

# MHFA England Workplace

## Contents



MHFA England



# Welcome



MHFA England

**We are Mental Health First Aid England.  
We're a social enterprise with a vision to  
improve the mental health of the nation.**

We all know that wellbeing is good for business and that healthy people are happier, more engaged and more productive.

Practical mental health skills and awareness training is a key component for creating a safe, healthy workplace where the mental health and physical health of employees are valued equally. It gives people the tools to support their own mental health and that of their colleagues, and encourages them to access timely support when needed.

But training is just one part of the puzzle. Through working with over 20,000 employers we know that each organisation's culture is unique. To be effective and have a sustainable impact, training needs to be implemented as part of a strategic whole organisation approach to wellbeing. That's why, as well as providing practical skills, we can help you develop and enhance your wellbeing strategy, to help your employees thrive.

If you are reading this you are already thinking about how to improve the mental health of your organisation. We are here to support you on the journey.

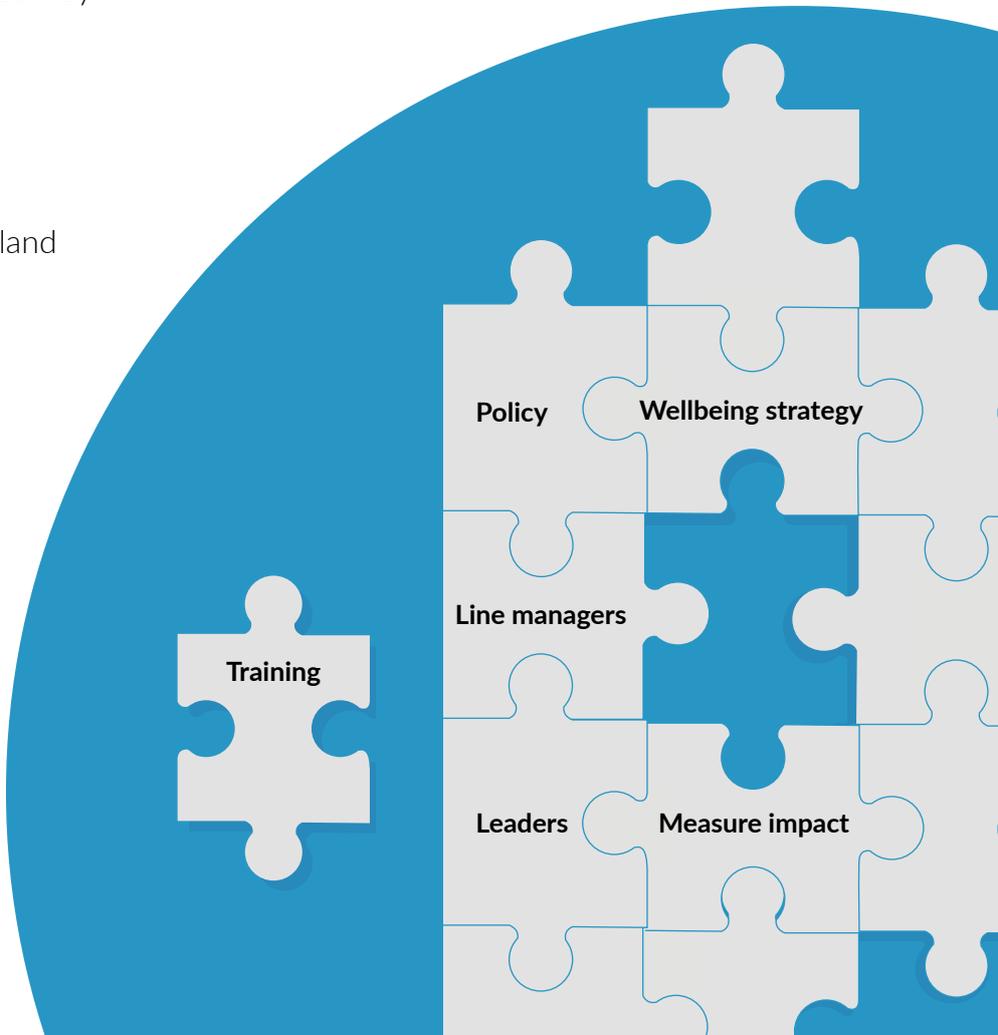
Simon Blake OBE  
Chief Executive  
Mental Health First Aid (MHFA) England



Poor mental health costs UK employers up to **£45 billion** each year.

