



Umbrella Mental Health Training

Helping organisations to help their people flourish – to promote positive mental health, not to simply recognise and manage mental illness.

Umbrella's Mental Health Training is aimed at supporting you to foster mental health in your team and workplace.



We help you to spot signs that someone is struggling, and identify workplace factors that affect mental health, both positively and negatively.



We improve your confidence and ability to support those who are experiencing stress, distress or mental illness.



We address the knowledge-action gap by ensuring participants have the skills to transfer learning into life.



WHY PROVIDE MENTAL HEALTH TRAINING IN THE WORKPLACE?

A workplace that promotes mental health has substantial benefits for organisations. These benefits can be seen in improved productivity, reduced absenteeism and presenteeism, and higher retention of staff.

One in five employees meet the criteria for diagnosable mental illness in any given year, with stress, depression and anxiety contributing to lost working days as well as lower individual and team performance while at work (presenteeism). Work-related stress can also exacerbate the risk of employees developing mental illness as well as worsening existing symptoms. Organisations risk losing talented staff through stigma, stress and distress, and are more likely to see team resilience and innovation suffer.

Umbrella's workplace Mental Health training can enable your organisation to develop the knowledge, skills and confidence to support mental health at work. Having more skilful conversations between colleagues, and between employees and leaders, is crucial to building the trust and openness necessary to better manage hard times.

GOOD FOR YOUR BUSINESS AND ITS PEOPLE

Numerous research studies show that psychologically healthy and supportive workplaces can enhance people's wellbeing, engagement and productivity, and protect them from mental illness, with the opposite effect found for workplaces that do not support employee wellbeing. For people with experience of mental illness, safe and supportive workplaces play an important role in the everyday management of their illness, as well as their recovery, where applicable.

On average, according to recent research, organisations can expect a return on investment (ROI) of \$5.20 for every \$1 spent on proactive wellbeing strategies.

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WHY CHOOSE UMBRELLA FOR YOUR MENTAL HEALTH TRAINING?

Umbrella is an organisation founded by clinical psychologists. Our goal is to foster a psychologically healthy and thriving Aotearoa New Zealand. We bring our expertise in behaviour change to help your people navigate stress and promote mental health so they, and your business, can thrive in today's world.

Providing training has been Umbrella's core business for the past 12 years. All Umbrella training is evidence-based, and designed to translate the science of mental health and wellbeing into practical skills for your team members.

Our facilitation team are all registered psychologists, with many years experience, able to bring their knowledge and skill to work flexibly with any group.

OUR COMMITMENT TO ENSURING EFFECTIVE BEHAVIOUR CHANGE

We design our training to optimise both the active learning of skills and to increase knowledge. Our facilitators make sure to highlight and address the knowledge-action gap – where people may have the knowledge but struggle to put it into action – by practicing skills within the workshops, and guiding action planning for implementing skills and ideas after the session. This approach gives participants the best possible chance of transferring learning from workshop to their workplace and life.

“Was a fantastic course covering a wide variety of topics I haven't been exposed to, in a refreshing positive way.”

“I enjoyed the material and how it was presented, it was not overwhelming or too in your face. Very informative and helpful.”

“Great course. Well facilitated, engaging, interactive. I normally dread these things. This kept me interested the whole time.”

INFORMED BY OUR EXPERIENCE

Our area of expertise is strengthening physical, mental and emotional wellbeing in workplaces. Helping people and organisations to thrive is our passion!

Our approach is informed by our extensive experience in developing and providing training and ongoing support for improving mental health at work.

As registered psychologists our team have decades of experience in the mental health field. As well as providing organisational interventions, we have all worked one to one with people experiencing mental health challenges, including working closely with their families and workplaces to support them. In our view, this practical experience is vital in the wellbeing field as there can often be a mismatch between the theory of best-practice management of mental health and the actual practice.

EXPERIENTIAL LEARNING

We connect the educational information in the training with people's experiences of mental health, using scenarios from previous experiences at work. This approach helps people to make sense of the new information and to integrate it into practical strategies they can use every day at work. During the workshops, we create a safe environment to enable participants to self-reflect, to share experiences when they choose to, to take away key learnings and create action plans to further strengthen mental health.

OUR TRAINING APPROACH

- We design and deliver training based on best-practice scientific research.
- We weave this knowledge and expertise into the training workshops.
- We see our role as facilitators – our job is to guide, encourage and support the people in our workshops to learn, experience and thrive.
- We use a strengths framework – this means we acknowledge and validate the skills and strategies people are already using, then help them build on these to add even more.
- We create a safe environment in our workshops, where people feel safe to share their thoughts and experiences, or not to, if they prefer to self-reflect.
- We recognise and support different ways of learning using a variety of interactive training strategies to achieve this.
- Our facilitators enable learning of knowledge by using a range of strategies for experiential learning and by using different forms of participant learning activities (e.g. small group discussion, self-reflection, large group brainstorming, action planning, use of workplace scenarios and role plays, and skills practice in pairs).





