



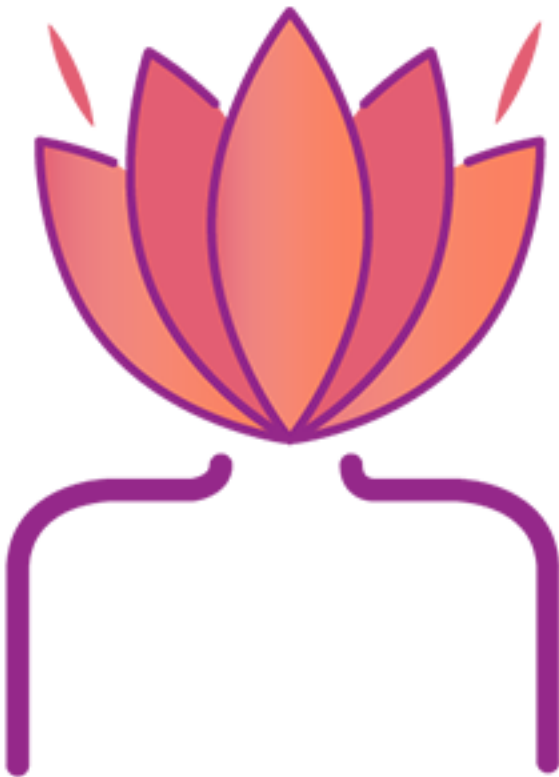
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Supporting Mental Health



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Why We all Need to Talk About Mental Health and How We Can Do it?

Erica Farmer

QUANTUM**RISE**
Talent Group

Tuesday 22nd March 2022

Supported by
 **LEARNING CURVE**
GROUP

How can Learning Curve Group help?



- **UK's leading provider of skills training**

We support learners, employers and FE providers nationally from apprenticeships, to short term vocational programmes

- **160,000+ learners impacted every year**

We work directly with learners and our FE provider partners to transform thousands of lives through learning each year

- **Largest developer of learning materials**

We are the largest developer of Level 2 and Level 3 learning materials, including a number of Mental Health qualifications

- **Delivering Mental Health Training**

-
- Mental Health Awareness
 - Children and Young People's Mental Health
 - Mental Health First Aid

- **Accredited Mental Health Resources**

We sell the resources for our mental health qualifications so FE providers can deliver the courses themselves (AEB fundable)

- **33,000+ studied Mental Health in the past year**

Mental Health courses are consistently popular, with employers from Police Forces, NHS, Football Clubs & SME's



Erica Farmer



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Erica has 20 years experience in corporate Learning & Development with some of the UK largest brands, including Centrica British Gas, Virgin, Specsavers and LV=.

Roles have included Head of Leadership & Talent, Head of Learning & Development and Head of Apprenticeships. Erica holds governance board roles with various Apprenticeship providers supporting strategy and compliance.

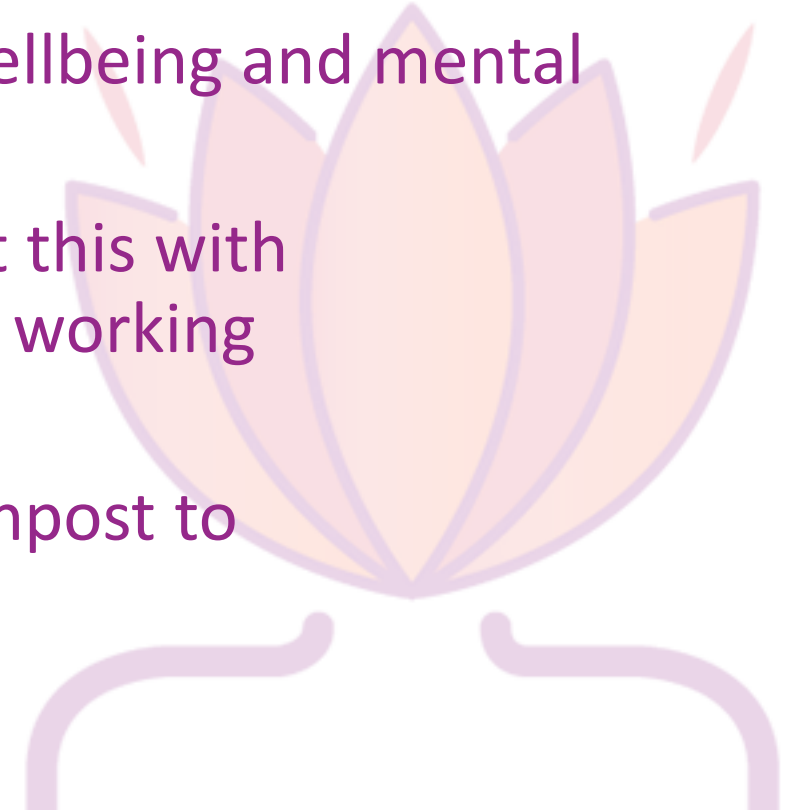
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Talent Group



Objectives

This working webinar will answer the following questions:

- Why should I talk about mental health, mental wellbeing and mental toughness
- What tools and techniques can I use to talk about this with employees and apprentices in remote and hybrid working environments
- What support is available which I can use and signpost to



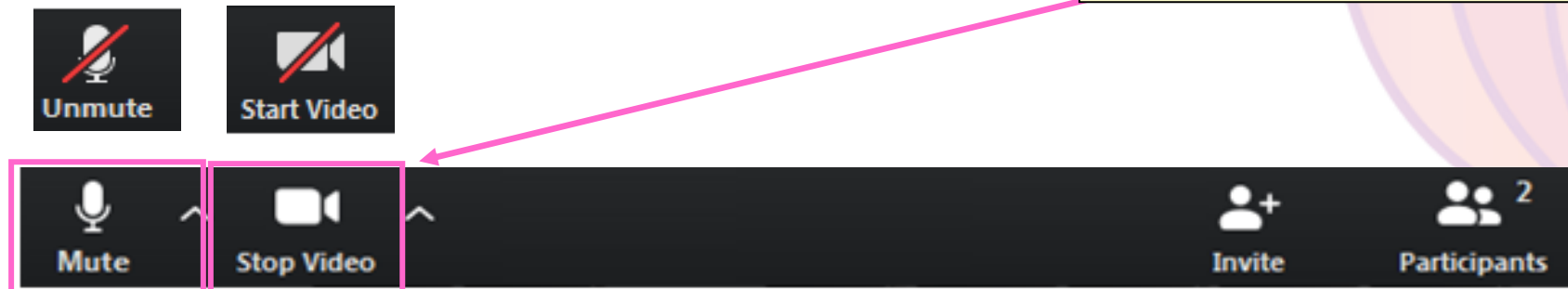
How to Participate - Zoom Functionality



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Mute and unmute here, or use
space bar