But for every **£1** spent by employers on mental health interventions, they get back **£5** in reduced absence, presenteeism, and staff turnover.

(Deloitte, 2020)



# Why choose our training?



## Expertise in workplace mental health

We have provided expert consultancy and training to over 20,000 workplaces.



## Flexible delivery

With our online, onsite, and digital learning options, we bring quality mental health training to your staff, no matter where they are based.



## Evidence based

Grounded in research and rigorously tested, our courses are developed with input from clinical experts and those with lived experience of mental health issues.



## Meet the core standards

Help meet the recommended core standards for a healthy workplace as set out for all employers in the Government's [Thriving at Work](#) report.



## Social enterprise

We offer subsidised training to the NHS, organisations which support frontline workers, and Black-led organisations.



## Licensed provider

We are the only provider of licensed Mental Health First Aid Instructor Training in England, accredited by the Royal Society for Public Health.

## Core standards

1. Produce, implement and communicate a mental health at work plan
2. Develop mental health awareness among employees
3. Encourage open conversations about mental health and the support available when employees are struggling
4. Provide employees with good working conditions and ensure they have a healthy work life balance and opportunities for development
5. Promote effective people management through line managers and supervisors
6. Routinely monitor employee mental health and wellbeing

From [Thriving at Work: The Stevenson/Farmer review of mental health and employers](#)

Research and evaluation shows that MHFA England courses make a lasting difference in people's knowledge and confidence around mental health.

[Click here to explore our evidence base](#)



Licensed Provider

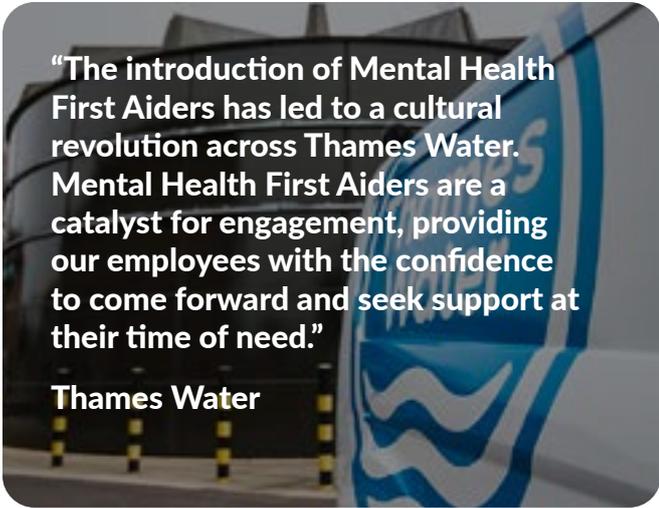
## Why choose our training?

# What employers say

See how organisations are using MHFA England training. Click on a quote to learn more, or see all:

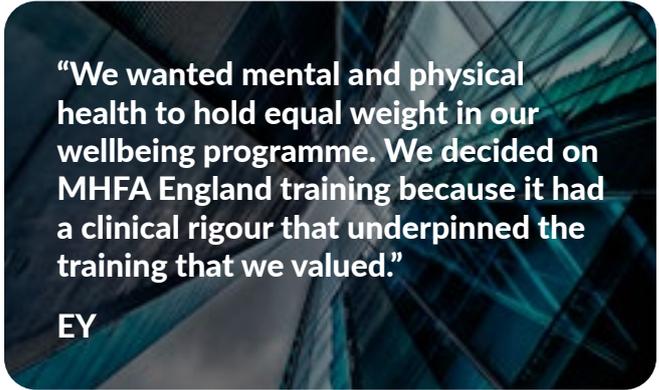
[Written case studies](#)

