FROM THE UK’S LEADING PROVIDER OF ONSITE MENTAL HEALTH TRAINING

MENTAL HEALTH FIRST AID TRAINING.

Mental Health Training.co.uk
Mental Health First Aid training. Recognise, Respond, Refer.

Supporting individuals and organisations to better-recognise the signs and symptoms of mental disorder, to improve interactional skills, increase confidence, manage risks and signpost concerns.

This course is designed to help organisations, managers and staff better identify individuals who are vulnerable to mental health problems and to support them in a meaningful and effective way. It is delivered by a psychology-qualified consultant trained in psychiatry through the NHS. The training is dedicated to the wellbeing of all.

Mental illness (psychiatric disorder) is a complex area of study and can be a challenging topic. Yet psychiatric disorder is prevalent in society and most individuals or their families have some experience of mental health problems, either directly or through friendships. Organisations support individuals with psychiatric disorder whether they realise it or not. Signs and symptoms of psychiatric disorder may manifest in unusual thought patterns, emotional vulnerabilities and / or behaviours that may challenge organisation’s and its staffs’ personal resources.

Mental health relapse and recurrence of symptoms is a common challenge to individuals and this workshop supports organisations and staff to better understand and manage.

This training supports staff to better-understand the world of psychiatric illness, recognise and contextualise patterns of behaviour and to fine-tune skills to improve outcomes for all. This training does not stigmatise or use any inappropriate language. This is a welcoming and articulate training course that embraces life’s experiences and our common vulnerabilities.

There is a difference between psychological problems / vulnerabilities and diagnosable mental health / psychiatric disorder. Some of the irrational behaviours that may present in the workplace would not be recognised as symptoms of mental illness in primary or secondary care. Consequently, this workshop will clarify the differences between psychiatric illness and irrational and challenging behaviours which allows staff to manage challenging behaviours with increased insight and appropriate interventions.

Stigmatising language will be avoided in all cases. This mental health training is designed to improve knowledge, improve confidence (and reduce anxiety), improve interactional skills, understand the importance of escalating concerns and assessing risks where appropriate.

This is an interactive and flexible workshop which is dedicated to mental health first aid in the workplace.

FROM THE UK’S LEADING PROVIDER OF ONSITE MENTAL HEALTH TRAINING
Learning outcomes:

This course is designed to help organisations, managers and staff better identify individuals who are vulnerable to mental health problems and to support them in a meaningful and effective way. It is delivered by a psychology-qualified consultant trained in psychiatry through the NHS. The training is dedicated to the wellbeing of all.

This workshop offers a stepwise approach to developing a more comprehensive working model of mental illness, to both reduce anxieties and improve support. It takes a close look at typical mental health 'emergencies'. This may be the consequence of psychiatric disorder or medication complications.

The issues, challenges and risks to individuals with mental health difficulties are addressed in a disorder specific format. Delegates will learn to recognise symptomology and be better prepared to act appropriately, supportively, to improve risk management and understand the basics of the therapeutic alliance.

At the end of this training, delegates will have:

- An improved understanding of mental disorder and psychiatric illness with a key focus on:- Major Depression, Bipolar Disorders; Anxiety-

- Understanding stress and its relationship with mental health;
- Improving communication and interactional skills. Recognising risks and emergencies and escalating appropriately.
- Understand the importance of appropriate boundaries;
- A clearer understanding of the experience of mental disorder from the perspective or service users;
- An improved ability interact appropriately – including validation skills, appropriate non-verbal behaviours and signposting skills;
- A 50-page industry-standard diagnostic workbook (DSM5) and access to further learning materials and peer-reviewed articles;
- Access to free post-training support.