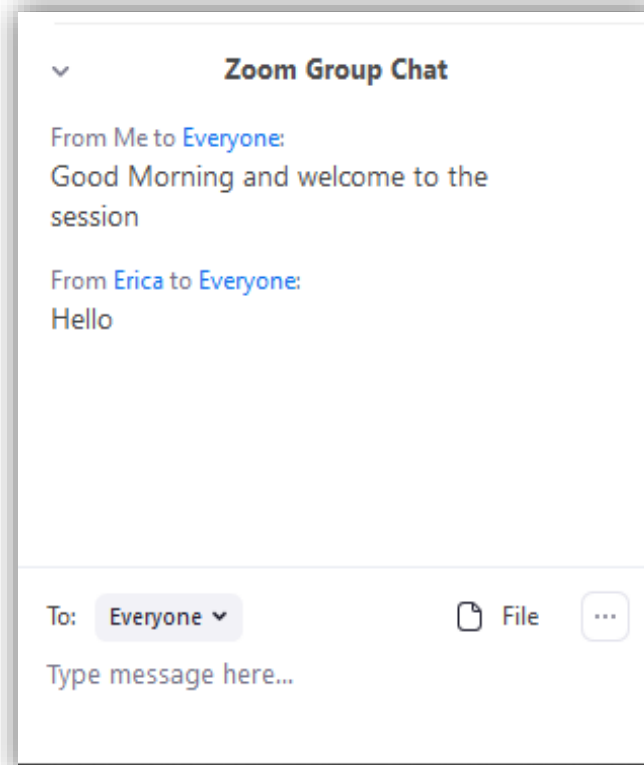
Start and stop video



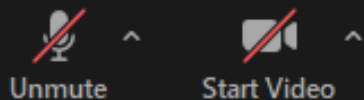
How to Participate - Zoom Functionality



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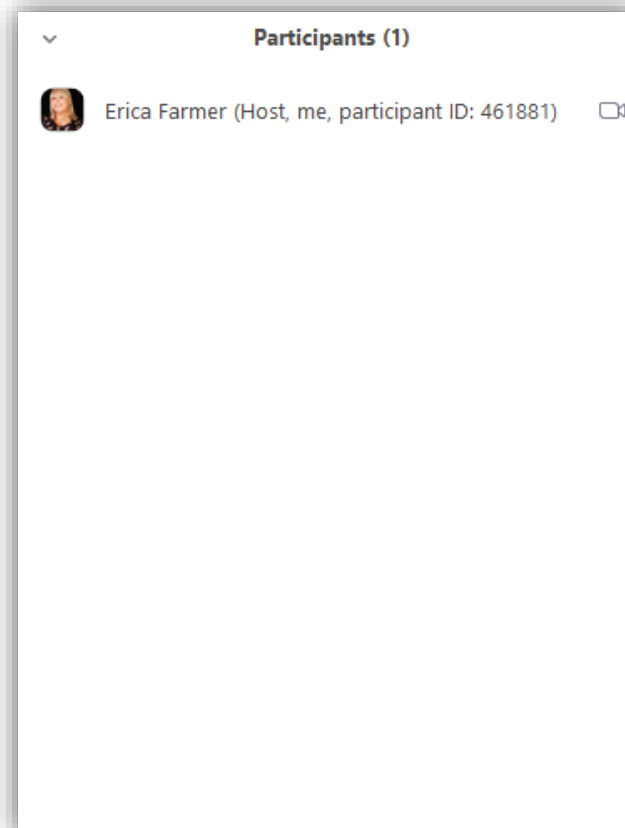
You can share messages via Chat



How to Participate - Zoom Functionality



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You can rename yourself in Participants by hovering over your name and right clicking

Unmute Start Video

Participants 2

Chat 2

Share Screen

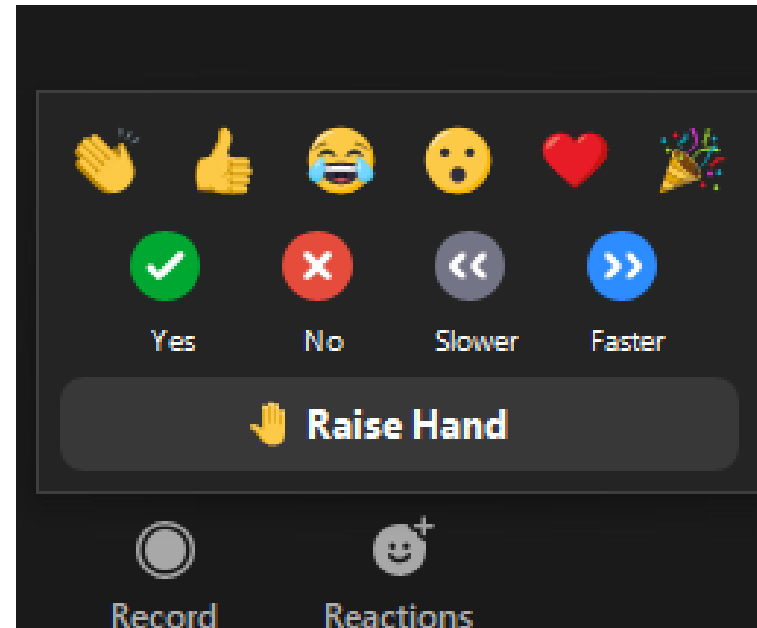
Record

Reactions

How to Participate - Zoom Functionality



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Respond and interactive with
Reactions

Unmute
Start Video

Participants 2

Chat 2

Share Screen

Record

Reactions

How to Participate - Zoom Functionality



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You are viewing Erica Farmer's screen