MENTAL HEALTH OFFERINGS AVAILABLE

	For all staff	For leaders
Full-day	Mental Health Awareness Maximum 12 participants, in-person only.	Managing Mental Health Maximum 12 participants, in-person only. Must complete Mental Health Awareness first.
		Promoting Mental Health at Work Maximum 12 participants, in-person only.
Half-day	Getting Started with Mental Health Maximum 12 participants, online only.	Understanding Mental Health at Work Maximum 12 participants, in-person or online.
90 minutes	Mental Health Awareness: An Introduction Maximum 12 participants online. Maximum 30 participants in-person.	Managing Mental Health: An Introduction (by request, ELT's) Maximum 12 participants online. Maximum 30 participants in-person.

NOT SURE? WE CAN HELP...

For more information or referee details, contact:

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Mental Health Awareness

Full-day workshop for teams

***Together let's create a shared framework and language for talking about mental health.
One that's empowering and proactive rather than stigmatising and reactive.***

Mental ill-health is extremely common in New Zealand. In any 12-month period, more than 20% of New Zealanders are likely to experience mental ill-health; with at least 47% of New Zealanders likely to experience mental ill-health at some point in their lives.

For employees, it means that at any point in time some form of mental health issue may affect them, with research highlighting this could have direct negative consequences on their personal wellbeing and productivity.

ABOUT THE TRAINING:

Umbrella's *Mental Health Awareness* training has been developed to help all team members identify signs of stress and distress in themselves and others. It supports team members to feel more confident talking about mental health in the workplace, and raising concerns with colleagues they may be worried about. Our focus is on helping all people in a workplace to build a culture of positive mental health.

We recommend that this training is provided to all employees. The best outcomes are achieved when work teams attend together.

"Thanks for not being the stuffy course I was expecting. It was relevant and helpful. We now have a common language and understanding for mental health, and insight into strategies that are applicable personally and professionally."

WORKSHOP OBJECTIVES:

1. Connect with colleagues and leave feeling confident you have some new knowledge and robust skills to take away.
2. Increase knowledge about mental health and mental illness, and gain a practical sense of how the two may present.
3. Recognise the factors that have either a positive or negative influence on people's mental health.
4. Identify the causes of work-related stress, and signs that stress has become something more serious.
5. Initiate and engage in compassionate conversations, when appropriate, with colleagues you are concerned about.

The training has been developed from best-practice research in the wellbeing and mental health sciences. The workshops are facilitated by Umbrella's experienced psychologists. They create a safe and supportive environment for talking about mental health and fostering positive strategies to promote mental health at work.

KEY POINTS:

- Our comprehensive full-day offering.
- Designed for all staff to help build a culture of positive mental health.
- Includes Wellbeing Pulse.



Managing Mental Health

Full-day workshop for leaders

“Being able to feel safe with other people is probably the single most important aspect of mental health; safe connections are fundamental to meaningful and satisfying lives”. – Bessel Van Der Kolk

A workplace that promotes mental health has substantial benefits for organisations. These benefits can be seen in improved productivity, reduced absenteeism and presenteeism, and higher retention of staff. On average, organisations can expect a return on investment (ROI) of 5.2:1.*

However, leaders often feel uncertain about how best to ask about wellbeing and respond to mental health challenges in their team members. This uncertainty can prevent leaders from addressing issues within their team, and cause significant stress for leaders themselves.

ABOUT THE TRAINING:

Umbrella's *Managing Mental Health* training has been designed specifically for people leaders to increase their confidence and competence in identifying and managing stress and mental health problems in their people.

Managing Mental Health is the follow-on specifically for leaders from our one-day *Mental Health Awareness* training. The two training days combined is our *Masterclass in Mental Health* to equip leaders with in-depth knowledge and skill in both supporting distressed team members and building a culture of mental health.

The training has been developed from best-practice research in the wellbeing and mental health sciences. The workshops are

facilitated by Umbrella's experienced psychologists who create a safe and supportive environment for discussing mental health, and improving leadership competencies in managing mental health.

