specific cohorts of employees, following up with a report of findings and expert recommendations for next steps.

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Courses for all employees



Workplace Mental Health Awareness

This course is appropriate for the general population of employees, and will improve awareness of, and decrease stigma around, mental health. It will ensure that everyone understands the essentials of workplace mental health, enabling them to support the wellbeing of their colleagues and themselves.

The course explores the definition of mental health, and why it is so important to think about it in the workplace. It examines common causes of work-related stress and how this can contribute to poor mental health.

Attendees have a chance to practise listening and communication skills so that they can have appropriate mental health conversations with colleagues. The course goes on to consider how individuals can support their own mental health.

All participants leave the course with a personalised action plan enabling them to implement these back into their workplace.

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| Duration - Essentials course: | 90 mins |
| Duration - Advanced course: | 3 hours |
| Group size: | 5- 35 |
| Audience: | All |

Learning outcomes – Essentials course (90 mins)

By the end of this interactive course, participants will be able to:

- Better understand the mental health spectrum and how that relates to keeping mentally fit and well
- Understand their own mental health and wellbeing and how to protect and nurture it
- Recognise the common causes of work-related stress and its contribution to overall performance and productivity
- Understand what resilience means for them
- Identify the main signs and symptoms of common mental health issues in themselves
- Know what internal wellbeing resources are available, so that they can direct colleagues to support and access them for themselves

Workplace Mental Health Awareness

Learning outcomes – Advanced course (3 hours)

The Advanced course expands on the learning outcomes from the Essentials course. In addition to the outcomes from the Essentials course, participants will:

- Gain confidence in spotting signs related to poor mental health and overall wellbeing in others
- Explore work-related stress and burnout and gain an in depth understanding of this
- Increase skills in having an open and appropriate conversation about mental health with colleagues, whilst maintaining healthy boundaries
- Gain an understanding of how diversity – ethnicity, neurodivergence, sexuality and gender identity, career stage and age – can be intersectional with mental health
- Understand how they can implement their learning with colleagues and actively challenge stigma within their workplace



Neurodiversity and Wellbeing in the Workplace

In a recent survey carried out by the Chartered Institute of Personnel and Development, over one third of neurodivergent employees surveyed said their experience at work in relation to their neurodivergence had a negative impact on their mental wellbeing. Lack of understanding around differences in communication styles, how we process information, or experience the world can mean some neurodiverse employees feel excluded and not psychologically safe at work.

This course gives attendees an introduction to neurodiversity and discusses the impact that neurodiverse conditions can have on mental health and on an individual's ability to flourish in the workplace. Attendees will gain an understanding of how they can create positive change to make their workplaces and teams more neuroinclusive.

Duration: 60-90 mins

Group size: 5-35

Audience: All employees, but particularly relevant to People Managers with neurodiverse team members

Learning outcomes

This course will provide attendees with an introduction to neurodiversity, including:

- An understanding of language - giving you the basic knowledge and awareness to be able to have conversations about neurodiversity with sensitivity and respect.
- An explanation of key neurodivergent conditions and associated strengths.
- An exploration of neurodiversity and mental health - why do we see higher rates of poor mental health in neurodiverse individuals? What role does the workplace play?
- An understanding of the different ways in which poor mental health at work may present for neurodiverse colleagues, and common misunderstandings.
- Ideas about what colleagues and managers can do to provide support including how to have sensitive conversations about well-being with neurodiverse colleagues.

Race and Mental Health in the Workplace

This course will support your people to explore the close intersectionality of race, culture and mental health. It will help them to develop an understanding and awareness of different experiences and perspectives that particularly impact the mental health and wellbeing of colleagues who are Black or from Minority Ethnic backgrounds, so that they are better able to support them.

Through a blend of 'lesson' style learning, with breakout groups and interactive discussions, participants will work through case studies and develop practical skills for having mental health conversations with Black and Minority Ethnic colleagues. There will be opportunities to practise advocacy skills and learn strategies for role modelling a positive and inclusive culture at your organisation.