[Video case studies](#)



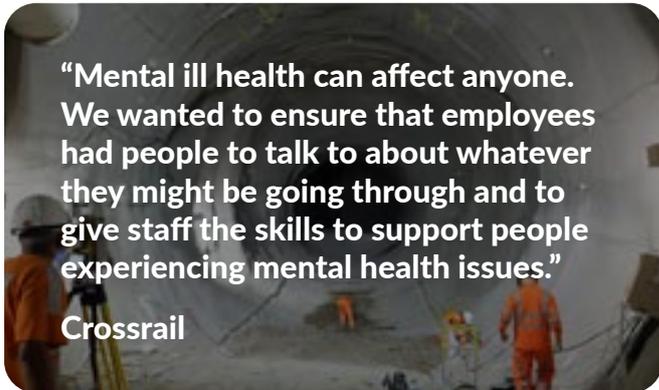
“The introduction of Mental Health First Aiders has led to a cultural revolution across Thames Water. Mental Health First Aiders are a catalyst for engagement, providing our employees with the confidence to come forward and seek support at their time of need.”

Thames Water



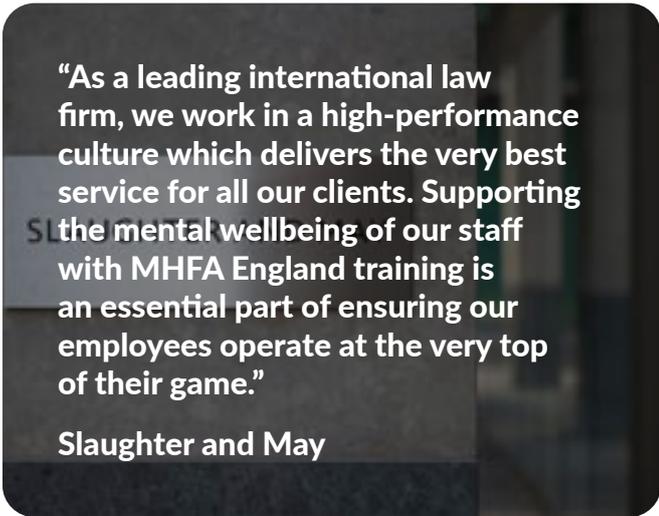
“We wanted mental and physical health to hold equal weight in our wellbeing programme. We decided on MHFA England training because it had a clinical rigour that underpinned the training that we valued.”

EY



“Mental ill health can affect anyone. We wanted to ensure that employees had people to talk to about whatever they might be going through and to give staff the skills to support people experiencing mental health issues.”

Crossrail



“As a leading international law firm, we work in a high-performance culture which delivers the very best service for all our clients. Supporting the mental wellbeing of our staff with MHFA England training is an essential part of ensuring our employees operate at the very top of their game.”

Slaughter and May



Video case studies

Siemens

has introduced Mental Health First Aid training into the workplace

Why choose our training?

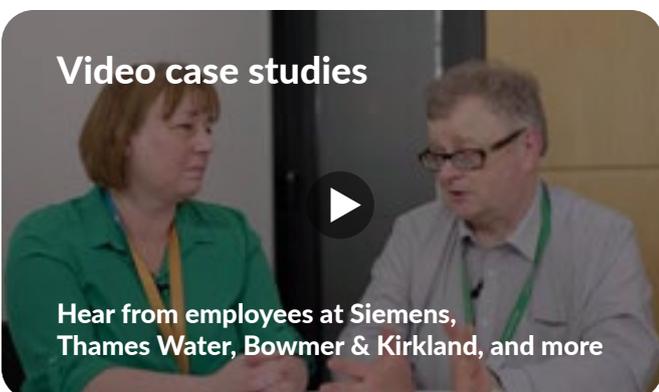
# What employees say

“It’s as though the safe space created during the MHFA England training has come back with us into the office. We now feel able to be more open with each other about our mental health and to support each other when we are stressed.”