View Options ▾

Zoom Ratio

Fit to Window >

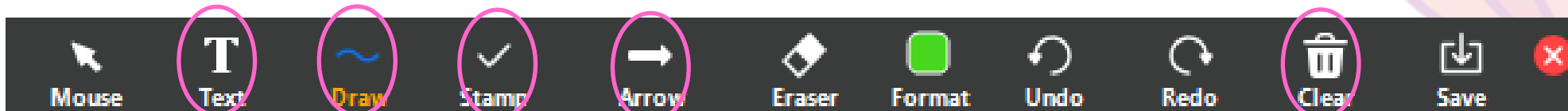
Request Remote Control

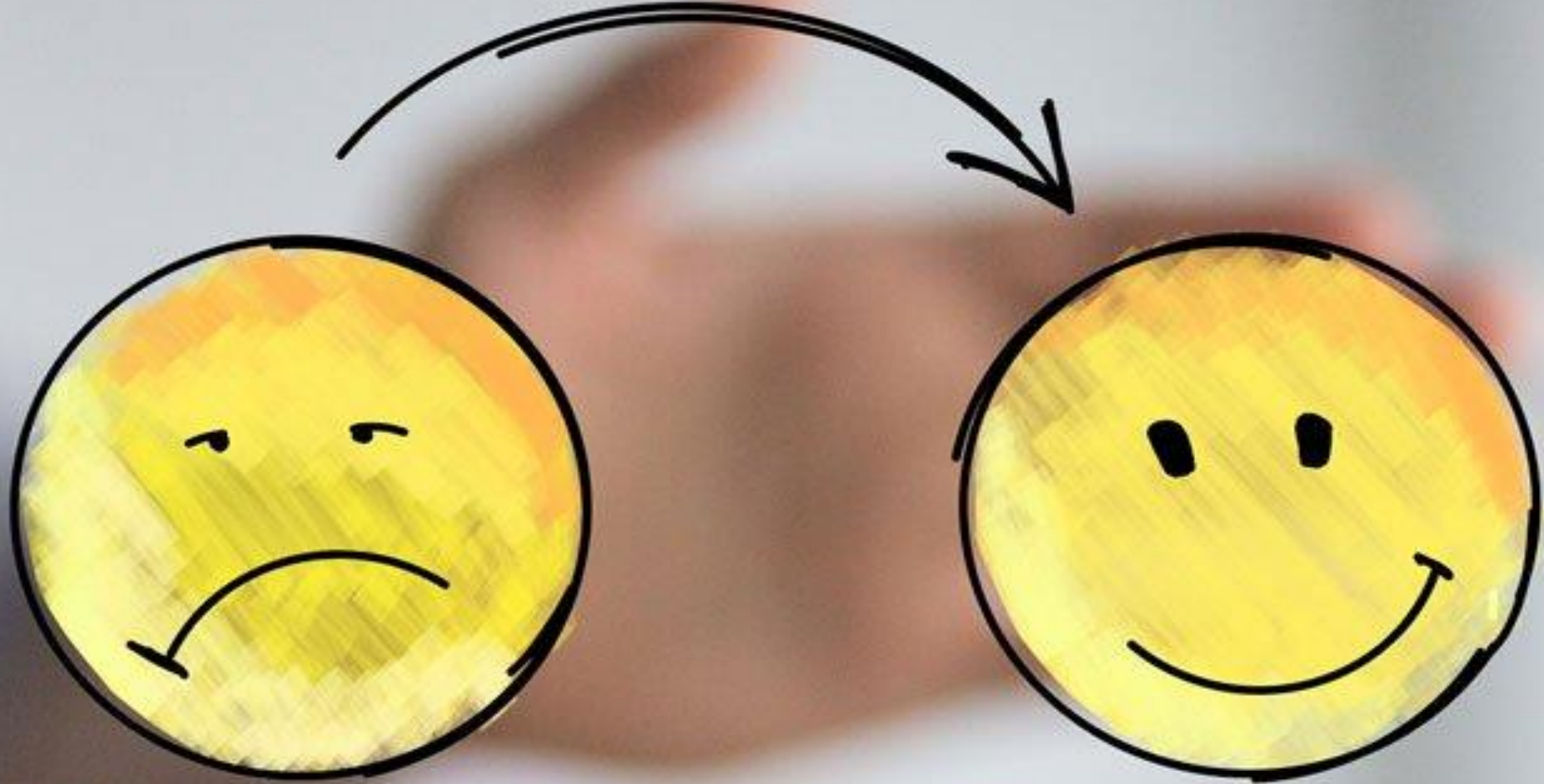
Annotate

Exit Full Screen

Hover your mouse to the top of your screen to see this dropdown

To annotate: click here for controls.







Why should we talk about
Mental Health?

Answer in chat



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Why should we talk about Mental Health?

60% of people say that their mental health has declined since the pandemic

54% of all working days in 2018/2019 lost are due to poor mental health

We have a duty of care to everyone we work with and know



What does mental health,
mental wellbeing and mental
toughness mean to you?

Answer on the whiteboard

What do these terms mean to you?

Mental Wellbeing	Mental Health	Mental Toughness
		

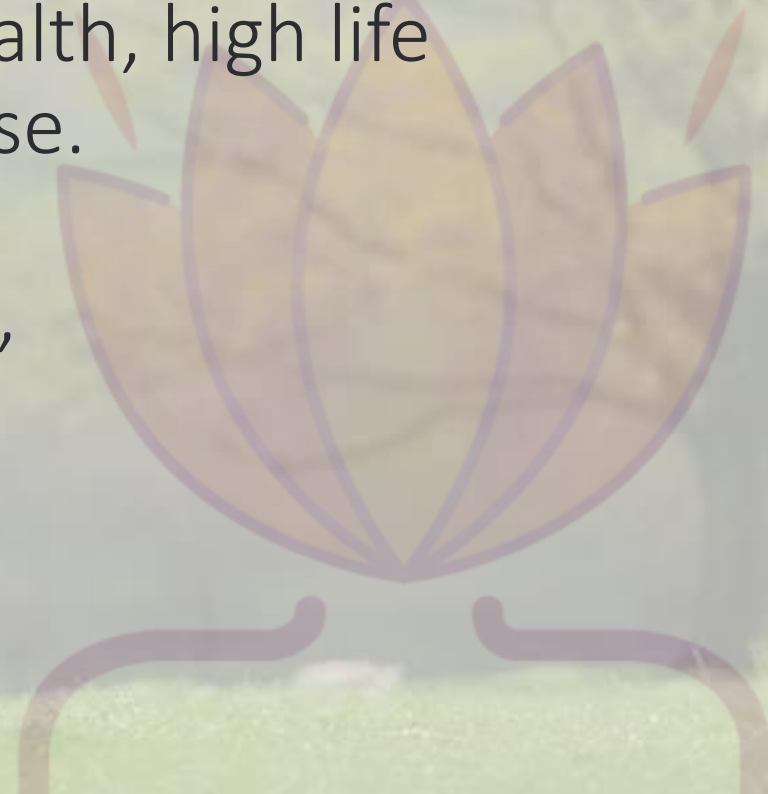


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What is Mental Wellbeing?

“Mental wellbeing is the experience of health, happiness, and prosperity. It includes having good mental health, high life satisfaction and a sense of meaning or purpose.

More generally, well-being is just feeling well”





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What is Mental Health?

“Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices.

Mental health is important at every stage of life, from childhood and adolescence through adulthood.”



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What is Mental Toughness?

“The personality trait which determines in large part how people deal effectively with challenges stressors and pressure irrespective of circumstances”



What factors contribute to Wellbeing?