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| Duration: | 3 hours |
| Group size: | 5 - 16 |
| Audience: | All employees |

Learning outcomes

By the end of the course, participants will learn:

- How racism and feelings of exclusion, especially in the workplace, impacts on mental health
- How experiences differ depending on race, ethnicity, culture, experiences, family and society.
- An understanding of the intersectionality between culture and mental health, including the potential for higher levels of stigma
- Strategies and tools for having confident and supportive mental health and wellbeing conversations, using the right language
- What are the experiences and expectations of Black and Minority Ethnic employees in terms of wellbeing support
- How to be better allies through understanding facts and evidence-based information
- How to build coalitions to create resilience and inclusion in the workplace

Psychological Safety in the Workplace

Psychological safety is crucial to enable human flourishing. Creating an environment where employees feel safe to share ideas and speak up where they see issues, results in more productive and innovative businesses. It reduces the potential for inappropriate risk taking or behaviour which can result in major incidents of misconduct, causing harm to consumers and markets.

This course will examine the factors that organisations need to consider when it comes to creating cultures that enable people to speak up on issues, to present a new idea or innovation, and to challenge the status quo. It will give participants strategies and tools to create a culture of psychological safety for all employees.

| | |
|-------------|---|
| Duration: | 90 mins |
| Group size: | 5 - 35 |
| Audience: | HR managers, people managers and senior leaders |

Learning outcomes

By the end of the course, participants will:

- Be able to identify the factors that contribute to psychological safety in the workplace.
- Understand what employees need to feel empowered to speak up and flourish.
- Build confidence in role-modelling behaviours to promote safe environments.
- Identify working processes or rules that inhibit creative working and continuous improvement.
- Understand how to promote a working culture where employees are comfortable being themselves.

Course content

- What psychological safety is and its importance to a successful business
- Fear and futility – the impact of fear of consequences on organisations
- Factors which can prevent people from feeling psychologically safe
- Creating the right climate for improvement – how to cultivate trust and remove barriers
- How to lead by example and empower employees to innovate

Unhealthy Perfectionism

Particularly appropriate for employees in their early careers, this course teaches participants to identify the difference between a healthy striving for excellence and unhealthy perfectionism. It also gives the opportunity to learn practical skills to address unhealthy perfectionism in themselves and create positive change.

The course discusses the impact unhealthy perfectionism can have on mental health and on an individual's ability to flourish in early careers. It also teaches coping strategies and that seeking support from mental health professionals can really help.

Duration: 90 mins

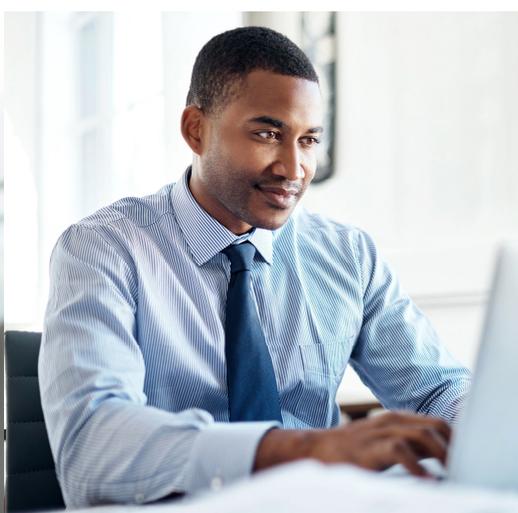
Group size: 5 - 35

Audience: All employees, but particularly relevant to those in their early careers

Learning outcomes

By the end of the course, participants will:

- Understand the difference between healthy striving for excellence and unhealthy perfectionism.
- Identify behaviours and signals associated with developing unhealthy perfectionism.
- Understand the thoughts and feelings that drive these behaviours and the impact of unhealthy perfectionism on their mental health.
- Understand imposter syndrome and learn coping strategies to help.
- Understand their own Stress Signature and how they can support their own mental health and wellbeing
- Know internal support and resources - signpost colleagues and access for themselves.



Trauma Informed Practice and Interview Skills

This focused course will increase your HR/wellbeing and/or legal teams' awareness, literacy, competence and confidence to carry out difficult conversations with individuals who may be upset and/or traumatised. The course incorporates the principles of a trauma-informed approach, so that participants learn how to create and maintain conditions where employees can fully engage with these conversations.

Participants will be able to put their learning into practice, with a large part of the course dedicated to role-play and case study scenarios. The course will be led by a clinician who is experienced in trauma-informed practice.

