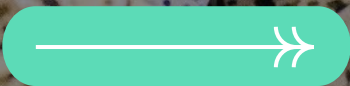


MENTAL HEALTH FIRST AID

YOUR QUESTIONS ANSWERED



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WHAT IS MENTAL HEALTH FIRST AID (MHFA)?

MHFA is a training course which teaches people how to identify, understand and help someone who may be experiencing a mental health issue. Through a mix of group activities, presentations and discussions, each session is built around a Mental Health First Aid Action Plan. MHFA England courses do not teach people to be counsellors, or provide ongoing support or diagnosis.



WHAT DOES THE 2-DAY COURSE LOOK LIKE?

SESSION 01

- Mental Health First Aid and the Action Plan
- The MHFAider® role and self-care
- Helpful and unhelpful language
- Useful models to support the role

SESSION 02

- What influences mental health?
- What is anxiety?
- Crisis first aid
- Active listening and empathy
- What are eating disorders?
- What is self-harm?
- What is substance misuse?

SESSION 03

- Applying the Mental Health First Aid Action Plan
- What is depression?
- What is suicide?
- Crisis first aid continued
- What is psychosis?

SESSION 04

- Recovery and lived experience
- Boundaries in the - MHFAider® role
- Moving forward in the MHFAider® role
- My MHFA action plan

COURSE OUTCOMES

After completing their training, MHFAIDERS® will be able to:

- Recognise those that may be experiencing poor mental health and provide them with first-level support and early intervention
- Encourage a person to identify and access sources of professional help and other supports
- Practise active listening and empathy
- Have a conversation with improved mental health literacy around language and stigma
- Discuss the MHFAider® role in depth, including boundaries and confidentiality
- Practise self-care
- Know how to use the MHFAider Support App®
- Know how to access a dedicated text service provided by Shout and ongoing learning opportunities with MHFA England

FORMAT

- Online or face-to-face
- Four flexible sessions (maximum 3hrs 45mins each)
- Delivered within a two week period
- Instructor led training mixed with group discussions and activities
- Maximum groups size of 16 people per course

TAKEAWAYS

Everyone who completes this course gets:

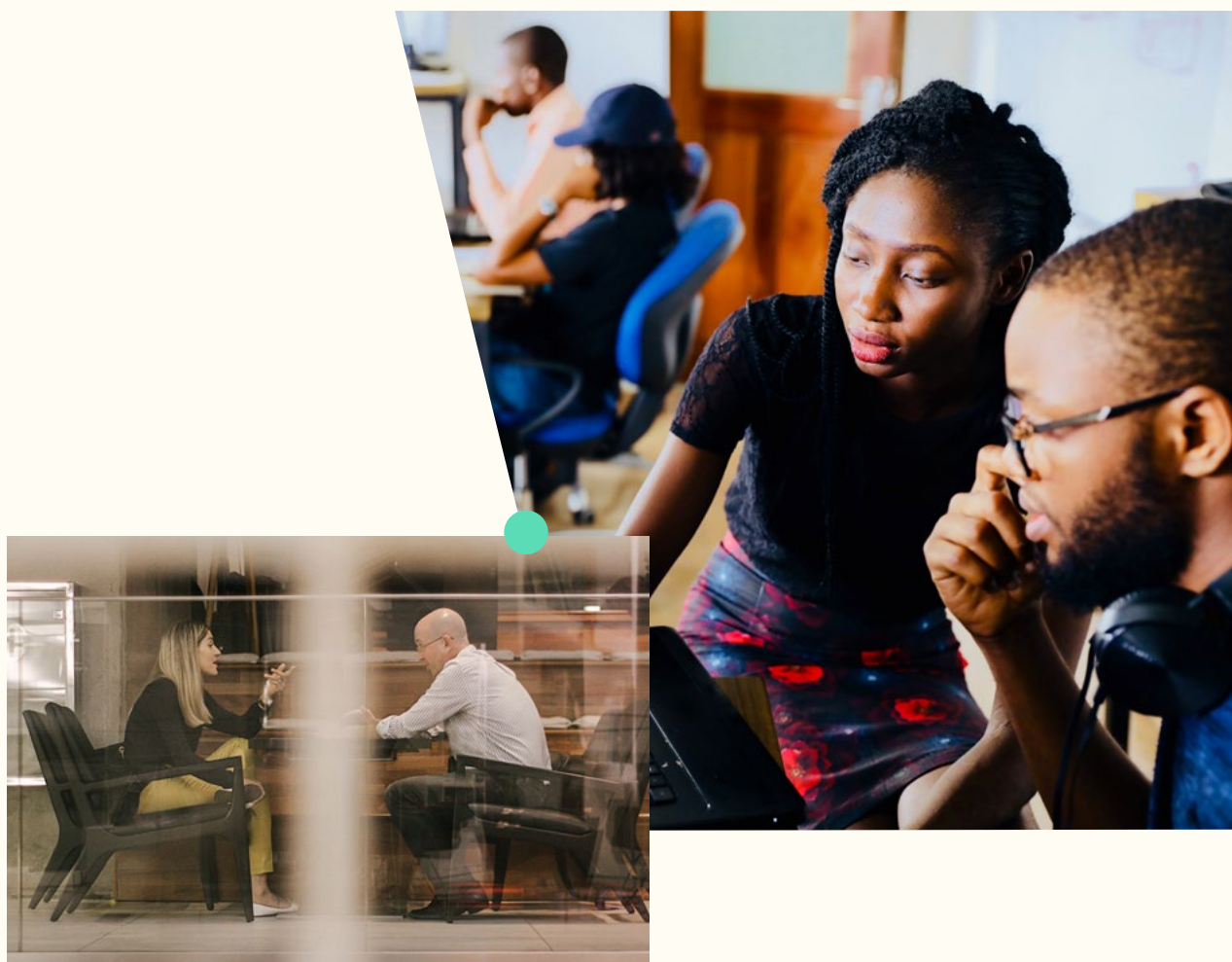
- A hard copy workbook to support their learning throughout the course
- A digital manual to refer to whenever they need it after completing the course
- A wallet-sized reference card with the Mental Health First Aid action plan
- A digital MHFAider® certificate
- Access to the MHFAider Support App® for three years
- Access to ongoing learning opportunities, resources and exclusive events
- The opportunity to be part of the largest MHFAider® community in England

