

MHFA England Workplace

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Welcome



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. 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.

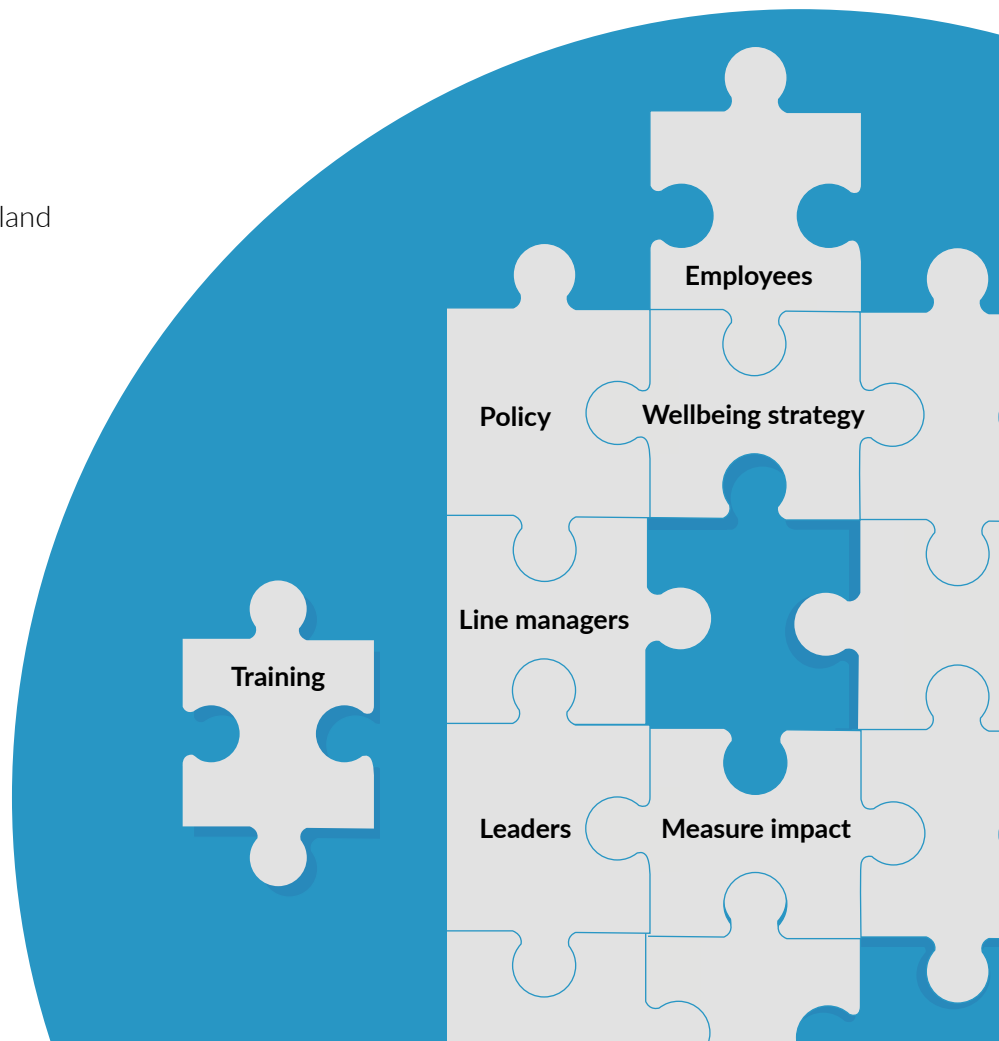
If you are reading this you are already thinking about how to improve the mental health of your organisation. We are here to support you on the journey.

Poor mental health costs UK employers up to **£56 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)

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



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, in-person, 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:

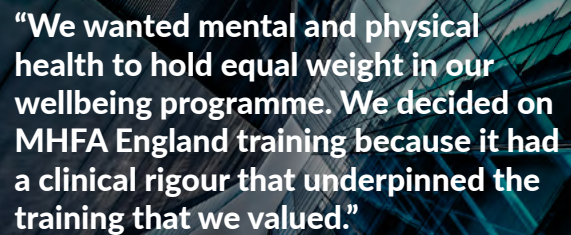
[Written case studies](#)

[Video case studies](#)



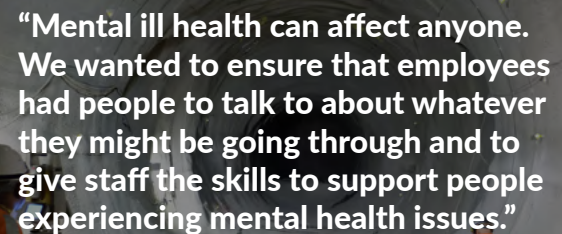
The introduction of Mental Health First Aiders (MHFAiders®) has led to a cultural revolution across Thames Water. MHFAiders® are a catalyst for engagement, providing our employees with the confidence to come forward and seek support at their time of need."