The training will be broken into three separate sessions to allow time for reflection and implementation of principles learned, before moving on to the next stage of learning, as follows:

Session 1 Theory: Trauma-Informed Practice – 1.5 hours

Session 2 Practice: how to have emotionally difficult conversations with people who may have experienced trauma – 2.5 hours

Session 3 Reflection and further roleplay practice – 90 minutes

Duration: 3 sessions - see timings for each session above

Group size: 5 - 25

Audience: HR / Wellbeing / Legal / employees in roles that involve holding difficult conversations

Learning outcomes

- Understanding what is meant by trauma and how it can impact individuals
- Recognising signs that someone might be traumatized – including non-verbal signals
- Key principles of a trauma-informed approach
- How to carry out trauma-informed interviews – theory and in practice
- De-escalation and intervention skills for emotional and/or tense situations
- Awareness of the importance of setting boundaries and how to do so
- Understanding of how to practice self-care

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*Courses for People Leaders and
Line Managers*



People Managers: Building Mentally Healthy Teams

People managers are hugely influential in setting workplace culture. They have a direct impact on team members' wellbeing and are well-placed to spot early signs of poor mental health. The WHO's evidence-based guidelines strongly recommend that businesses should train managers to support employees' mental health.

Our interactive training will help to improve people managers' understanding of, and literacy in, mental health so that they can actively contribute to a psychologically safe work environment. The course will give them the skills to spot early warning signs of poor mental health and then confidently have an open and appropriate conversation about mental health with colleagues, while maintaining healthy boundaries.

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|------------------------|------------------------|
| Duration - Essentials: | 3 hours |
| Duration – Advanced: | 8 hours |
| Group size: | 5 - 35 |
| Audience: | People / line managers |

Learning outcomes

- Be familiar with common mental health conditions and be able to spot signs and symptoms of poor mental health
- Recognise the most common causes of work-related stress and its contribution to mental ill health
- Understand the line manager behaviours that can help prevent workplace stress
- Consider how diversity in people – ethnicity, neurodivergent, early careers – can be intersectional with mental health
- Gain practical skills in how to have a supportive and appropriate conversation about mental health with direct reports, whilst maintaining healthy boundaries
- Understand how to navigate difficult conversations about wellbeing within the context of performance management
- Learn about what reasonable adjustments might be appropriate to offer in different circumstances
- Be familiar with how to support an employee's return to work after a period of absence due to mental health difficulties
- Know about internal support and resources available
- Actively consider their own mental health and wellbeing, and how they can protect and nurture it
- Understand how they can actively support and develop a mentally healthy workplace culture and their role as leaders in challenging stigma

Executive Leader Masterclass

Our unique Executive Leader Masterclasses are delivered by business leaders and will help your senior team to develop an understanding of the business case for prioritising employee wellbeing and support for mental health. It will examine the importance of creating a culture of inclusivity and wellbeing, and how they, as leaders, have an opportunity to deliver this.

It covers key models that provide structure and clarity to the situations senior leaders are facing, as well as practical skills to enable them to apply appropriate strategies to support their teams. It will also provide senior leaders with a better understanding of how to look after their own mental health and wellbeing – maintaining the energy and focus they need to sustain performance as well as model healthy behaviours.

This masterclass would be led by a senior business leader. We will work with you to find the right individual who will have the experience and seniority to be able to speak with your senior leaders on their level and understand the unique pressures they are under.

| | |
|-------------|----------------|
| Duration: | 60-90 mins |
| Group size: | 5 - 20 |
| Audience: | Senior Leaders |

Learning outcomes

By the end of the Masterclass, participants will be able to:

- Reframe their role and understand the assumptions and new challenges leaders face
- Understand why wellbeing needs to be a business priority
- Learn the value of and how to implement different approaches to support situational leadership
- Apply appropriate strategies to support teams through change
- Protect and nurture their own mental health and wellbeing in order to build mentally healthy and resilient teams
- Implement strategies to nurture and protect their own energy and focus
- Understand and manage conflicting feelings and emotions associated with being a leader

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*Courses for Mental Health /
Wellbeing Champions and
Mental Health First Aiders*



Workplace Mental Health / Wellbeing Champions

Our Workplace Mental Health Champions course trains your people in 4 key areas:

- Focused short-term support and signposting for colleagues experiencing emotional distress, and understanding its related impact in the workplace
- Facilitate boundaried, confident conversations on topics related to wellbeing
- Supporting the overall business agenda on workplace wellbeing and developing psychological safety within your culture
- Nurturing their own mental health and wellbeing to support healthier habits and behaviours

Designed with practical skills development at its core, this course ensures your Champions are able to support themselves and colleagues in a range of situations that may impact wellbeing, and can respond to the changing, and high-performance demands, of a corporate environment.