WORKSHOP OBJECTIVES:

1. Understand how stress and mental illness can impact negatively on employee productivity and wellbeing.
2. Understand more about mental illness in the workplace, including a leader's and organisation's legal duty of care.
3. Learn practical tools and frameworks to protect employee mental health.
4. Feel confident applying skills to support at each stage of the Umbrella model for best-practice management of stress and mental illness:
 - a. Spot
 - b. Name
 - c. Add intervention
 - d. Perform follow-up
 - e. Self-care
5. Know and practise how to hold effective conversations about mental health and how to safely raise issues of concern.

“This workshop was awesome. Very relevant, addressing the real challenges that occur when supporting our people. I have learnt so much, and have massively increased my awareness & confidence in managing mental health at work.”

* Deloitte (2020). *Mental health and employers: Refreshing the case for investment.* <https://www2.deloitte.com>.

KEY POINTS:

- Essential training for people leaders.
- Designed specifically as sequel to Mental Health Awareness training, as day two of our 'Mental Health Masterclass'.
- Improving leadership competencies in managing mental health.
- Includes Wellbeing Pulse.





Promoting Mental Health at Work

Full-day workshop for leaders

“Empirical evidence linking management and leadership to employee mental health and wellbeing has grown dramatically over the last decade, to the point where it is so well supported it almost seems self-evident.”*

Research has found that 92% of managers agree that what they do affects the wellbeing of their staff, but only 58% of employees believe that their line manager is concerned about their wellbeing.** This research suggests a mismatch between leaders and their team members.

In our experience, leaders usually want to do their best by their team members, but are often unsure what their role is around mental health and wellbeing, and how best to support their people.

ABOUT THE TRAINING:

Umbrella's *Promoting Mental Health at Work* one-day training is designed to equip leaders with both skill and confidence to talk proactively about wellbeing with their team members. We want leaders to more actively notice signs of concern, and follow up safely and effectively on these concerns.

This workshop gives participants time to practise skills in a learning environment to help them try out, adjust, and build confidence to take skills away.

The training has been developed from best-practice research in the wellbeing and mental health sciences. The workshops are facilitated by Umbrella's experienced psychologists who create a safe and supportive environment for discussing mental health, and improving leadership competencies in managing mental health.

* Donaldson-Feilder, E., & Lewis, R. (2016, June). *Managing mental health at work: the role of leaders and line managers. Occupational Health, Stress & Wellbeing, Personnel Today.* <https://www.personneltoday.com/hr/managing-mental-health-work-role-leaders-line-managers/>

**Public Health England & Business in the Community (2017). *Mental Health at Work Report 2017.* <https://www.activehw.co.uk/uploads/bitcmmental-health-at-work-report-2017.pdf>

WORKSHOP OBJECTIVES:

1. Increase knowledge about mental health and mental illness, and the risk and protective factors which contribute to each.
2. Recognise the importance of mental health in the workplace, including a leader's duty of care, and the role of stigma.
3. Increase competence in identifying how stress and mental illness may present across diverse team members.
4. Become familiar with the Umbrella model for best-practice management of stress and mental illness, and skills to support at each stage of this process.
5. Initiate and engage in effective conversations about mental health, and safely raise issues of concern.

“Excellent content. Very relevant, addressing the real challenges that occur when supporting our people.”

“Very well run session, good pace and a mix of delivery styles and not just sitting and watching a presentation.”

KEY POINTS:

- Full-day training for leaders.
- Improving leadership competencies in managing mental health.
- Combines key aspects of our Mental Health Awareness and Managing Mental Health training.
- Includes Wellbeing Pulse.



Understanding Mental Health in the Workplace

Half-day workshop for leaders

More than 20% of New Zealanders in any 12-month period will experience a mental illness, with at least 47% of us experiencing mental illness across our lifetime.

Everyone experiences fluctuations in their mental health. Research and experience tell us that these ups and downs can have a significant impact on our performance and productivity in the workplace.

Most businesses want the best for their people and from their people. Supporting mental health at work achieves both of these outcomes.

At Umbrella, we are passionate about providing leaders and workplaces with the skills to help their teams to thrive.

ABOUT THE TRAINING:

We understand that leaders are busy, and finding time to attend training can be difficult. Our half-day *Understanding Mental Health in the Workplace* training is targeted at the key challenges that leaders face and the reservations many leaders have about raising mental health with their team members. This training offers a succinct “where to start” so that leaders leave the session with the fundamentals of how they can regularly notice and effectively respond to signs of concern among their team members.

As remote working becomes more common, we are now offering this half-day workshop either in-person or online.

WORKSHOP OBJECTIVES:

1. Increase knowledge about mental health and mental illness.
2. Recognise the importance of mental health in the workplace, including the role of stigma.
3. Identify common signs of stress and distress, and become familiar with the Te Whare Tapa Whā model to help build awareness of signs to look out for.
4. Build core skills for having effective conversations with team members about wellbeing.
5. Discuss a plan to take away from the workshop to enable ongoing use of these skills.