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

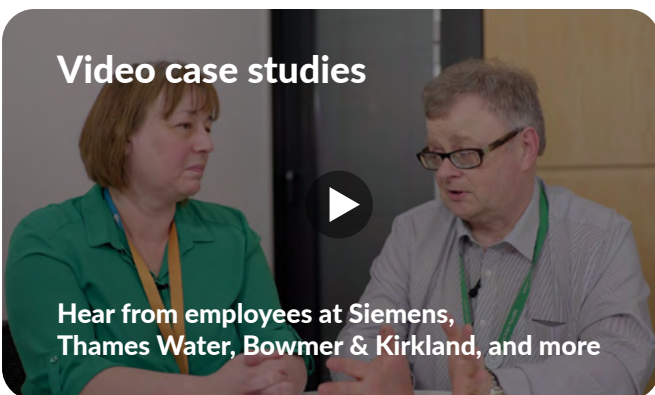
"It's as though the safe space created during the MHFA England training has come back with us into the office. We now feel able to be more open with each other about our mental health and to support each other when we are stressed."

"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 (MHFAiders®) 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."

Video case studies



Hear from employees at Siemens, Thames Water, Bowmer & Kirkland, and more

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
- ✓ Become part of England's leading community of MHFAiders® and get automatic 24/7 digital support through the MHFAider Support App®, with exclusive resources and ongoing learning opportunities to grow confidence in the workplace (as part of our Mental Health First Aiders course).

Empowering workplace culture through positive mental health

Startwell is MHFA England's bespoke diagnostic service, born from decades of experience providing expert consultancy and training to over 20,000 workplaces. Startwell is here for organisations of all sizes, from SMEs finding their feet to large enterprises with complex logistical challenges.

We seek to understand your end goals from the outset. We partner with you to create commercial value for your organisation by building a fulfilled workforce, listening carefully without judgement, and empower you to implement culture change with straightforward and actionable guidance.

The Startwell Explore Programme

We recommend the Explore programme for organisations who want to understand the perceptions of their employees and create maximum impact in implementing a wellbeing strategy through evidence-based analysis.

4-6 weeks:

- Smart Start Meeting, a scoping session with your designated MHFA England experts to better understand your specific needs.
- Sentiment Survey
- Focus groups
- Playback session
- Follow-up and next steps

The Startwell Immerse Programme

For large enterprise businesses and large organisations, we recommend our Immerse programme. Go further and engage senior leaders in the importance of implementing a wellbeing strategy. This level offers full coaching and support throughout the process and beyond.

8-10 weeks:

- Smart Start Meeting, a scoping session with your designated MHFA England experts to better understand your specific needs.
- Data deep dive
- External perceptions
- Sentiment Survey
- Focus groups
- Senior stakeholder interviews
- Playback session
- Follow-up and next steps
- Senior stakeholder engagement

Unlock the value of positive employee mental health. Speak to our expert consultants to learn how: startwell@mhfaengland.org

Training

Training is the foundation to a healthy workplace.

Educating people about mental health helps to open up conversations, break down stigma, and encourage mental health resilience. It can also ensure people are aware of how to access help, allowing for quicker recoveries and more positive outcomes.

Who to train

Our flexible training options include awareness raising for all staff, designated Mental Health First Aid training, specialised skills training for HR professionals, and courses and digital learning packages for people managers.

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 on the following page is an adaptable framework that, in our experience, has the greatest sustainable impact.

Takeaways

Everyone who completes a course gets a certificate of attendance.

Mental Health First Aiders, MHFA Champions, and Mental Health Aware courses provide:

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

In addition, our MHFA course includes an ongoing and comprehensive support package.