“I’ve had a colleague experience mental ill health before, and I now can better spot the signs earlier and should it happen again I can offer the most appropriate support.”

“Excellent delivery, very engaging, knowledgeable, lots of real life experience. I hope more senior leadership team take away the value of MHFA England and make it mandatory across the company.”

“One of our Mental Health First Aiders noticed I wasn’t how I usually was. I was really struggling and I didn’t know who else to go to. To sit there and let me speak about how I feel and what’s happened, it made me feel reassured that I wasn’t just an employee, but she took my personal and mental health into consideration.”



## Mental Health First Aid in the workplace (MENTOR) study

Researchers surveyed 139 employees from 81 organisations across 20 industries in the private, public and third sectors throughout England. They asked staff what had changed in the workplace as a result of MHFA England training. Here’s what they had to say:

### Increased confidence

**88%** reported an increased confidence around mental health issues

### Increased understanding

**91%** said there had been an increased understanding of mental health issues

### Supporting colleagues

**78%** said that the trained employees were supporting colleagues

### More conversations

**87%** said more mental health conversations were happening at work

### Improved procedures

**83%** noticed an improvement in procedures for signposting to further support

[See the full report](#)

# How we can support you

**Our training and consultancy is here to support you to manage wellbeing proactively and minimise the impact of mental ill health on work and life.**

We'll work alongside you to deliver training that complements and enhances your existing wellbeing strategy, if you have one. If you don't, we'll get you started on that journey and support you along the way.

Mental Health First Aid (MHFA) England training gives people tools to support themselves and each other, so everyone can talk about mental health and seek help when needed. We teach people to spot the signs of mental health issues and guide a person towards support. We don't teach people to be therapists, but we do teach people how to respond in a crisis, and how to reach out before a crisis happens.

## Legislation for Mental Health First Aid

Legislation for Mental Health First Aid provision in the workplace is not yet in place. The **Health and Safety Executive** says:

“You should consider ways to manage mental ill health in your workplace which are appropriate for your business, such as providing information or training for managers and employees, employing occupational health professionals, appointing mental health trained first aiders and implementing employee support programmes.”

- ✓ Protect employee mental health through prevention and early intervention
- ✓ Embed culture change across the whole organisation
- ✓ Develop your managers' skills and knowledge to have effective mental health conversations with their teams
- ✓ Build employees' confidence to have open conversations around mental health and break the stigma
- ✓ Encourage people to access support early when needed, for a faster recovery
- ✓ Empower people with a long term mental health issue or disability to thrive in work
- ✓ Promote a mentally healthy environment, allowing people to thrive and become more productive

# Courses

Training is the foundation to a healthy workplace. Educating people about mental health helps to open up conversations, breaks down stigma and encourages mental health resilience. It can also ensure people are aware of how to access help, allowing for quicker recoveries and more positive outcomes.

Our courses are delivered online or onsite at your workplace, by an experienced Instructor Member. Our quality assured associates have been recruited due to their diverse business backgrounds, experience in mental health, and their ability to engage and motivate attendees.

Online course deliveries take place through the MHFA England Online Learning Hub, as a blend of live training sessions and self-learning activities.

Everyone who completes a course gets a certificate of attendance. On the Mental Health Aware, MHFA Champions, and Mental Health First Aid courses, they also get:

- A manual to refer to whenever they need it
- A workbook including a helpful toolkit to support their own mental health

We believe the most effective way to create a healthy working environment is to train people in mental health awareness and skills at a blend of levels throughout your organisation. Every workplace is different but here is an adaptable framework that, in our experience, has the greatest sustainable impact.

