

Mental Health Confident

Training Course Outline



Testimonials from previous training sessions

“Very useful, informative, well delivered, learnt new best practices and techniques”

“I gained loads of useful tools to use when working with ESA clients”

“Feel more confident in the wide range of problems customers may have. Has also helped me listen in more detail”

“Very much appreciate the training and support. Very well delivered, appropriate information and techniques learnt and very enjoyable. I firmly believe that ALL who work on the Work Programme should receive this training at the start of their employment, not after”

Course Summary

A two day mental health training for Frontline Work Programme staff, providing knowledge and skills to enable staff to feel more confident in working with customers with mental health conditions, and learn ways of maintaining engagement in work related activity and maximising sustainability in open employment.

Duration

Two full days
12 hours CPD actual training time

Course Aims and Outcomes

To enable staff to be more confident working with customers with mental health issues

To identify presentation of common mental health conditions and the functional difficulties these cause for customers

To identify ways of improving engagement with customers with mental health needs

Course Aims and Outcomes Continued

To learn the 5 Basic Steps Action Plan of Mental Health First Aid

To learn useful low key therapeutic interventions to use with customers that promote stability, wellbeing and improve likelihood of maintaining engagement in work related activity and maximising sustainability when undertaking work placements and open employment

To improve knowledge and understanding of relevant statutory mental health services and a variety of other resources that can be helpful for this customer group

Training Course Content

The prevalence of mental health issues among the JC+ client group: how common is mental illness and what are the links between mental ill health and unemployment

How much do you know? Separating out common myths about mental illness and the reality

Understand the stigma and discrimination issues in mental health and how they affect presentation

Useful pointers for ensuring work experience placements are successful for customers with mental health needs.

Getting the terminology right—speaking the right language in both conversation and advertising

Identifying the competences and characteristics required for successful engagement of people with mental health issues

Understanding common clinical conditions: identifying the signs and symptoms of anxiety, depression and psychosis, Asperger’s syndrome and the autistic spectrum. How can these conditions affect engagement? Models of mental health and wellbeing (Recovery Approach, Bio-psycho-social model): use of holistic assessment to identify customers’ strengths and needs

Toolkit of therapeutic interventions for staff: useful light touch and self help interventions including behavioural activation & goal setting.

Diffusing the stress response: understanding the role of “fight or flight” in customers feeling anxious

The five steps of mental health first aid—what to do when customers are at risk or expressing suicidal ideation