



Corporate Coach Group

Training that transforms



Training Plan

Mental Health First Aid Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Mental Health First Aid Course Summary

Many organisations are now investing in Mental Health First Aid training.

Mental Health First Aid Training helps identify potential and actual mental health problems in the workplace. The role of Mental Health First Aiders is to render immediate support to the person suffering a mental health disorder. They stabilise the immediate situation.

Mental health first aiders then help people to access appropriate Mental Health Care services.

This one-day course is designed to train your key staff to act as Mental Health First Aiders.

Learning Outcomes for the Mental Health First Aid Course

- To gain a full understanding of theory and practice of Mental Health First Aid
- What is good mental health
- What are common mental health disorders: signs symptoms and triggers
- What Mental health first aiders can do to render immediate assistance
- How to use therapeutic communication skills
- How to render long range assistance by affecting the work environments
- How to refer to the mental health agencies

Customer Review

“ The course was brilliant! Informative and lots of useful things to think about along with tool kits to use. I feel a lot more confident in myself and the way I will handle conflict going forward and prioritising. The trainer was excellent! I sometimes struggle with maintaining full attention for such a long time but Jez kept me listening at all times, made it fun and was very welcoming. All content was covered in an understandable and clear way.

*Frances Morris
NHS Hardwick CCG*

Mental Health First Aid Training Course Overview

We have divided this course content into three phases:

1. A description of what constitutes “Good Mental Health” and then by contrast, we describe the signs, symptoms, causes and triggers that are associated with common mental health disorders.
2. What Mental Health First Aiders can do to provide practical, effective and immediate care for colleagues with Mental health difficulties. We teach “Therapeutic Communication Skills”, which is the study of how to use words to positively affect others.
3. The longer-range support that M.H. First Aiders can provide to colleagues, by means of affecting the work environment in order to minimise the probabilities of further instances of mental health issues. Finally, we look at how to refer colleagues to the relevant mental health services.

Customer Review

“ The course content was spot on! Concise, informative and enjoyable. Learned a lot. Will be used back at the office. The trainer’s presentation was excellent, knows his stuff!

*Sonia Furguson
North & East London Commissioning Support Unit*



Mental Health First Aid Training Course Details

Morning Session

What is 'good mental health'?

Mental health is defined as a state of well-being in which people are able to actualise their full potential; they can successfully manage the normal stresses of life; they can work productively and effectively; and they are able to add value to themselves, and others and society.

What are "Mental health disorders"

Mental health disorders are composed of a number of different types. They are all caused by abnormal thought-processes, which lead to negative feelings and destructive behaviours, which in turn may lead to a breakdown of physical health, personal performance, professional and personal relationships.

Signs and symptoms to watch out for

Most illnesses are linked to specific signs and symptoms. First aiders should know the signs and symptoms which may be early indicators that a particular person is suffering a mental health disorder. We will discuss the most important signs and symptoms that indicate a person is not coping and needs help.

Triggers that may cause mental health issues

Everyone is affected by their surrounding social and physical environment. There are certain environmental triggers that initiate negative responses in vulnerable people. On this course you will learn the most common environmental triggers that are associated to triggering negative mental health.

What is the immediate first aid you can give?

First Aiders provide proper immediate care in order to achieve two goals:

- To give immediate assistance to the person, and
- To direct that person to agencies who can give extended support.

You will learn techniques for positively and immediately affecting the person you are caring for. We will devote the largest portion of this course to this section. Your immediate aim is to "stabilise the person" and make them feel immediately more comfortable.



Afternoon Session

Therapeutic communication skills: Healing words

Every sentence triggers an emotional response which either: makes people feel better, or FAILS to make them feel better, or it makes them feel worse.

Our first priority is to *eliminate common mistakes* that many untrained people make; we teach you the things you definitely should NOT say.

Our second priority is to teach you *therapeutic communication skills*: The words, phrases and questions that you should say, in order to have a positive effect.

What longer-term support you can offer?

After your initial intervention the immediate situation is over. But the M.H. First Aider gives ongoing support, by working with the person in question, and if necessary, with the persons colleagues, and perhaps, by initiating changes to the organisations policies and systems.

What is the limit of your intervention?

Everything operates within limits. And in relation to Mental health first aid, there are definite limits to what you should expect from yourself. We will note what are “reasonable expectations”.

What agencies should you access?

Mental health first aiders may direct people to access professional agencies. We will cover the most common ways to access mental health services.

Personal action planning

How will you put this training into practice? We will review our notes and make detailed written plans.

Customer Review

“ This investigation course was very informative. It has given me more tools to conduct an investigation. The presentation was well planned and completed at the right pace and timing.

Jacqueline Makwangwala
Quantum Care

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

- “ I found the prioritisation by value online chart useful to help with my workload and decide what to do first. The trainer was excellent, with lots of information and knowledge shared. Easy to understand and found extremely interesting and helpful for my future.

*Paige McQueen
Swindon Women's Aid*

- “ The course content was very informative. Lots of good ideas and thought provoking. Has made me think about my own actions and responses. The trainer's presentation was logical and easy to understand and follow. Very enjoyable day. Thank you very much.

*Helen Woodley
Optimax*

- “ I liked this course very much! Was made for all of my daily issues. Very good, no excellent! The trainer's presentation was amazing, on our level at giving scenarios, wish Alison worked for us.

*Graham Birnie
Premier Hytemp Ltd*

- “ Really interesting and beneficial, both in terms of delving into self perceptions, and adaptations you can make, as well as how you can positively impact on others. The trainers were knowledgeable and they used great examples which helped to contextualise and cement what you had learnt.

*Rachel Howey
Wirral Council*