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Your **Mental** Wellbeing
Your **Physical** Wellbeing
Your **Financial** Wellbeing
Your **Social** Wellbeing



Your Mental Wellbeing



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Considerations



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Depression

Anxiety

Bi-Polar

Eating Disorders



Your Social Wellbeing



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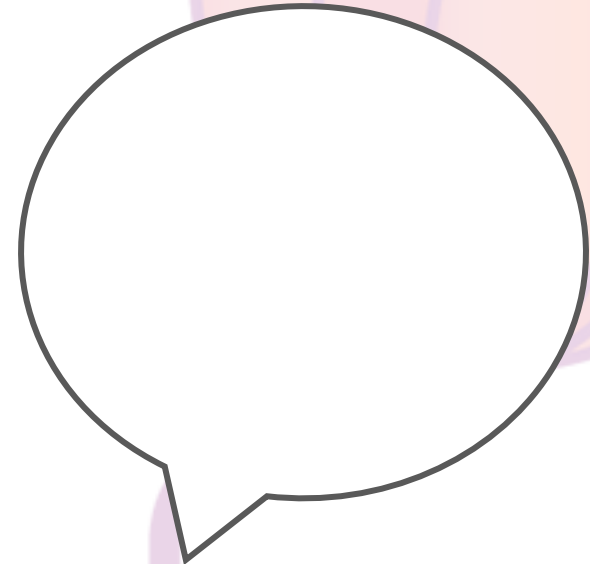
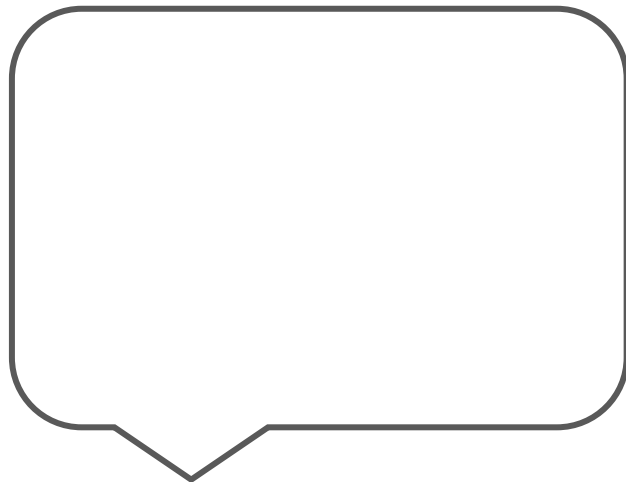
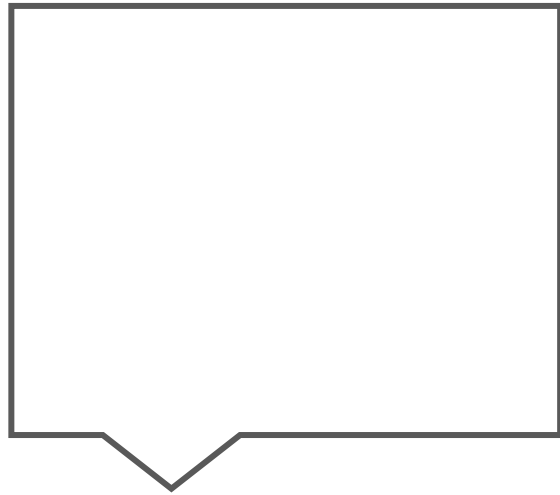
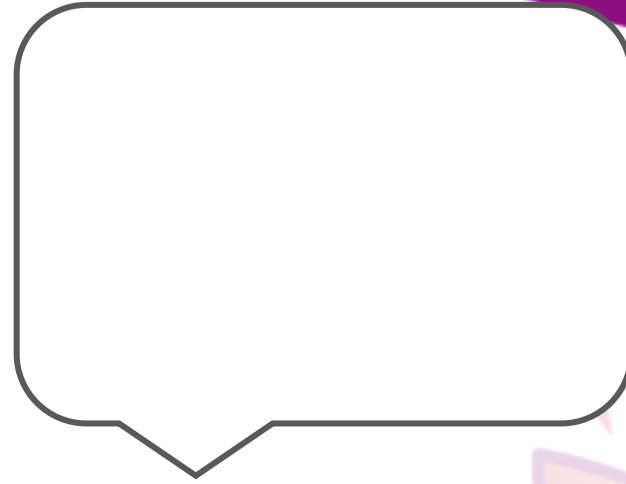
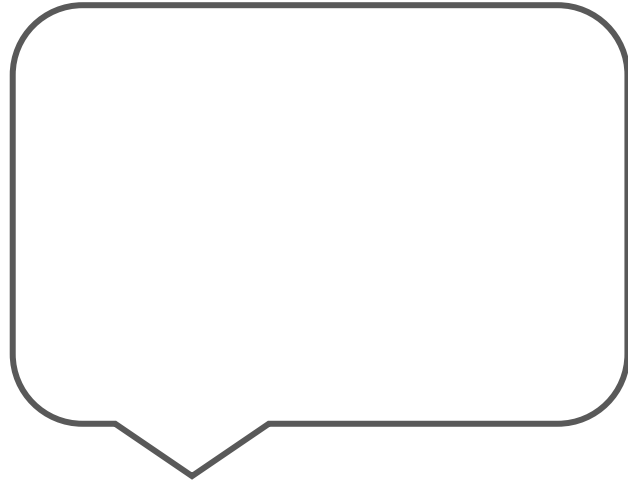


What are the benefits of
looking after our Team's
Mental Wellbeing and
Mental Health?

Answer on the whiteboard



2019





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Better Performance

Increased Concentration

Decrease in Worrying

Be More Decisive

Better Judgement

Positive Change in Team Dynamics

Happiness and satisfaction



How does hybrid and remote working impact this?

Answer in chat



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Dial up communication

Consider channel

Provide guidance to reduce
decision fatigue

Extra training

Engagement and interaction

Be aware of your own preferences

Signpost resources

Provide policies

Breakout Activity

B

In smaller groups, discuss the signs you might see in someone with Mental Wellbeing or Mental Health challenges in a hybrid and remote working world.

15 minutes



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Physical Signs

Feel tired

Experience aches and pains, headaches and sweats

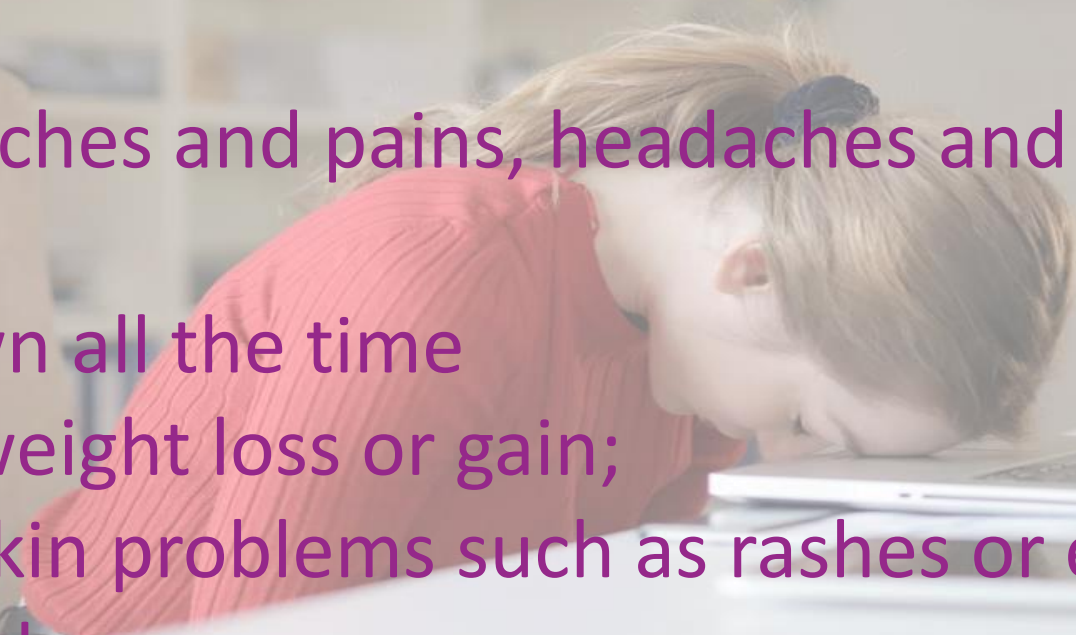
Sleep poorly

Feel run down all the time

Experience weight loss or gain;

Suffer with skin problems such as rashes or eczema

Have an untidy appearance.