SOMETHING TO NOTE

You can still train anyone that lives outside of the UK in MHFA so long as the organisation has an office in the UK, or they have at least one UK based employee.

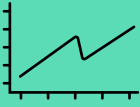
WHAT OTHER COURSE TYPES ARE AVAILABLE?

Other forms of MHFA training exist. **MHFA Aware** is a half-day online course, designed to give a basic awareness of mental health. **MHFA Champion** is a one-day course, delivered online or in-person, that gives a more comprehensive view of mental health issues. And, **MHFA Refresher** training is a half-day course designed to help existing MHFAider® refresh and renew their skills.



SUCCESS FACTORS

Before investing in MHFA, consider the factors that have helped other organisations set up for success:



GET BUDGET & BUY-IN

- Define 'Success'
- Set a mental health policy or strategy
- Build a compelling business case
- Budget to train enough MHFAiders® (5-10% of employees recommended)
- Ensure Senior Leaders are trained
- Plan to track return on investment (ROI)



HAVE AN IMPACT

- Outline clear MHFAider® job roles & responsibilities
- Set out clear MHFAider® selection criteria
- Secure a commitment from the business to protect MHFAider® time
- Make it easy to log support conversations confidentially
- Set clear expectations on what the role is (and is not)
- Run a launch campaign and promoting MHFAiders® year-round



MAKE IT STICK

- Set a clear strategy to embed MHFAiders® after training
- Investing in the ongoing development of MHFAiders®
- Hold MHFAiders® and key sponsors accountable to commitments made
- Review when MHFAiders® leave and join the business
- Remind MHFAiders® they can opt-out if it ever impacts their own wellbeing

TIME COMMITMENTS: EXAMPLE

- **MHFA Training** 2 days
- **Reactive Ad Hoc Conversations** 30-60mins each week
- **Proactive Conversations** 30-60mins each week
- **MHFAider® Network Meetings** 60mins each Month
- **MHFAider® Network Actions** 60mins each Month
- **MHFAider® Ongoing Development** 120mins each quarter

WHAT MAKES MHFA WITH INNERFIT DIFFERENT?

Since course material (supplied by MHFA England) is the same whoever you train with, the trainee's experience is hugely dependent on the instructor. We work with the **best in the business**.