Delivery options

Courses are delivered online, in-person or onsite at your workplace, by an experienced associate 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 Mental Health First Aid deliveries take place through the MHFA England Online Learning Hub, as a blend of live training sessions and self-learning activities. Our Online Learning Hub provides a platform for an inclusive and flexible learning experience for your employees.

Adaptable training framework



Click on a course name to go to more information:

Whole organisation:

Mental Health Aware

Tackle stigma with awareness across the whole organisation, to empower people to take up the other initiatives you are putting in place

People managers:

Mental Health Knowledge for Managers

Change the culture around mental health by providing knowledge and a framework for wellbeing conversations.

Mental Health Skills for Managers

Give practical skills and confidence to have supportive face-to-face or remote conversations with their teams about mental health and wellbeing.

HR professionals:

Return to Work and Mental Health

Equip with a tailored action plan to support the mental health of returning employees.

Designated staff at all levels:

Mental Health First Aiders

Practical skills to spot signs of a range of mental health issues and guide a person to support for recovery, with three years of support and exclusive benefits through our MHFAider Support App®.

MHFA Champions

Knowledge and confidence to provide Mental Health First Aid for the most common mental health issues

MHFA Refresher

Update skills every three years.

Training for all employees

Mental Health First Aiders



Available as a two day face-to-face session, or as a flexible online delivery.

Learners will gain:

- A deeper understanding of mental health and the factors that can affect people's wellbeing
- Practical skills to spot the triggers and signs of mental health issues
- The confidence to step in and support someone to recover their health by guiding them to appropriate support

- Three years of access to the MHFAider Support App® with 24/7 digital support
- Access to exclusive resources, ongoing learning opportunities, and the benefit of joining England's largest community of trained MHFAiders®

MHFA Champions



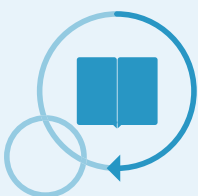
One day session available face-to-face.

Learners 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

MHFA Refresher



Four hour session available online or face-to-face.

MHFAiders® and MHFA Champions are encouraged to take an MHFA Refresher course every three years.

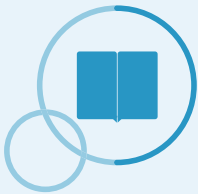
Just like physical first aid, regularly updating skills and knowledge empowers people to perform this vital role confidently and safely.

Learners 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

Training for all employees

Mental Health Aware



Four hour session available online or face-to-face.

Learners 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

Training for managers

The relationship between managers and their team members is key for the health and wellbeing of the whole organisation. By empowering managers in your organisation to build supported, motivated and committed teams, you can help create a healthy workplace for all.

Mental Health Knowledge for Managers

This digital learning package creates cultural change by increasing mental health knowledge and providing a framework to have wellbeing conversations.

Mental Health Knowledge for Managers is a cost and time effective way to reach all managers to create cultural change. The modules can be accessed at any time, place, or pace, giving your organisation flexible access to high quality resources from trusted experts in workplace mental health.

Designed for organisations with more than 50 managers, the modules are hosted on your organisation's own learning management system. Learning is self-directed through scenarios, quizzes, and interactive activities.

This package is designed to complement face to face training by building knowledge and supporting leadership development. By empowering managers to have proactive, supportive conversations, it can reduce the need for HR and performance interventions.

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

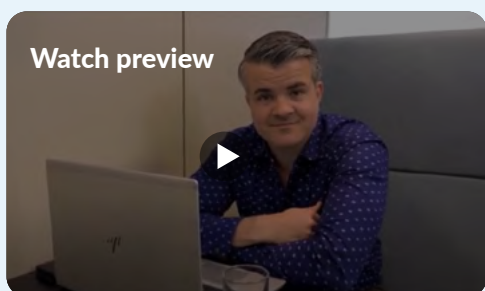
Request a free two week access to Mental Health Knowledge for Managers from workplace@mhfaengland.org and find out how it can fit your organisation's needs.



Mental Health Knowledge for Managers

Module learning outcomes

Supporting employee mental health (45 minute module)



This module is an introduction to your role as a line manager in supporting the mental health of your team. The key to spotting mental ill health often lies in noticing physical, emotional, and behavioural changes in your team members. This will support you to develop your ability to have effective conversations about mental health.