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Emotional Signs

Feel anxious or distressed
Lose confidence and/or motivation
Suffer with mood swings
Feel aggressive and/or tearful
Feel low and/or confused
Find it difficult to relax
Struggle to absorb information
Have lapses in memory



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Behavioural Signs

Withdrawn at work
Working excessive hours
Feel restless
Performing inconsistently
Over-reacting to problems
Take risks that are excessive or out of character
Struggle with technology



We Need to Talk



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Talking Tips



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Open Up



Talking Tips



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Develop a Mental Health Plan

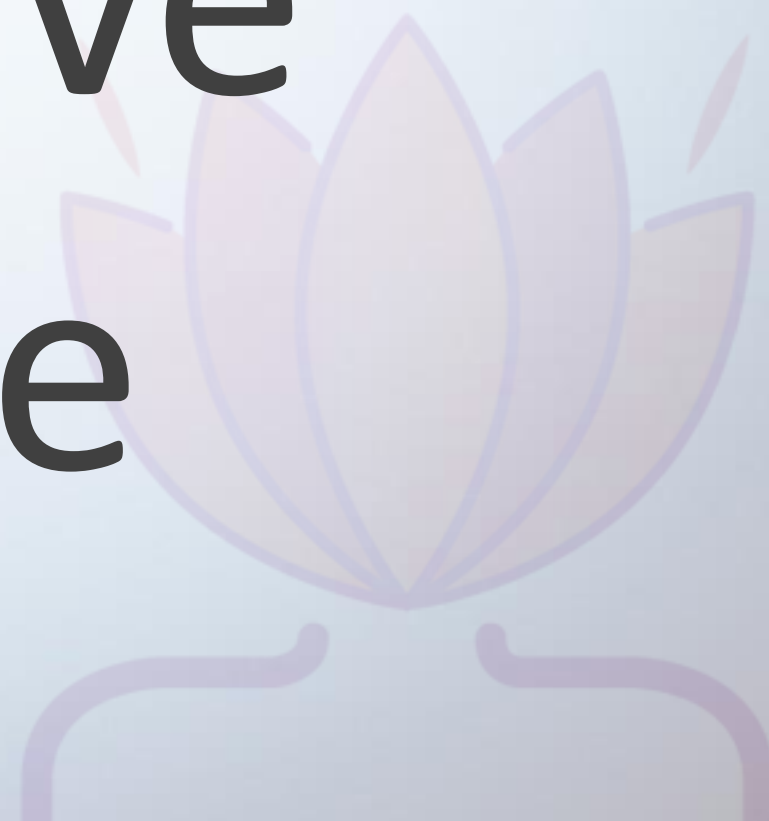


The background is a vibrant blue-toned digital composition. It features a curved horizon line, possibly representing a globe or a data plane. Below this line, there are patterns of binary code (0s and 1s) arranged in a grid-like fashion. A bright light source on the right side creates a strong lens flare and illuminates the scene. Swirling, ethereal lines of light and data flow across the right side of the image, adding a sense of motion and connectivity.

Be a Digital
Advocate



Use Positive Language



Talking Tips



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Provide Structured Check Ins



Give Praise



Talking Tips



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Share Techniques

catch it

check it

change it

STANDARD 3

Promote an open culture around mental health



Increased awareness and
stigma being challenged



Empowered employees as
champions and role models



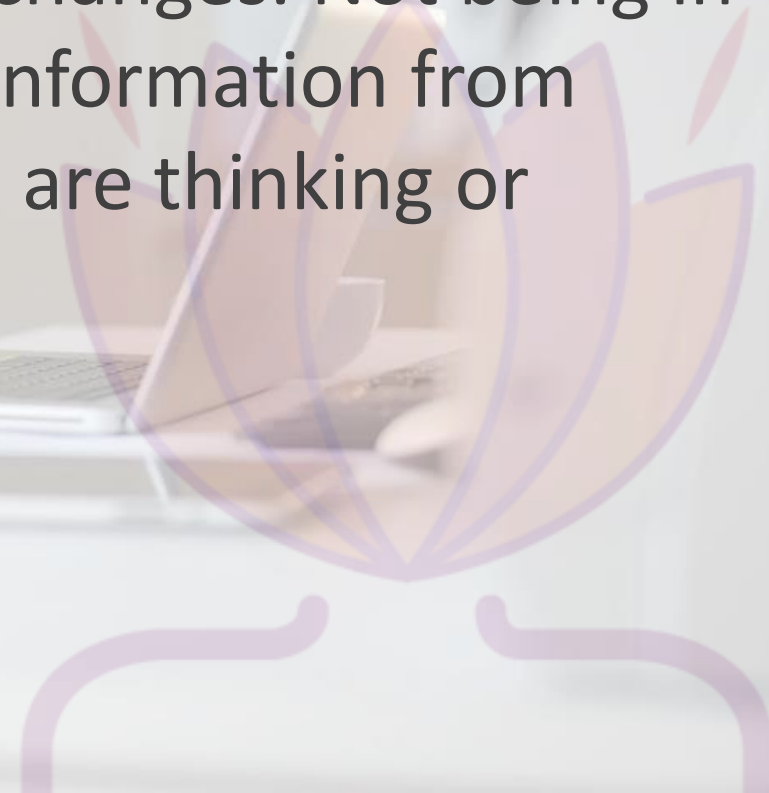
Open two-way
conversations and clear
support



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Remote Working

Notice how your team members are working in a remote environment so that you can pick up on any changes. Not being in the same room means you don't have extra information from body language to get a sense of what people are thinking or feeling.





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Remote Working

Potential signs may include a lack of engagement on email or on video conferencing, sending emails late at night or all the time or not at all, a change in the language used in emails, not delivering on agreed targets, changes in productivity (increased or decreased) and/or quality of work.

As with non-remote working, you need to be sensitive to any changes in behaviour.



What questions could you ask to support someone with Mental Health concerns?

Answer in chat

Useful Questions to Ask



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Page

How are you
feeling at the
moment?