The training has been developed from best-practice research in the wellbeing and mental health sciences. The workshops are facilitated by Umbrella’s experienced psychologists who create a safe and supportive environment for discussing mental health, and improving leadership competencies in managing mental health.

“Respectful, thoughtful and insightful. Having a clinical psychologist made this very worthwhile.”

“Great course to provide the basics for all managers.”

KEY POINTS:

- Half-day training for leaders.
- Succinct training to equip leaders with the mental health fundamentals for their team.
- Includes Wellbeing Pulse.





Getting Started with Mental Health

Half-day workshop for teams

***He aha te mea nui o te ao ... What is the most important thing in the world?
He tangata, he tangata, he tangata ... It is the people, it is the people, it is the people***

Wellbeing within the workplace improves productivity, and is associated with staff reporting higher levels of satisfaction and remaining in their jobs for longer. Typically, prioritising wellbeing has been viewed as requiring a “top-down” approach, led by senior leadership.

Creating policy and procedures, and making resources available to create and sustain a climate that prioritises wellbeing, does require the ongoing commitment of senior management and leaders. However, research suggests that all employees have a role to play in developing wellbeing in our workplaces.

Those who have the skills to connect with others, and empathise with them, have been shown to contribute to a culture of improved wellbeing.

ABOUT THE TRAINING:

This half-day training, *Getting started with mental health* in the workplace, has been developed for all team members. The content aligns well with the content of our leaders’ mental health workshops in order to create shared language and ideas across leadership and staff.

Getting started helps team members learn information and basic skills to make sense of mental health, mental illness, and wellbeing. It also covers how to identify warning signs of deteriorating wellbeing and how to begin a conversation with colleagues about their wellbeing.

WORKSHOP OBJECTIVES:

1. Understand the differences between mental illness, mental health and wellbeing.
2. Normalise and recognise the importance of mental health in the workplace.
3. Identify common signs of stress, distress and deteriorating wellbeing, using the Te Whare Tapa Whā model.
4. Review skills for having conversations about wellbeing with colleagues.
5. Know where and how to get help.
6. Learn information and strategies for boosting your own wellbeing.
7. Develop a basic action plan with concrete steps as to how we can all contribute to workplace wellbeing.

KEY POINTS:

- Half-day training for all team members.
- A concise introduction to understanding mental health and supporting each other at work.
- Offered online.
- Includes Wellbeing Pulse.

Half-day (4 hours) - Up to 12 people online - Investment \$4250 (+GST)

Includes Wellbeing Pulse.



Overview Sessions

These brief sessions are designed to raise awareness, spark conversations, and provide participants with practical tips for action. All sessions are 60-90 minutes, and can be delivered in-person or online.

MENTAL HEALTH AWARENESS: AN INTRODUCTION

FOR ALL STAFF

1 in 5 New Zealanders will experience mental illness in every year, at least 1 in 2 in their life time. This means wherever you work it is likely you'll be in contact with someone who might be struggling.

Research demonstrates that increasing knowledge about mental health and pre-planning how you would start a conversation with someone you're worried about helps improve confidence and competence to follow up. Creating a culture where people are comfortable talking about mental health at work helps to reduce stigma and increase the likelihood that people will access mental health support when they need it.

Session objectives:

1. Understand mental health and mental illness – what's the difference?
2. Recognise how to spot signs of stress and distress in yourself and colleagues.
3. Learn useful tips on how to have safe conversations about mental health.

“Thanks so much for organising this! I've been to a few stress related workshops by now but none of them were so well presented and entertaining as this one. Would love to see more material by Umbrella.” – Weta Digital

MANAGING MENTAL HEALTH: AN INTRODUCTION

FOR ELT'S - BY REQUEST ONLY

New Zealanders are becoming increasingly aware of the importance of good mental health, with many leading New Zealand organisations strengthening their commitment to employee wellbeing. Well-engineered and organisation-specific awareness programmes have been shown to have a positive impact on employee wellbeing, as well as providing a significant return on investment.

While organisations need to respond to their legal duty of care to protect employee wellbeing, in our experience at Umbrella, leaders and employers are genuinely wanting to care and do right by their people. We also recognise that supporting a colleague or direct report experiencing poor mental health can be daunting and anxiety provoking for leaders.