Click on a course to jump to more information:

## **Mental Health Aware**

Ideal for: Everyone

Tackle stigma and empower people to access the other initiatives and supports you are putting in place

## **MHFA Champions**

Ideal for: Managers

Equip people with the skills and confidence to spot when someone on their team is struggling and to know how and when to offer support

## **Mental Health First Aid**

Ideal for: Designated staff at every level

Equip designated Mental Health First Aiders with skills to spot signs of a range of mental health issues and guide a person to appropriate support

## **MHFA Refresher**

Update skills every three years

# Courses

## Mental Health First Aid



Your employees will gain:

- An in depth understanding of mental health and the factors that can affect wellbeing
- Practical skills to spot the triggers and signs of a range of mental health issues
- Confidence to step in, reassure and support a person in distress using the Mental Health First Aid action plan
- Enhanced interpersonal skills such as non-judgemental listening
- Knowledge to help someone recover by guiding them to further support, whether self-help resources, internal support such as EAP, or external sources such as their GP
- Understanding of how to keep themselves safe while performing their duties
- A quick reference card for the Mental Health First Aid action plan

## MHFA Champions



Your employees will gain:

- Knowledge and confidence to provide Mental Health First Aid for the most common mental health issues
- Understanding of how to help build a mentally healthy workplace, challenge stigma and support positive wellbeing
- A quick reference card for the Mental Health First Aid action plan

## Mental Health Aware



Your employees will gain:

- An understanding of what mental health is and how to challenge stigma
- A basic knowledge of some common mental health issues
- An introduction to looking after their own mental health and maintaining wellbeing
- Confidence to offer support to someone in distress or who may be experiencing a mental health issue

## Courses

### MHFA Refresher Half Day course



Mental Health First Aiders and MHFA Champions are encouraged to take an MHFA Refresher course every three years.

Just like physical first aid, regularly updating skills and knowledge empowers people to perform this vital role confidently and safely.

Employees will:

- Keep awareness of mental health supports current
- Update knowledge of mental health and what influences it
- Practice applying the Mental Health First Aid action plan

# Digital learning modules

## Mental Health Knowledge for Managers

**Empower managers in your organisation to build supported, motivated and committed teams**

The relationship between managers and their team members is key for the health and wellbeing of the whole organisation. Support managers in your organisation in improving their mental health knowledge, and help create a healthy workplace for all.

Mental Health Knowledge for Managers is a set of digital learning modules, a flexible way to give your organisation wider access to high quality mental health knowledge from trusted experts in workplace mental health. It's a perfect way to reach all managers and is designed to complement existing face to face training.

Designed for organisations with more than 50 managers, the modules are hosted on your organisation's own learning management system.

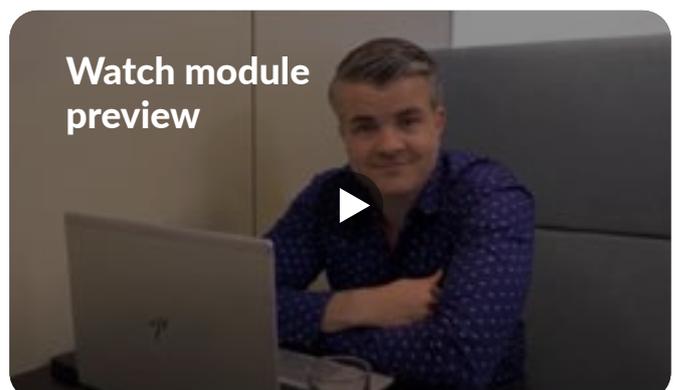
Managers' learning is self-directed through scenarios, quizzes, and interactive activities. All are designed to equip managers with confidence and practical skills to support their teams' health and wellbeing.

Managers will learn to:

- Understand and fulfil managerial responsibilities around their teams' wellbeing
- Recognise when an employee may need support with their mental health and ways to navigate this
- Use the ask, listen, and respond framework to have effective mental health conversations as part of their everyday activity
- Recognise where and when to get further information and support

See the following pages for the learning outcomes of the modules.