Critically, we also help you avoid the **most common mistakes** we see organisations make around MHFA, and ensure you have the biggest impact possible.

WHAT RESULTS CAN WE EXPECT WORKING WITH INNERFIT?

98%

Of people would recommend this training to a colleague

100%

Would recommend the Embedding MHFA Training

9.9/10

Likelihood of Recommending MHFA Course

90%

Increase in confidence talking about mental health after completing the MHFA

118%

Increase in knowledge talking about mental health after completing the MHFA

“

Absolutely incredible course. The content, the activities, the resources & importantly the instructor was brilliant. She built a great rapport with the group & was clearly so knowledgeable in all areas”

MHFA TRAINEE

HOW TO GET BUDGET FOR MHFA?

“We don’t have the budget”.

If you are looking to pitch MHFA to a budget-holder, put yourself in their shoes.

- Q1.** Why should your budget-holder care about MHFA?
- Q2.** What stats and stories will compel them to take action?
- Q3.** What will the return on their investment (ROI) be, by when?
- Q4.** What, specifically, do you need from them?
- Q5.** What are the next steps?

CASE-STUDY



Challenge

Innerfit were in conversation with a Group People Director at a Gaming & Media organisation with 100+ employees. She inherited a training budget of £0.00 for 100+ employees.



Approach

- Created a 30-page report that visualised the current state of play with charts and timelines’
- Explained how many employees were leaving the business 6-12 months
- Told senior leaders how much issues are costing the business right now (in £ and pence)
- Made a list of ‘quick-wins’ that will pay back quickly
- Asked for a specific £ budget with clear rationale
- Outlined the predicted £ impact on the business’ bottom line
- Used vivid language and metaphors to bring it to life
- Told senior leaders ‘what I need from you’
- Concluded with ‘Top 5 Recommendations’ and clear next steps



Result

A 6-figure budget and C-Suite buy-in

RECRUIT



HOW MANY MHFAIDERS® SHOULD WE HAVE?

Everyone should have someone they feel comfortable talking to.

As a rule of thumb, that can mean **5-10% of the total workforce** should be MHFA qualified. An alternative target might be to have the same number of MHFAiders® and Physical First Aiders.

Here are some questions to consider:

- Who do you want to train? Ensure representation across departments, levels, regions, gender, race, age, etc.
- What role will senior leaders play?
- Long-term, how many MHFAiders® do you want per head?
- Who will maintain confidentiality?
- Who will have time?

HOW SHOULD I RECRUIT MY MHFAIDERS®?

Recruit just as you would any other role:

- Outline the role, responsibilities, and requirements
- Invite applications
- Review the candidates
- Select your MHFAiders®

In some cases, you may not feel they are well suited to the role - "what if they bring their own traumas and judgements into the course?". MHFA training outlines (very clearly) what the role of a MHFAider® is and is not. Trainees will recognise – again and again – that any it is not about bringing their own lived experience to any intervention.

EXAMPLE INTERVIEW QUESTIONS



01. Why do you think mental health in the workplace is **important**?
02. Why are you **interested** in becoming a MHFAider®?
03. How do you see yourself using these new skills in **your role**?
04. What would **success** as a Mental Health First Aider look like to you?

HOW TO PROMOTE MHFAIDERS® WITHIN THE BUSINESS?

Most organisations fail to get their MHFAiders® the exposure they deserve. Standard marketing principles apply. **Mix up the medium, and don't be afraid to repeat yourself.**

QUICK WINS

01

ASK

Invite ideas from your MHFAiders® to promote them

02

INTRANET

Make it easy to access MHFAiders® online (e.g. next to physical first aiders)