The workshop usually starts at 9.15am for 9.30 and finishes at 4.15pm

‘Best course I’ve been on. Great delivery. Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support/key workers. Brilliant day and cannot think of an ways in which it could have been improved’
- Riverside
Course Overview: Step-by-step through the day
(This workshop is designed for social housing settings and uses accessible clear language and concepts at all times)

<table>
<thead>
<tr>
<th>Course Start 9.30</th>
<th>Introduction to the human mind:</th>
<th>Training format:</th>
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<tbody>
<tr>
<td>9.30 to 9.45 am:</td>
<td>- Cognitions;</td>
<td>Interactional teaching style</td>
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<tr>
<td>Introduction to</td>
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<td>Mental Disorder.</td>
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<th>9.45 – to 12.30 pm (with appropriate break)</th>
<th>Key Disorders:</th>
<th>Training format:</th>
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<tr>
<td>Focus on the primary mental disorders as</td>
<td>- Major Depression / Depressive Episodes;</td>
<td>Interactional teaching style</td>
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<td>recognised in Psychiatric Medicine and</td>
<td>- Bipolar Disorder;</td>
<td>Use of workbook to support knowledge and enhance learning / management after completion of training</td>
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<td>appropriate to the workplace.</td>
<td>- Anxiety Disorders with a focus on Generalised Anxiety;</td>
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<td>(When someone is unwell due to the 'state'</td>
<td>- Panic Disorder; Agoraphobia; Social Phobia, Object Phobias PTSD &amp; OCD</td>
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<td>of their mental wellbeing)</td>
<td>- Chronic Psychosis &amp; Schizophrenia;</td>
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<td>- Demystifying workplace stress;</td>
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<td>- Mental Disorders due to an underlying physical health problem</td>
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<td>- Mental Disorder associated with substance misuse</td>
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<td>- Stress’ will also be considered alongside the above disorders to allow delegates to understand the differences and misunderstandings.</td>
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<td>- Primary &amp; Secondary Gain processes (when an individual uses /mental health’ to justify behaviours / reduce personal responsibilities and gain empathic connections)</td>
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Key Learning Objectives:
- Understanding the world through the eyes of an individual with mental disorder to improve empathic communications, supports, interactions and appropriate awareness of risk
- Recognising the diagnosis / diagnoses and putting staff behaviours into a psychiatric diagnosis;
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<tr>
<th>Time</th>
<th>Session</th>
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<td>12.30 to 1.15 (Lunch break) - flexible</td>
<td>■ Understanding ‘Malingering’ defined as fabricating or (exaggerating the symptoms of mental or physical disorders for a variety of &quot;secondary gain&quot; motives, which may include financial compensation) understanding treatment and service provisions in the NHS and how these may affect / complicate service-user behaviours. ■ Discuss the risks, complications and challenges to you &amp; the Service User ■ The perspective of the NHS including treatment and levels of service ■ How can you help? What are the Mistakes? ■ Improving interactional styles, validating skills and signposting ■ Understanding The Mental Health Act and what it means to be ‘Sectioned’; ■ What to do in an emergency. This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</td>
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<td>1.15 to 2.30 pm:</td>
<td>Personality Disorder, Self Harm &amp; Suicide-related problems</td>
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<td>Training format: Interactional teaching style. Use of workbook to support knowledge and enhance learning / management after completion of training. ■ Understanding the psychological, emotional and psychiatric vulnerabilities of individuals on the Personality Disorder Spectrum (PD) is important. ■ Tailoring responses and interactions to better-manage client / service user vulnerabilities – saying the right words ■ Understand how PD psychopathology complicated key psychiatric disorders;</td>
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</table>
Understand the behaviours associated with self-harm and suicide.
- Recognise the behaviours associated with increased risk (and where behaviours may be manipulative);
- Improve communicational styles and appropriate responses;
- Escalate concerns to the appropriate authorities;
- Risk Management protocols for lone working staff and public-facing staff;

This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.

### 3.45 to 4.15 pm:

**Improving / Managing Interactions –**

- Responding effectively;
- Understanding the potential consequences of inappropriate responses to unwelcome / emotionally-volatile behaviours and tailoring responses appropriately;
- The principles of validation and empathic communications;
- Understanding the importance of appropriate boundaries;
- Understanding the principles of Mental Health First Aid, and how to signpost concerns and keep people safe with appropriate behaviours and actions.

This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.
## Post training Support

All delegates will be given access to our Cloud storage which maintains:

- A wide range of further reading material,
- Free access to peer-reviewed literature,
- Other workbooks;
- Cognitive Behavioural Therapy training material;
- Risk Assessment tools;
- Screening tools used in Psychiatry;
- Understand the behaviours associated with self-harm and suicide.
- Recognise the behaviours associated with increased risk (and where behaviours may be manipulative);
- Improve communicational styles and appropriate responses;
- Escalate concerns to the appropriate authorities;
- Risk Management protocols for lone working staff and public-facing staff

This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.

