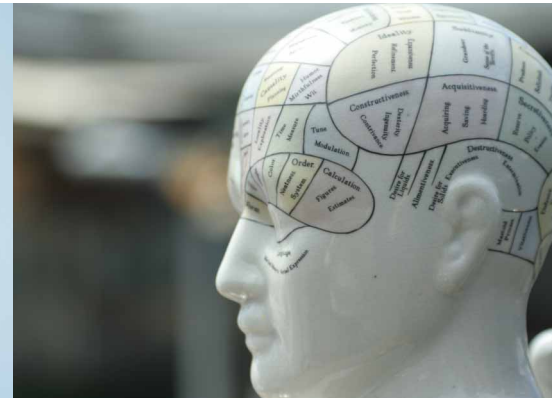


Workplace Mental Health and Stress Management. Training for Managers & HR Staff.



Evidence-based training from the UKs experts in mental health and behavioural psychology:

The field of psychiatry is complex. Anxiety and misinformation are common factors that challenges managers and organisations that support individuals vulnerable to stress and mental health problems.

This one-day workshop will support managers and HR professionals to better understand the complex areas of stress and mental disorder within the workplace. Delegates will learn to differentiate between stress-related issues and mental disorder. They will learn how to assess and manage stress-related problems to comply with health & safety obligations and to identify and support individuals with mental disorder to satisfy the organisation's Equality Act duties.

This training workshop provides a clear approach to understanding the complex areas of human psychology and psychiatry. It delivers information and skills in a jargon-free and accessible style.

Key objectives of the training:

■ **Understanding Stress & its relationship with mental wellbeing.**

Stress is a symptom of psychological and health-related problems but not a mental health diagnosis. It impacts on organisational health & safety responsibilities rather than reasonable adjustments under the Equality Act. That said, stress-related issues have a close relationship with mental disorder and relapse. This training will support managers and HR staff to understand the common causes of workplace stress, to improve manager / staff interactions and to effectively manage the early signs of stress to pre-manage the potential escalation of mental health issues.

Stress risk assessments will be provided as part of the toolkit of supportive interventions to develop healthy workplace and evidence support.

■ **Understanding mental disorder.**

The training will support managers to better recognise the signs and symptoms of the common mental conditions that present in the workplace. Training will be given to support managers to better-identify mental health conditions; to understand their consequences to the individual, and understand best practice in interactional support.

■ **Supporting individuals with mental health conditions.**

Improved interactional skills, validating practice and signposting will be carefully addressed within this training to equip managers with a useful set of communication skills that will increase their confidence in supporting individuals with mental health conditions. The impact of different leadership styles will be considered and how these may impact on staff wellbeing and potential counter-productive work behaviours. The training will offer systems and documentation to improve support and provide a basis to challenge absences associated with stress /mental health claims in the event that they escalate to claims against the organisation.

Typical agenda for the day's training:

🕒 **9.30am - 11.00am - Stress & Mental Disorder**

■ Understanding the terminology, biology and behavioural psychology of mental health conditions; recognise the symptoms of stress and how to identify the key causes as identified in the workplace.

■ Improving managers' ability to identify and manage potential causes of work-related stress. Risk assessment and control measures are discussed in detail to ensure that work conditions and management complies with H&S expectations.



🕒 **11.15am – 12.30pm:**

■ **Skills-based training to identify, document and signpost vulnerable staff appropriate healthcare.**

This module in the training workshop supports managers to approach, or respond to staff with potential signs and symptoms of common mental health conditions. It supports managers to better understand the terminology, Typical NHS / Primary Care interventions and how to support staff to access services through the Guidelines published by NICE (The National Institute for Health and Care Excellence).

The training will also help managers to recognise mental health emergencies wherever possible and advice on how to respond appropriately.

🕒 **1.45 – 3.00pm:**

■ **Managing situations with the right questions, interactional styles and responses.** This aspect of the training considers layman's counselling skills and techniques to support vulnerable or challenging situations. This training also addresses leadership styles and how certain leadership styles may impact on the experience of workplace stress and mental health conditions .

🕒 **3.00 1.45pm:**

■ **Leadership styles and their impact on staff wellbeing and potential subversive / Counterproductive Work Behaviour.**

Transactional and Transformational leadership styles and how these impact on staff mental wellbeing will be studied. Recognising the presence and potential causes of counter-productive work behaviours (CWB), subversive workplace behaviour, the 'protest sick notes' and

malingering behaviours.

There will be a focus on skills to identify deception which may be useful if managers believe that staff are being deceitful, or fabricating illnesses (this also emphasises the importance of working with HR to resolve difficult situations).

🕒 **3.00 – 4.15:**

■ **Reasonable adjustments under The Equality Act 2010.**

Mental Disorder is determined as a protective characteristic within The Equality Act 2010. In certain circumstances, organisations are required to make 'Reasonable Adjustments' to minimise or reverse potential discrimination in the workplace. This workshop clarifies the situations when this is required and considers how this can be effectively achieved with typical examples.

Free post training support is available to all delegates on an informal basis. The timings are approximate and may change during the day as delegate needs are carefully addressed to ensure the training meets their exact needs.

Content at a glance:

- Stress awareness, risk assessments and interventions. Health & Safety expectations.
- The psychology of stress and its relationship with mental disorder, particularly 'A-Typical' Depression;
- GP screening tools and the potential misinformation of GP interventions. Challenging the GP diagnosis?
- Common mental disorders in the workplace with assessment / interactional support;
- Examples of more complex mental health conditions and potential emergencies;
- Clarity on the process of documenting stress and mental disorder knowledge;
- Side effects of medication;
- Layman's counselling skills - how to communicate and support staff with potential stress-related and / or mental health conditions;
- The Equality Act, its relationship with mental disorder and organisational responsibilities under this legal framework;
- Reasonable Adjustments to support staff with mental health conditions;
- Case Law in relation to mental health / Equality Act claims;
- Signposting staff to healthcare sources and supporting this process;
- Malingering and deception - learning to recognise when people may not be telling the truth;
- Suicidal behaviours - recognising the risk factors;
- Return to work adjustments;
- Free post-training support.



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