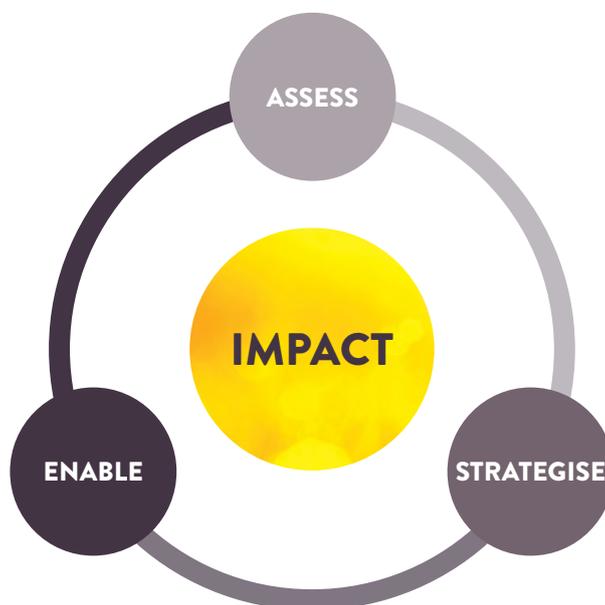
This introductory session will:

1. Provide an understanding of mental health and mental illness.
2. Highlight the prevalence of mental illness in NZ.
3. Review the impact workplaces have on mental health.
4. Review best practice guidelines for improving the management of mental health in your team.



UMBRELLA'S RESULTS-FOCUSED APPROACH

Our delivery approach adheres to an assessment-first model, finding out/collecting data first to inform and test interventions. Under this evidence-based model, we strongly advise that assessment precede interventions, with the time taken for strategising and planning. Otherwise, interventions may be provided that are not “best-fit” for your people, or worse, they are ineffective.



The **Umbrella Wellbeing Assessment** provides an accurate and comprehensive assessment of the mental health and wellbeing of all employees - asking all employees directly about their health, mental health, and wellbeing, as well as workplace factors that may be wellbeing-supportive, or sources of stress. We then use this detailed knowledge of your people's wellbeing and associated organisational factors to inform your **Wellbeing Strategy** and tailor a unique wellbeing program, enabling both individual and organisational interventions, and maximising the return on investment.

We can consult on Wellbeing Strategy development, as well as providing coaching and supervision to leaders to support their roles leading change and modelling wellbeing. The data collected via the assessment will have informed you of the top work challenges facing your people and enable you to consider how to mitigate or improve these challenges. You will also know the key life or non-work challenges your people are managing and be able to consider what support may ease these challenges, or at least to acknowledge them, so people feel able to bring their whole selves to work.

Enabling Wellbeing is achieved via targeted and appropriate interventions. These may encompass isolated actions (e.g., resilience workshops) or a comprehensive program (e.g., creating culture change around work-life balance). Lastly, it's important to review before circling around the process again. A re-assessment or data pulse will accurately identify improvements, stuck points and areas for further attention or intervention.

At Umbrella, we believe that developing strong organisational capability in mental health and wellbeing is a long-term outcome, and our preferred approach is to form long term partnerships to guide organisations on this journey. All our work centres on the **impact** of Wellbeing on the organisation and it's people – measurable impacts on productivity, retention, recruitment, and competitive advantage. We help organisations demonstrate and realise very real benefits of investing in the wellbeing of their people.





Wellbeing Pulse Workshop Enhancement

“The purpose of information is not knowledge. It is being able to take the right action.” – Peter Drucker

Umbrella’s Wellbeing Pulse is the short-form version of our flagship assessment tool, the Umbrella Wellbeing Assessment. The Wellbeing Pulse is completed on-line in approximately 5 minutes. Once completed, an individually tailored report is instantly available to each workshop participant, with wellbeing resources for review and action on the following topic areas:

- wellbeing and life satisfaction
- work challenges
- work-life balance
- resilience and healthy habits.



MEASURES:



Wellbeing and Psychological Distress



Individual Resilience



Work Challenges



Organisational Support for Wellbeing



Work-Life Balance

ENRICHING TRAINING:

Research shows that the most effective interventions for promoting mental health and preventing mental illness include screening tools, and are targeted to the needs of the individual or group.¹ Umbrella’s Wellbeing Pulse achieves this through:

- providing individualised wellbeing feedback and resources to employees
- tailoring workshop facilitation to each group’s specific strengths and challenges
- encouraging participants to reflect on their wellbeing prior to the workshop; therefore, increasing engagement and learning focus.

¹ Le et al., 2021. Cost-effectiveness evidence of mental health prevention and promotion interventions: A systematic review of economic evaluations. PLOS Medicine. <https://doi.org/10.1371/journal.pmed.1003606>

Included with all full, half and multi-day workshops