The course also gives attendees inspiration on how they can champion the wellbeing agenda within your organisation, through leading by example, challenging stigma and creating opportunities to open up conversations with colleagues.

Duration: 1 x 8 hours (can be delivered over 2 or 4 shorter sessions)

Group size: 5 - 16

Audience: All employees

Learning outcomes

The Workplace Mental health Champions course will enable participants to:

- Recognise changes in behaviours related to mental ill health and emotional distress
- Initiate and hold confident conversations about wellbeing whilst ensuring they remain safe and maintain boundaries
- Provide initial help in a crisis and guide the person towards appropriate support and professional help
- Develop and utilise skills to support and nurture their own wellbeing
- Challenge stigma and discrimination across the business
- Create a plan to actively champion the workplace wellbeing agenda within their roles to support the wider strategy and build psychological safety
- Champion internal support and resources, signposting colleagues appropriately

Workplace Mental Health / Wellbeing Champions

What the course covers

- Practical skills to spot triggers and signs of a colleague struggling with their mental health and wellbeing
- Confidence to step in, reassure and support a person in distress using the MindForward alliance framework for workplace conversations
- Providing appropriate short-term support to colleagues at times of change and uncertainty
- Knowledge of boundaries of their role, as well how to define and maintain personal boundaries when supporting colleagues
- Enhanced interpersonal skills such as active, non-judgmental listening
- How to respond in a crisis scenario – virtually and in person
- An understanding of how to keep themselves healthy while performing their duties
- Practice into action – multiple case study activities and listening exercises
- Internal resources – where to direct colleagues to support
- Understanding of wellbeing as a holistic concept and how it intersects with a range of topics
- Confidence to hold conversations about various aspects of wellbeing with colleagues
- Exploring the role as a workplace Champion in setting the tone and challenging stigma
- Reflections and next steps, including action planning.



Workplace Mental Health / Wellbeing Champions (Refresher)

Just like physical first aid, mental health training should be kept up to date and it is recommended that refresher training should be undertaken every 3 years (at minimum).