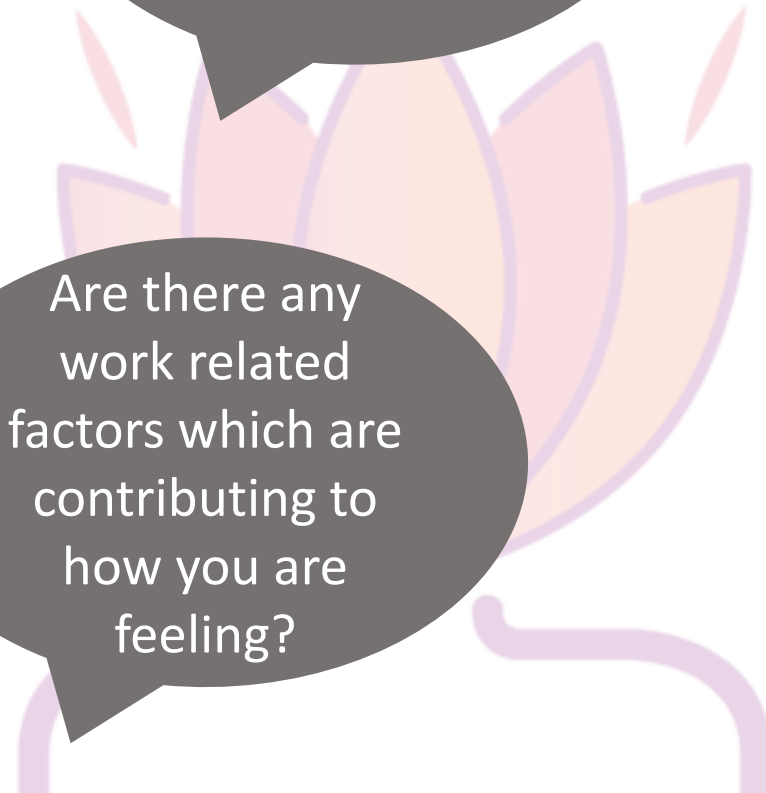
How long have
you felt like
this, is it an
ongoing issue?

Who do you
feel you can go
to for support?

Is there
anything we
can do to help?

What is
working well
that may also
help others?

Are there any
work related
factors which are
contributing to
how you are
feeling?



Breakout Activity

B

In smaller groups, discuss the key strategies you will be using to support Mental Wellbeing or Mental Health challenges in a hybrid and remote working world.

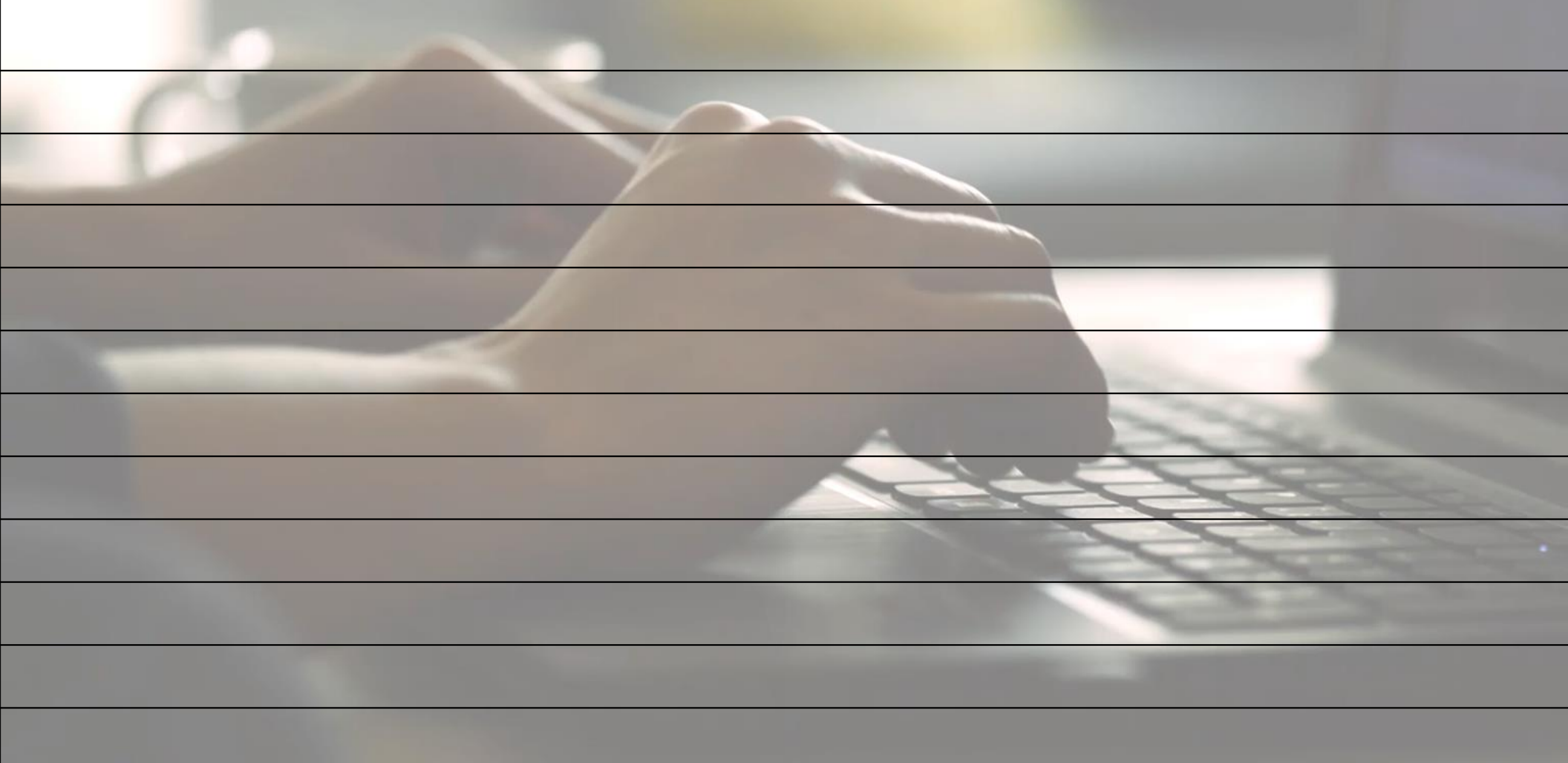
15 minutes



What tips would you give to
a manager promoting team
Mental Wellbeing during
Hybrid and Remote working?

Answer on the whiteboard

What tips would you give to a manager promoting team Mental Wellbeing and Mental Health during remote and hybrid working?







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Are you going to wait to get hit by
the train or get out of the way?