Request a free two week access to Mental Health Knowledge for Managers from [workplace@mhfaengland.org](mailto:workplace@mhfaengland.org), and find out how it can fit your organisation's needs.



# Mental Health Knowledge for Managers

## Learning outcomes

### Module 1: Supporting employee mental health



45 minutes

- Recognise your responsibility as a line manager in supporting positive mental health and wellbeing
- Recognise the business benefits of supporting the mental health and wellbeing of employees
- Articulate the importance of regularly talking about mental health with your reports
- Recall the three key stages for effective conversations about mental health
- Identify factors that determine your approach to conversations about mental health
- Recognise where and when to get further information and support
- Identify some common signs that may indicate impact on mental health
- Identify actions you can take to support your team's health and wellbeing

### Module 2: Ask



10 minutes

- Learn a range of questioning techniques to support a conversation around mental health
- Recognise what questions can be used to start a conversation about mental health
- Recognise which types of questions are most helpful for conversations about mental health

### Module 3: Listen



10 minutes

- Learn to actively listen and empathise with employees
- Recognise what can get in the way of active listening and what you can do to overcome this
- Recognise how to listen with empathy and non-judgemental communication

# Mental Health Knowledge for Managers

## Learning outcomes

### Module 4: Respond



10 minutes

- Learn to direct employees to a variety of support and where appropriate to professional support
- Identify potential organisational, personal and professional sources of support
- Recognise which signs and symptoms may require immediate support and specific responsibilities as a manager
- Recognise the importance of confidentiality while meeting obligations

### Free with purchase of modules 1-4: Managing remote teams



10 minutes

- Understand and explain why and how remote working impacts teams
- Know how to keep well while working remotely and how to support remote team members with their mental health
- Empower team members to use technology to communicate effectively
- Use the ask, listen, and respond framework to have sensitive conversations with remote team members

## Upcoming modules for managers

We are continually updating our selection of digital modules within Mental Health Knowledge for Managers. Modules on the following topics are coming soon:

- Workplace stress
- Managing workloads
- Creating adjustments
- Balancing life and work
- Understanding inequality
- Supporting through life events
- Responding to conflict

# Prices

Prices quoted here reflect both online and onsite course deliveries.

Course	Price (exc. VAT)
Mental Health First Aiders	
MHFA Champions	
Mental Health Aware	
MHFA Refresher	
Mental Health Knowledge for Managers	On request

If your organisation is looking to roll out in-house training on a large scale, please contact MHFA England directly on:

**workplace@mhfaengland.org**  
**0203 928 0760**

or visit [mhfaengland.org](http://mhfaengland.org)

# Bookings

To learn more or book a course, please contact:



a licensed provider of MHFA England training.

# Useful resources



## Strategic guidance

### **Implementing Mental Health First Aiders: Guide for employers**

This guide will take you through the key considerations to help you embed positive, sustainable cultural and behavioural change.

### **Being a Mental Health First Aider: Your guide to the role**

This guide for trained employees outlines what they can expect from the role of being a designated Mental Health First Aider at work.

## Line Managers' Resource

Download our **Line Managers' Resource** for best practice advice on how to support an employee experiencing a mental health issue. An invaluable reference guide for managers to have both before and after taking an MHFA England course.

## Toolkits

Review our **Workplace Wellbeing Toolkit** before embarking on training. This three-step plan will help ensure your training roll out is underpinned by the strategy needed to make it impactful and sustainable.

Download our free digital resources for mental health awareness and tips, which can help to create a culture where it's OK to talk about mental health:

**My Whole Self**  
**Every Mind Matters**  
**Address Your Stress**  
**Take 10 Together**

# Contact



For course bookings and delivery options,  
please contact:

a licensed provider of MHFA England  
training.

For large-scale bookings please contact  
MHFA England directly on:

[workplace@mhfaengland.org](mailto:workplace@mhfaengland.org)  
0203 928 0760  
[mhfaengland.org](http://mhfaengland.org)



