

Learning Methods:  Face-to-Face Classroom  In-Company

Course Overview

The **Mental Health First Aid** course provides learners with the knowledge, skills, and confidence to recognise and respond to signs of mental ill health in others. Through a combination of theory and practical application, delegates learn how to offer initial support, guide individuals towards appropriate professional help, and contribute to a more open and supportive workplace culture.

Delivered in partnership with St John Ambulance, this two-day course equips learners to handle real-world situations with confidence, while promoting understanding, reducing stigma, and supporting overall wellbeing.

Learners will also gain an understanding of mental health legislation, crisis response, and how to apply a structured Mental Health Action Plan.

Key topics include:

- ▶ Understanding mental health and common conditions.
- ▶ Recognising warning signs and crisis situations.
- ▶ Supportive conversations and active listening.
- ▶ Signposting to professional support and services.
- ▶ Building confidence to respond in real-life situations.

Who is the Course for?

This course is ideal for anyone looking to support mental wellbeing in the workplace, including:

- ▶ Managers and team leaders
- ▶ HR professionals
- ▶ Health and safety representatives
- ▶ Individuals passionate about creating a supportive work environment

No prior experience is required. This course is suitable for those who want to build confidence in supporting both their own wellbeing and that of others.

Course Key Facts

Duration: 2 Days

Course Content: This programme combines practical skills with theoretical knowledge to prepare learners to respond effectively to mental health situations.

Topics include:

- ▶ Understanding mental health and common conditions
- ▶ Recognising signs of mental ill health and crisis situations
- ▶ Active listening and supportive communication techniques
- ▶ Signposting to professional support services
- ▶ Applying a Mental Health Action Plan

Assessment: Learners receive a certificate of attendance upon completion. Those wishing to achieve a formal qualification can complete an optional assessment to gain the Level 3 Award in Mental Health First Aid (RQF).

Certification: All delegates receive a certificate from St John Ambulance. Learners who complete the optional assessment can achieve the Level 3 Award in Mental Health First Aid (RQF).

Benefits for Employers

- ▶ **Support employee wellbeing:** Foster a more inclusive, supportive workplace culture.
- ▶ **Reduce stigma:** Encourage open conversations around mental health.
- ▶ **Enable early intervention:** Equip staff to recognise and respond to warning signs.
- ▶ **Improve performance:** Support wellbeing to reduce absence and presenteeism.
- ▶ **Demonstrate duty of care:** Show commitment to employee health and wellbeing.

Benefits for the Learner

- ▶ **Confidence to support others:** Recognise signs of mental ill health and respond effectively.
- ▶ **Practical communication skills:** Develop active listening and empathetic conversation techniques.
- ▶ **Structured approach:** Learn how to apply a Mental Health Action Plan.
- ▶ **Personal insight:** Reflect on your own wellbeing and build resilience.
- ▶ **Make a difference:** Contribute to a more supportive and mentally healthy workplace.