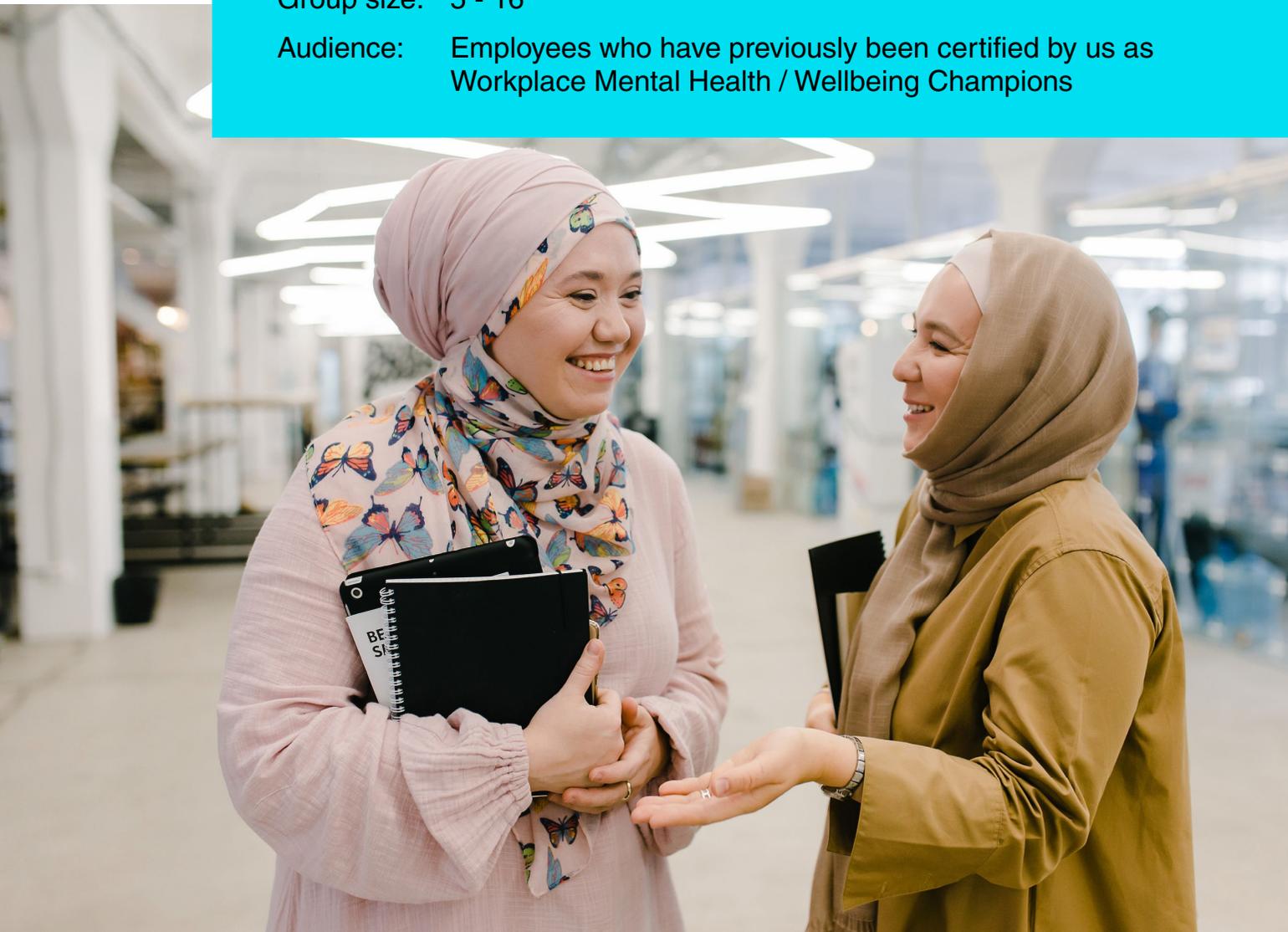
This course will provide an essential update and skills refresh for your Workplace Mental Health / Wellbeing Champions. It will give attendees the chance to:

- Renew their skills
- Update their knowledge of mental health support
- Practice applying the framework for conversations
- Discuss difficult scenarios that they have encountered and be coached on how to manage tricky situations

Duration: 3 hours

Group size: 5 - 16

Audience: Employees who have previously been certified by us as Workplace Mental Health / Wellbeing Champions



Mental Health First Aid® and MHFA Refresher

This course will train your people to become MHFAiders®, giving them the knowledge and skills to spot signs of people experiencing poor mental health, be confident to start a conversation and signpost a person to appropriate support.

Learning takes place through a mix of instructor led training, group discussions, individual and group activities. Each session builds on the previous, enabling the learner to gain confidence in supporting others with a Mental Health First Aid action plan.

Just like physical first aid, Mental Health First Aid training should be kept up to date and it is recommended that refresher training should be undertaken every 3 years (at minimum). We can deliver the 4-hour Mental Health First Aid® Refresher course to your people to keep their skills refreshed and current.

Please note: MHFA courses can only be delivered in England. For a global training equivalent, please see our Workplace Mental Health Champions course.

MHFA course duration: 2 days (can be delivered over 2 or 4 shorter sessions)

MHFA Refresher duration: 4 hours

Group size: 5 - 16

Audience: All employees

Learning outcomes

By the end of the course, participants will be able to:

- Recognise those that may be experiencing poor mental health and provide them with first-level support and early intervention
- Encourage a person to identify and access sources of professional help and other supports
- Practice active listening and empathy
- Have a conversation with improved mental health literacy around language and stigma
- Discuss the MHFAider® role in depth, including boundaries and confidentiality
- Practice self-care
- Know how to use the MHFAider Support App®
- Know how to access a dedicated text service provided by Shout and ongoing learning opportunities with MHFA England

Contact us

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*Find out more about
our training*

mindforwardalliance.com/training

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Transforming workplace
mental health