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Let's explore Mental Toughness





How you think when
something happens



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Performance - accounts for
25% of variation



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Agility – Adoption of positive behaviours





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Wellbeing - A balanced state





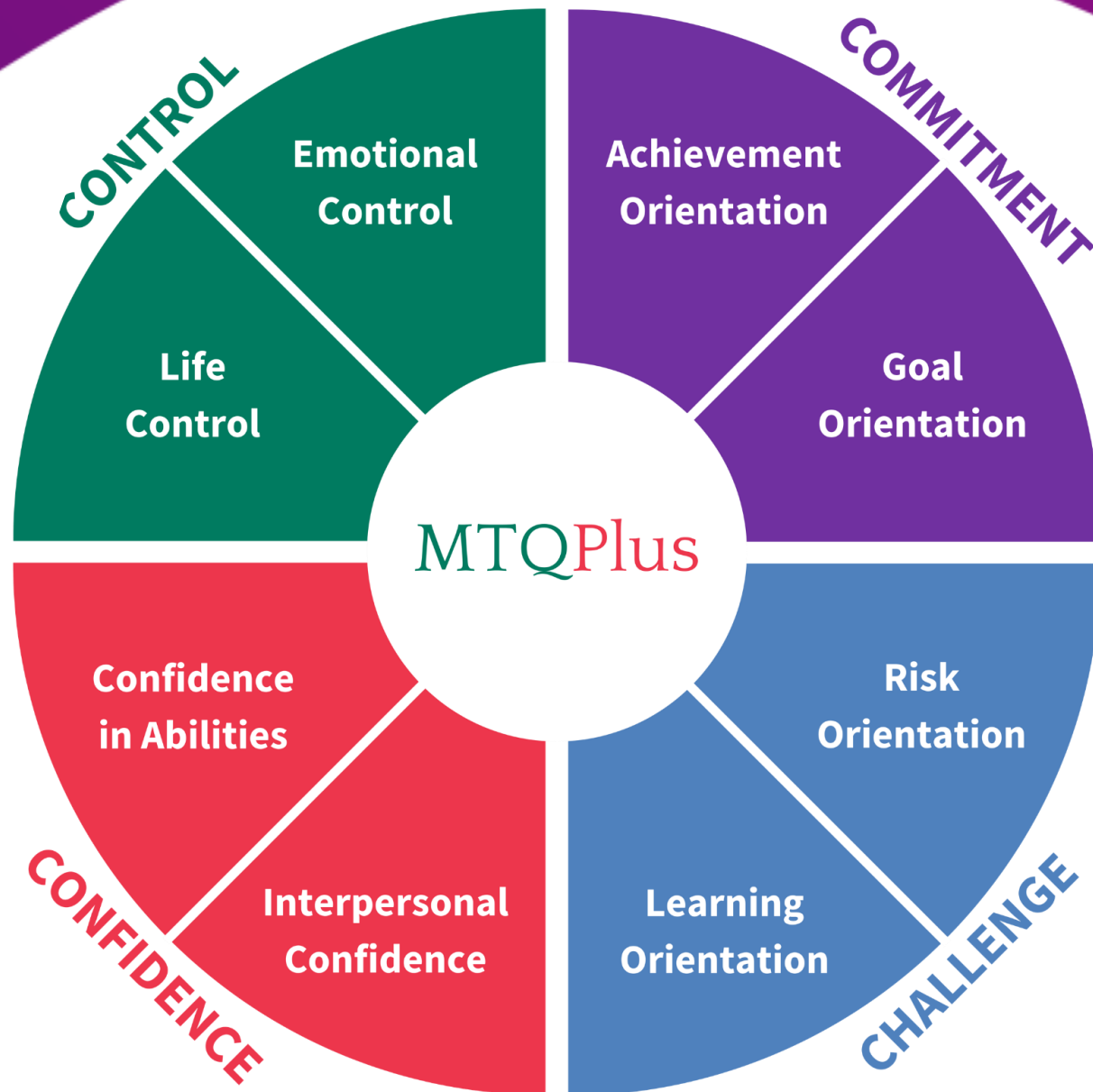
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Aspirations - Achieving hopes and dreams



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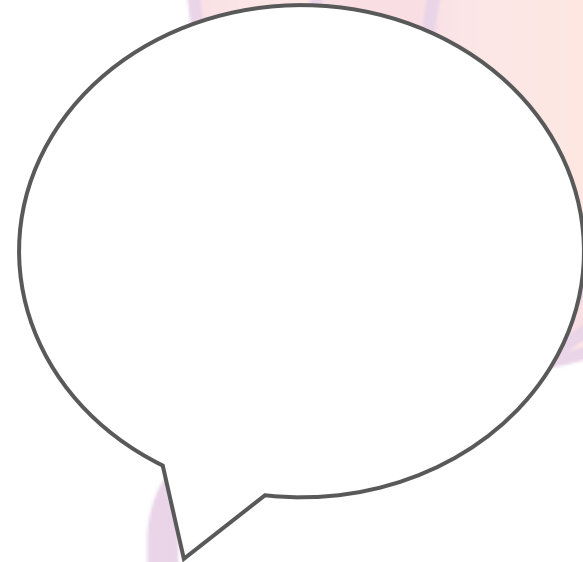
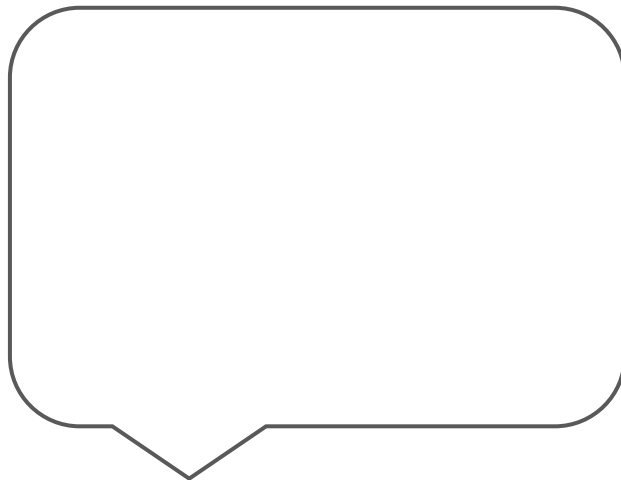
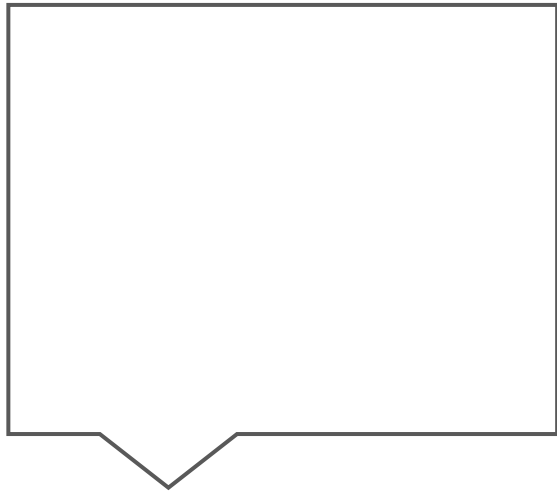
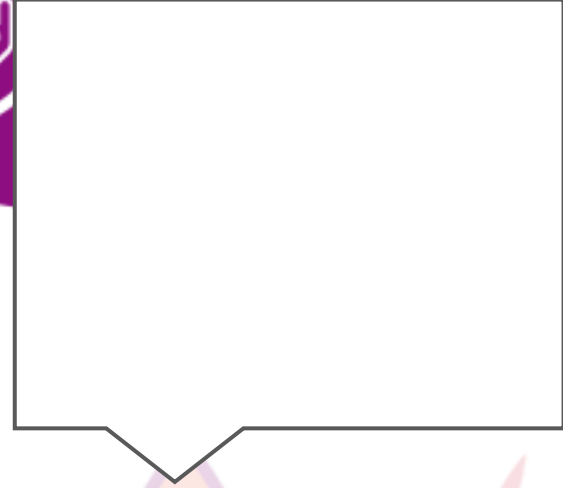
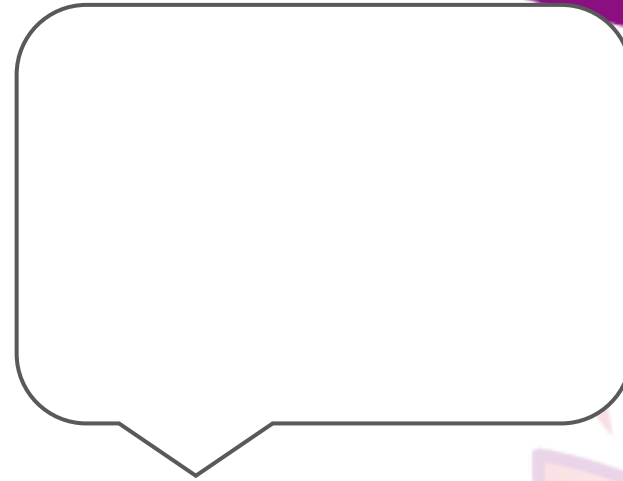
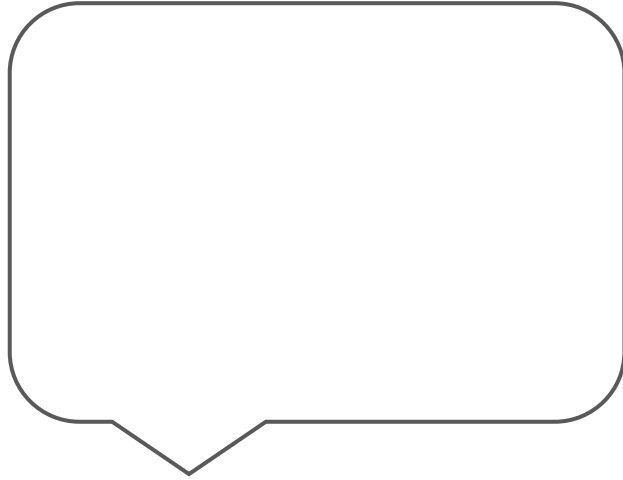