After completing this module, you will be able to:

- Understand your responsibility as a manager in supporting the mental health of your team
- Recognise the business benefits of supporting mental health and wellbeing
- Initiate conversations about mental health with your team
- Recognise physical, emotional, or behavioural changes in your team members that may indicate a change to their mental health
- Apply the Three-Step Approach to have effective conversations about mental health
- Identify sources of further information and support
- Feel more confident when supporting your team members

1. Ask (15 minute micromodule)

This micromodule will cover how to start an effective conversation about mental health. You will learn to:

- Identify the most helpful types of questions for conversations about mental health
- Create a supportive setting for asking sensitive questions
- Initiate a conversation about mental health with your team members

2. Listen (15 minute micromodule)

This micromodule will cover the basic principles of active listening. You will learn to:

- Explain the value of active listening and empathising with team members
- Recognise the barriers to active listening and understand how to overcome them
- Support team members by listening with empathy and non-judgemental communication

3. Respond (15 minute micromodule)

This micromodule will cover how to guide team members to appropriate sources of support. You will learn to:

- Understand the importance of confidentiality
- Identify organisational, personal and professional sources of support
- Recognise which signs and symptoms require immediate professional support
- Direct team members to appropriate support

Mental Health Knowledge for Managers

Module learning outcomes



4. Managing performance (15 minute micromodule)

This micromodule will help you to consider how a team member's performance may be affected by poor mental health and guide you to better support someone when mental ill health has had an impact on their performance. You will learn to:

- Recognise when changes in performance might be the result of a change in mental health
- Initiate a supportive and person-centred conversation to identify the root cause

of performance issues

- Support a team member when mental health has an impact on their performance
- Feel more confident when supporting your team members
- Identify actions you can take to support your team's health and wellbeing

5. Workplace stress (15 minute micromodule)

This micromodule will help you increase your awareness of stress and consider what you can do to reduce the causes of stress. You will also learn about what you can do to reduce stress proactively, to prevent stress from becoming a problem, and reactively, once a team member is experiencing stress.

You will learn to:

- Identify stress and the sources of stress in the workplace
- Recognise how your management style can prevent or contribute to stress
- Respond proactively and reactively to alleviate workplace stressors

6. Managing workloads (15 minute micromodule)

This micromodule will focus on planning and communicating current and future workloads as a way for you to prevent or reduce stress in the workplace

You will learn to:

- Understand the benefit of knowing the strengths and limitations of your team

- Create a plan for how work is shared out and review it regularly to ensure work is shared fairly
- Write SMART objectives to clearly communicate work expectations
- Support team members' ability to review and prioritise their own work

7. Creating adjustments (15 minute micromodule)

This micromodule will help you identify and implement reasonable adjustments in the workplace to ensure a safe and supportive environment for your team members. You will learn to:

- Describe the process for determining an appropriate

reasonable adjustment

- Create an environment for adjustments to be effectively implemented
- Offer appropriate support and follow up with team members who require reasonable adjustments

Mental Health Knowledge for Managers

Module learning outcomes



8. Balancing life and work (15 minute micromodule)

This micromodule will cover how to create a workplace environment that supports team members to achieve an appropriate balance of life and work responsibilities. You will learn to:

- Identify a team member with a poor life-work balance

- Understand the benefits of effectively balancing life and work responsibilities
- Empower team members to set and implement boundaries to ensure their life-work balance
- Foster an environment where a life-work balance can be achieved

9. Understanding inequality (15 minute micromodule)

This micromodule will help you to recognise inequality in your workplace. It will help you to empathise with team members whose experience of inequality might be affecting their mental health. You will learn to:

- Discuss what inequality is and what forms it takes

- Discuss the impact of inequality on specific populations with protected characteristics
- Identify strategies to use when supporting a team member experiencing discrimination

10. Supporting through life events (15 minute micromodule)

This micromodule will help you understand the impact that different life events can have on your team members and provide information on how you can support them effectively. You will learn to:

- Describe how stress from life events can impact a

team member in the workplace

- Understand what a team member may be experiencing through certain life events
- Know what support you can provide to a team member coping with a life event

11. Responding to conflict (15 minute micromodule)

This micromodule will help you identify, respond to, and better handle conflict in the workplace. You will learn to:

- Discuss how and why conflict occurs in the workplace

- Recognise and respond to conflict
- Develop effective teams to better handle conflict in the workplace

12. Managing remote teams (15 minute micromodule)

This micromodule covers potential challenges faced when working remotely, shows you how to support your own mental health and how to have a conversation with a remote team member about mental health and wellbeing. You will learn to:

- Understand and explain why and how remote working impacts teams
- Know how to keep well while working remotely
- Empower team members to use technology to communicate effectively

Mental Health Skills for Managers

Empower managers to put wellbeing at the heart of their leadership approach with this practical and immersive course.