03

VIDEO

Share 60sec videos of your MHFAiders® across the organisation

04

EVENTS

Have MHFAiders® host panels & introduce speakers on key awareness dates

05

HR TOUCH-POINTS

Include MHFAiders® details in induction and return-to-work packs

06

OTHER TOUCH-POINTS

Give MHFAiders® lanyards, badges, and email signatures

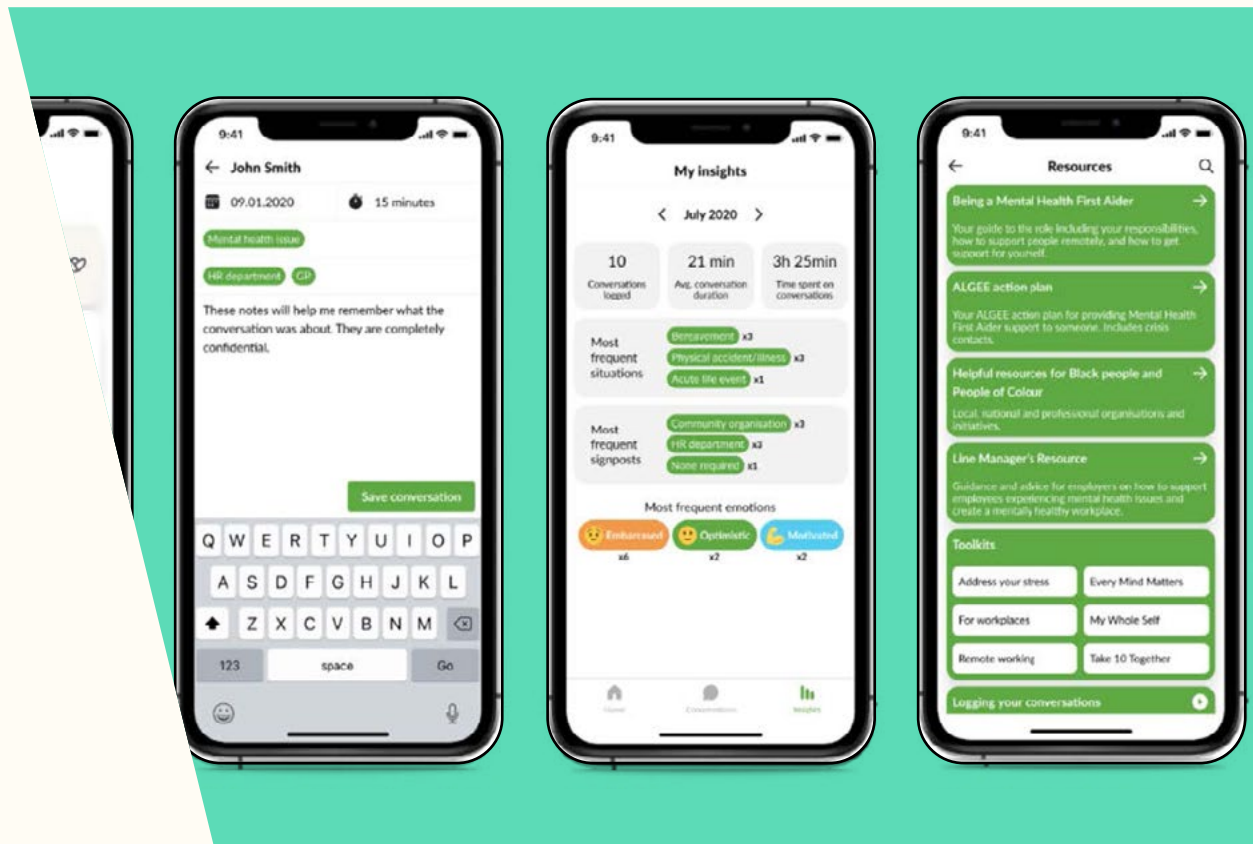
HOW CAN WE SUPPORT OUR MHFAIDERS®?

Offer them training that genuinely helps them feel confident and capable.

You can also use the MHFA England app. It is free to use for all MHFAiders®.

It includes:

- Secure conversation logging
- Reminders for wellbeing check-ins
- Text support service
- Resource library of toolkits, guidance, animations and concepts
- Signposting database
- Custom signposting to organisational support services
- Insights tab
- Online portal



HOW TO TRULY EMBED MHFAIDERS®?

The most impactful solutions for **your MHFAiders®** will come from **your MHFAiders®**. We recommend asking them for ideas to embed MHFA within your organisation. Here are a few ideas we've seen work at other organisations to get you started.

QUICK WINS

01

ACCOUNTABILITY

Revisit the role/responsibilities/ commitments every 6 months

02

SENIOR LEADERS

Keep sponsors engaged; don't let them off the hook

03

SHARE

Bring them together to share experiences and challenges

04

ACTION LEARNING

Split them into sub-teams / action learning sets

05

GET PROACTIVE

Host 'MHFA office hours'

06

REWARDS

Reward them for their efforts as a group



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