How can we help to develop
Mental Toughness?

Answer on the whiteboard



2019



Tips for Managers



Lead by example:

Actively encourage your team to adopt healthier working habits by working sensible hours, taking full lunch breaks, taking annual leave and resting after busy periods.



Build your confidence on mental health:

Familiarise yourself with mental health policies and practices and how staff can seek confidential advice and support.



Normalize mental wellbeing:

Touch base regularly with your employees to check how they're getting on and think about what might be causing them stress. Create space for them to ask questions and raise issues and give them permission to talk about home as well as work issues if they wish.



Take stock:

Include an agenda item at team meetings to discuss everyone's well-being together, and what factors are affecting this. A planning session can look at the issues in detail and develop a team action plan to address these.



Be available:

Regular one-to-ones and catch-ups can help to maintain good working relationships and build mutual trust. Sometime a phone call is better than a video call!

As a manager it is important to create the **right culture** within your team, particularly around mental wellbeing

Tips for Managers



Treat people as individuals:

Treat employees with respect, praise good work, offer support if there are skills gaps, and try to use a coaching style of management. Ask for feedback about the support you provide and what support they need to help them achieve their goals.



Promote positive work relationships:

Support a culture of teamwork, collaboration and information-sharing, both within the team and across the organisation, and model these positive behaviors to staff.



Embed employee engagement:

Promote a culture of open dialogue and involve employees in decisions about how the team is run and how they do their job. Make sure employees understand their role in the bigger picture and make clear their contribution to the organisation's vision and aims.



Raise awareness:

Managers are in a great position to challenge stigma and prejudice throughout the organisation and to get mental health on the agenda with senior leaders.



Create opportunities for coaching, learning & development:

Make sure employees are confident, well equipped and supported to enable them to do their job to a high standard. You can help them gain confidence and skills by developing and rewarding their capabilities and by being available for regular work-related conversations as well as providing formal training.

WHAT

NOW?

What will you commit to after completing this session?





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References

McKinsey, 2020

Mind, 2020

The Guardian, 2020

Kings College London, 2020

CIPD, 2021

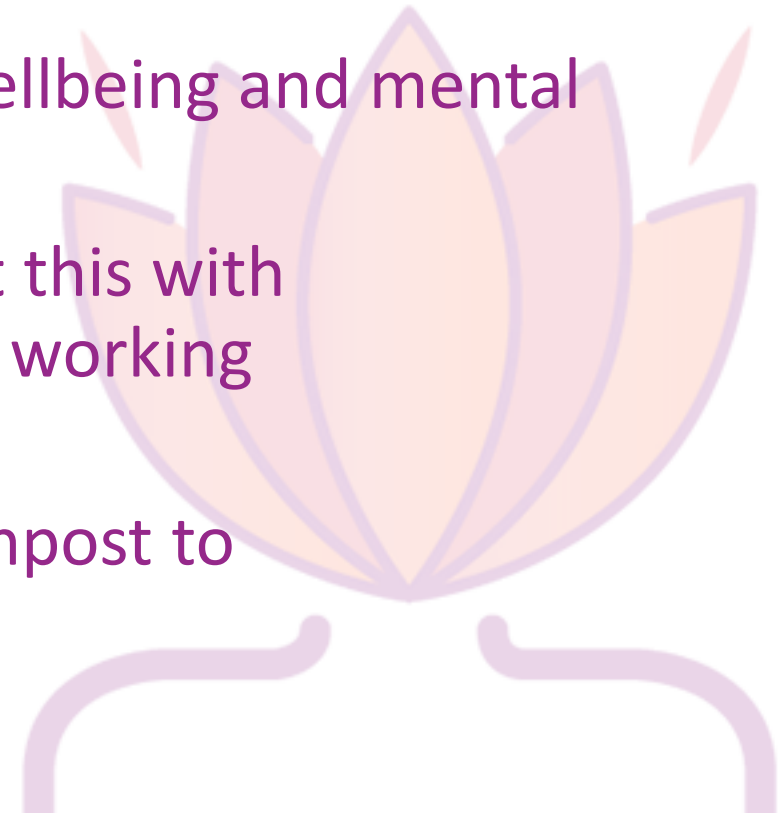




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- What tools and techniques can I use to talk about this with employees and apprentices in remote and hybrid working environments
- What support is available which I can use and signpost to



**THANK
YOU**





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**TAKING YOUR DIGITAL LEARNING,
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STRATEGY FROM GOOD TO GREAT**

Questions?



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Save the date!



**NATIONAL
CONFERENCE**



Monday, 27 & Tuesday, 28 June 2022
Novotel, London West