Delivered by workplace mental health experts, this course builds skills in your leaders to feel confident to have mental health conversations as part of their everyday management.

Managers who are able to support the mental health of their teams will encourage employees to thrive, increasing talent retention.

Providing this training to everyone with people management responsibilities will ensure a consistent approach to mental health and wellbeing across teams and departments, promoting healthy performance throughout the whole organisation.

Online delivery

This is a four hour course delivered through the MHFA England Online Learning Hub. It is an immersive live training session, led by an experienced associate Instructor Member.

The flexible integrated platform gives learners opportunities to practice embedding their skills through group activities and



“We wanted our less experienced people managers to feel able to open up conversations about mental health with team members. This course was really helpful in laying down the foundations to give our managers both the skills and the confidence to start these potentially difficult conversations.

The trainer was excellent and for a course that was delivered all online, it was still as interactive as if you were there in person. They kept us engaged with all of us drawing on a shared whiteboard and group work in breakout rooms to role play potential scenarios. We were impressed with how slick the online experience was and appreciated how attentive MHFA England were before the course to understand our needs.”

Octopus Energy

Learning outcomes

- Identify if an employee may be experiencing mental health issues
- Feel confident having open conversations about mental health with their team members
- Appropriately signpost to available support and know where to go for support and guidance for themselves
- Role model good self-care practice, inspiring their teams to look after their own mental health and wellbeing

Takeaways

- Certificate of attendance
- Tools to take care of their own mental health as a manager and empower their teams
- Digital workbook to use during the course
- Digital support resource to help embed ongoing learning and development

Training for HR professionals



Return to Work and Mental Health

A unique training blend of HR and mental health expertise which supports your organisation to retain talent and improve employee experience.



Support the mental health of returning employees, empowering them to thrive and stay in work. Better employee experience increases talent retention and reduces risk of liability.

This specialised course is ideal for anyone in HR who supports employees returning to work. It will equip your HR professionals with a return to work action plan and policy tailored to your organisation, and empower HR team leads to embed learning practices that benefit everyone across the organisation in relation to returning to work.

Online delivery

The course is delivered through the MHFA England Online Learning Hub. It is split into two 3.5 hour modules, delivered by an experienced associate Instructor Member with HR expertise. There are two hours of individual learning to complete before each module.

Learning outcomes

- Understand the conditions that employees need to flourish when they return to work
- Build a toolkit to apply in a range of return to work situations
- Learn to provide practical support to managers dealing with employee return to work after long term absence
- Increase confidence and develop advanced skills to navigate complex return to work situations

Takeaways

- Certificate of attendance
- Tools to take care of their own mental health as a manager and empower their teams
- Digital workbook to use during the course
- Digital support resource to help embed ongoing learning and development

Prices

Prices quoted here reflect both online and onsite course deliveries.

Course	Price (exc. VAT)	Maximum capacity	Prices include:
Mental Health First Aiders	£3,500	16	<ul style="list-style-type: none"> – Delivery – Instructor Member fee – Training resources and materials – Certificates of attendance – Full customer service support from MHFA England – A Client Relationship Manager to oversee all deliveries – Post-delivery reports if needed
MHFA Champions	£2,600	16	
Mental Health Aware	£2,400	25	
MHFA Refresher	£2,400	25	
Mental Health Introduction	£750	Up to 100	
Mental Health Knowledge for Managers	On request	N/A	Prices exclude: <ul style="list-style-type: none"> – Venue hire – Catering
Mental Health Skills for Managers	£2,400	16	
MHFA Higher Education	£2,400	16	
Return to Work and Mental Health	£3,000	12	

While we do our best to provide you with the most up to date information, all prices are subject to change.

If you wish to book a small number of individual places, you may prefer to book directly with one of our independent Instructor Members (course costs may vary depending on location and Instructor Member). Please visit our website mhfaengland.org to find details of courses in your area.

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
Self-care tools

Contact us

Get in touch with our workplace mental health experts to learn more and to discuss your organisation's requirements.



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MHFA England