## Training completion and further learning opportunities / support

### Access to help after the event:

All delegates are encouraged to use our free post-training telephone service which may be invaluable due to the complexity of general psychiatry and abnormal psychology.

We can:

- give guidance impartial on risk management & diagnosis, treatment considerations,
- mental health law / capacity legislation, getting the best service from the statutory services;
- Responding effectively;
- Understanding the potential consequences of inappropriate responses to unwelcome / emotionally-volatile behaviours and tailoring responses appropriately;
- The principles of validation and empathic communications;
- Understanding the importance of appropriate boundaries;
- Understanding the principles of Mental Health First Aid, and how to signpost concerns and keep people safe with appropriate behaviours and actions.

This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.
**Complimentary Course:**

**Understanding & Managing Workplace Stress. A workshop for managers**

*Bespoke training for managers and staff.*

*Delivered by the UK's leading provider of mental health and psychology-based training.*

‘Stress’ is what we experience when the threat and demands of our environment exceed our perceived ability to cope Goldstein’s (1959). It is generally accepted that ‘stress’ is the consequences of environmental and situational demands and will be exacerbated by individual vulnerabilities / differences which may include:

- Perfectionism;
- External loss of control;
- Poor communication skills;
- Emotional lability and vulnerability to anger;
- Rumination & obsessing;
- Individual ‘schemas’ and distorted thinking (conditional beliefs and attributional errors);
- Physiology (HPA Axis response)

Signs of stress can be seen in people, especially in changes in cognition and behaviour. Acute responses to stress may be in the areas of feelings (for example, anxiety, depression, irritability, fatigue), in behaviours (for example, being withdrawn, aggressive, tearful, unmotivated), in thinking (for example, difficulties of concentration and problem solving) or in physical symptoms (for example, palpitations, nausea, headaches). If stress persists, there are changes in neuroendocrine, cardiovascular, autonomic and immunological functioning, leading to mental and physical ill health (for example anxiety, depression, heart disease).

An individual exposed to stress in the workplace may develop a sense of resentment; believing that management misrecognise their concerns or invalidate their experiences. This scenario may manifest in uncomfortable group dynamics, compromised performance, potentially subversive behaviours and escalation to primary care providers which may result in staff absences and negative consequences for all.

Clearly, stress has consequences to the wellbeing of people and inevitably the organisations that support them. This is a uniquely complex area of psychology and psychiatry and must addressed in a skilled and organised way if individuals, organisations and managers are to make healthy changes with better-managed interventions. Whilst physical and psychiatric illness can manifest in, or exacerbate individual’s stress, irrational psychological processes may be central to the problem. Managers can effectively manage employee stress with better knowledge of the problem and appropriate interactional styles.

The training seminar: This workshop looks closely at the ‘Cycle of Stress’, and supports managers to understand the psychological interactions and factors that commonly underpin stress-related behaviours in the workplace psychopathology.
What do our clients say?

'Really excellent and intellectually challenging training. Course was fantastic! Trainer is fantastic!'
- Barnet Council

'Best Course I've done for years! Bloody Brilliant!'
- AMHP Social Worker, Haringey Council

'The best lone working & violence and aggression course that I have ever been on. Very interesting'
- London Barking & Dagenham Council

'This comment does not come from politeness. I'm a business trainer and have been on hundreds of courses, or many types. This is by far the best delivered, best informed, most useful and relevant course I have ever been on'
- Broadlands District Council

'Best course I've been on. Great delivery. Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support / key workers. Brilliant day and cannot think of an ways in which it could have been improved'
- Riverside

'Hands-down the best training that I have had at Redbridge! Appropriately academic, excellent practical tips. This was brilliant, more of the same calibre training would be appreciated'
- Redbridge Borough Council

'Best training I have done. Totally suited my role.'
- Riverside

'This comment does not come from politeness. I'm a business trainer and have been on hundreds of courses, or many types. This is by far the best delivered, best informed, most useful and relevant course I have ever been on'
- Broadlands District Council

