

Date	Course	Location
October 2019		
1 October	Customer Support and mental health	London
2 October	Mental health and how to support someone	London
7 October	Managing mental health at work	London
8 October	Mental health awareness	London
November 2019		
5 November	Course TBC	London
7 November	Mental health awareness	London
12 November	Managing mental health at work	London
13 November	Students and mental health	London
21 November	Managing mental health at work	Cardiff
December 2019		
3 December	Customer Support and mental health	London
January 2020		
14 January	Mental health awareness	London
15 January	Emotional intelligence and resilience	London
21 January	Mental health and how to support someone	London
22 January	Managing mental health at work	London
February 2020		
6 February	Managing mental health at work	Cardiff
25 February	Course TBC	London
26 February	Managing mental health at work	London
March 2020		
17 March	Mental health awareness	London
18 March	Managing mental health at work	London
24 March	Mental health and how to support someone	London
25 March	Customer Support and mental health	London

Training takes place at our London office: Mind, 15-19 Broadway, Stratford, London, E15 4BQ and Cardiff office: Mind Cymru, 3rd floor, 4 Castlebridge, Cowbridge Road East, Cardiff, CF11 9AB. Light lunch and refreshments provided.

We welcome people from the same organisation to join our courses at a maximum of 2 per course. For groups of 4 or more people, you may be interested in our in house training.

Book 2 weeks  
in advance and  
save £20 with our  
early bird fee of  
**£229<sup>+VAT</sup>**

- Student rate £159 + VAT
- Early bird rate £229 + VAT
- Standard rate £249 + VAT

Mind reserves the right to amend course dates and prices at our discretion. Prices are for full day courses.

For more information or to book a course, visit [mind.org.uk/training](http://mind.org.uk/training) or email [workplaceservices@mind.org.uk](mailto:workplaceservices@mind.org.uk)

## Our courses

### Mental health awareness

Our introductory course is for anyone hoping to learn more about mental health. It provides an overview of mental health and insights into the causes of mental health problems. You will be able to recognise signs and symptoms of mental health problems, and learn what support is available. Our training also aims to challenge the stigma that often surrounds mental health.

### Mental health and how to support someone

This course will help you gain greater confidence in supporting colleagues, friends or family experiencing mental health problems. Learn how to hold conversations about mental health sensitively and effectively and be introduced to the range of support offered by Mind.

### Students and mental health

If you work in higher education this course will provide you with an overview of mental health and how it relates to student life. We'll provide information on how to support students experiencing mental health problems and explore some of the causes. We'll also consider the challenges facing students and what can be done to support positive wellbeing in education.

### Emotional intelligence and resilience

Our introductory course will be of interest to anyone curious about emotional intelligence and wanting to learn more about resilience. The course provides an overview of resilience and outlines how it can be of benefit to all of us, inside and outside of the workplace. Participants will get to explore and identify emotions, and learn to recognise triggers for stress. Our full day course also introduces the concept of mindfulness.

### Managing mental health at work

This course is ideal for line managers, supervisors and others who support staff. We'll provide an increased understanding of workplace wellbeing and discuss the impact of work on mental health. We'll provide information on spotting the signs and symptoms, communicating sensitively and cultivating a mentally healthy workplace, as well as providing several workplace wellbeing resources to support you further.

### Customer support and mental health

If you provide frontline customer support in retail, emergency services or a call centre, this course is for you. You will gain a better understanding of how mental health problems can impact on your customers and contacts. You will learn how to support people, handle challenging scenarios, and respond effectively with sensitivity, whilst also caring for yourself.



We'll come  
to you

In addition to our training courses, we can also provide flexibility through our in house training. We'll devise a programme specifically for you and your colleagues and deliver it at your workplace. For further details and to explore options with us, email [workplaceservices@mind.org.uk](mailto:workplaceservices@mind.org.uk)