'Wish I could do more training like this. Best training I have ever done'
- Guinness Housing

'It was mind blowing. Communication and understanding the tenant's mentality and attitude'
- Riverside
"Most beneficial training I have ever had – relevant, interesting, inspiring – wish there could be more training like this!"
- Northampton Probation Services

Great course! Wealth of information relevant to my role. Interesting combination of research, evidence based practice and psychological interventions. This training is at a better academic level than lots of the other training within service at times. Really enjoyed the day!
- Haringey Council

"Simon is the best teacher & facilitator of any workshop I have ever been on".
- Riverside

"Hands-down the best training that I have ever had at Redbridge"
- London Borough of Redbridge Council

"Very interesting course, learned a lot of valuable tools for use with individuals. Excellent delivery!"
- Pembrokeshire County Council Social Care Workforce

"Excellent training, thank you! Interesting and thought provoking. All really relevant"
- West Yorkshire Partnership NHS Foundation Trust

"Five star! Incredibly interesting, informative, clear and concise. Well done!"
- London Borough of Bexley Council

"Similar, I assume, to being machine-gunned. Most enjoyable and informative course I have ever attended!"
- Pembrokeshire County Council Social Care Workforce

"It was excellent. A training course that I got a lot from and one that I will remember for a long time!"
- Erewash Council

"Excellent. Best course I’ve ever been on!"
- Barnet Council

"Thank you. A most stimulating and thorough experience for learning and consolidation. Very enjoyable course!"
- West Yorkshire Partnership NHS Foundation Trust

"This training is possibly the best I have ever been on. I found it all relevant to my role and I now feel more confident in spotting behaviour that could turn nasty and how to take measures to prevent it or to deal with it if the worst came to the worst! Very valuable information to have in my job! The trainer was extremely knowledgeable and excellent in his training methods"
- Ascis Housing

"This was an excellent training day. I have learnt so much and will be able to put what I have learnt into practice. Great Trainer!"
- Nottingham Community Housing

‘Brilliant. Great use of PowerPoint / videos etc – suited different learning styles’
- Royal Windsor & maidenhead Borough Council

"The course was extremely stimulating and probably the best that I have been on with Longhurst Housing"
- Longhurst Housing

"The course has been most interesting and will be put to good use. I could have quite happily covered more on the subject matter"
- Thames Valley Police

'Most interesting course I've been on in years!'
- Nottinghamshire Probation

'Excellent. Would recommend to colleagues. Very good!'
- Staffordshire County Council

'Best training I have ever attended: Interesting, relevant & beneficial.
- Southern Housing Group

'Ok there... just say a big thank you to Simon for today's presentation..... I was totally absorbed for hours! It was probably the best training day I have ever had!'
- North Wales Housing

'Very, very useful. One of the best courses I have been on. Will certainly use what I have learnt. Highly recommended for anyone at all that works with tenants and the public. Almost essential in my opinion'
- Guinness Housing

‘How could it be improved? I don’t think that it could be improved at all!’
- Thurrock Council

'Excellent tutor!’. London Borough of Bexley Council

'Excellent knowledge, pitched at right level. Explained in “Layman’s terms”'
- London Borough of Bexley Council

(we have hundreds of similar evaluations, please ask for more information)
Client List

Accent Group
Accord Housing
Addiction
Affinity Sutton Housing
Aire Valley Housing
Aldingbourne Trust
Anchor Trust
Angelsey Council
Acsis Housing
Ashfield Homes
Ashkam Bryan College
Askle Hadler Choosing Foundation
Aylesbury Youth Offending Service
BPHA
Borough Council
Barca Leeds
Barking & Dagenham Council
Barnet & Enfield NHS Trust
Barnet Homes
Barnsbury Housing
Affinity Sutton
Andover Newt Progation Services
Basildon Council
Barnet Council
Barnet & Enfield Mental Health Trust
Blaebwy District Council
Blackburn with Darwen Borough Council
Blackpool Coastal Housing
Blackpool Council
Blackpool and the Fylde College
Blackpool Council
Blackpool & the Fylde College
Blaby District Council
Blaenau Gwent Council
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