

Toolkit for Developing a Comprehensive Mental Health Strategy for Apprenticeship Training Providers

This toolkit is designed to guide apprenticeship training providers in planning and effectively communicating mental health well-being workshops

11TH SEPTEMBER 2024

Introduction

This toolkit is designed to guide apprenticeship training providers in planning and effectively communicating mental health well-being workshops. These workshops aim to equip learners with essential skills for managing stress and enhancing their overall well-being. By integrating employer and learner feedback, the workshops are tailored to address the specific needs of apprentices across any apprenticeship programme, level, and in any sector.

Workshop Overview

Purpose of Workshops

The workshops are 20-minute sessions focusing on:

- Mindfulness
- Resilience
- Having Grown-Up Conversations Workshop (Difficult conversations)
- Managerial interactions
- Time management

These sessions are offered monthly and are designed to provide learners with stress management strategies and coping mechanisms.

Adaptation and Feedback

Workshops are continuously adapted based on feedback collected from employer engagement activities and focus group sessions with learners.

Planning and Setup Instructions

Identify Key Topics: Review feedback from apprentices and employers to determine the most relevant topics.

Schedule Workshops: Plan sessions at a set duration that meets the needs of your learners and work pattern demographics, ensuring a variety of topics are covered.

Facilitator Preparation: Ensure facilitators are well-prepared with materials and have a clear understanding of workshop objectives.

Resource Allocation: Allocate necessary resources, including virtual meeting platforms like MS Teams, to facilitate the workshops.

Feedback Collection: Develop a system for collecting feedback post-session to inform future workshops.

What these Workshops are not

An explanation on what these workshops are not in terms of mental health and well-being support. It is advised that this is communicated as part of the invite to participants ahead of the workshops (add it as a sub heading of the agenda in the invite). By understanding what these workshops are not, participants can set realistic expectations and seek additional support as needed to address their mental health and well-being comprehensively.

Not a Replacement for Professional Therapy or Counselling

These workshops are designed to provide general strategies and skills for managing stress and improving well-being. They are not a substitute for professional mental health treatment or therapy. Individuals experiencing significant mental health issues should seek help from a licensed mental health professional.

Not a One-Size-Fits-All Solution

While the workshops cover a range of topics relevant to stress management and personal development, they may not address every individual's unique mental health needs. Personal circumstances and challenges vary, and additional support may be necessary.

Not an Emergency Support Service

These sessions are planned and scheduled in advance, and they are not equipped to handle mental health crises or emergencies. In urgent situations, individuals should contact emergency services or crisis hotlines for immediate assistance.

Not a Comprehensive Mental Health Programme

The workshops are brief, 20-minute sessions focused on specific topics. They are not part of a comprehensive mental health program and should be viewed as supplementary resources to enhance personal skills and awareness.

Not a Guarantee of Mental Health Improvement

Participation in these workshops does not guarantee improvements in mental health or well-being. The effectiveness of the strategies discussed can vary based on individual engagement and application of the skills learned.

Not a Personalised Coaching Session

The workshops provide general guidance and are not tailored to individual circumstances. Participants seeking personalized advice or coaching should consider additional resources or one-on-one sessions with qualified professionals.

Communication Strategy

In the health sector, it is important to provide ample time to ensure learner engagement, particularly because of the challenges associated with shift work and rosters. Although the sessions are only 20 minutes long and scheduled around lunchtime (12:00 to 14:00), some learners may need to find a suitable space to watch and interact with the webinars, as well as obtain permission to attend or access IT resources. Additionally, accommodating various shift patterns requires advance notice so that learners can adjust their schedules accordingly.

Therefore, your communication and promotion strategy should begin three months prior to the workshop start dates. This lead time allows learners and their managers to coordinate rosters and ensure that as many participants as possible can attend.

Targeted Promotion

Employers: Engage apprenticeship leads, line managers through e-newsletters and direct emails

Learners: Promote through skills development coaches / Tutors during 1:1 coaching sessions and formal progress reviews and direct email - see example **Annex 1:**

Email Template Invite

Digital Channels: Highlight workshops in blog posts, learner portals (VLE), Portfolio posts and as a slide to promote in all apprenticeship workshops over a three-month period.

Workshops content

Content for the workshop is adapted based on feedback from employers and focus groups activity

The workshops produced are:

Resilience Workshop – See PPT 1 Final - Resilience Workshop, See Annex 3 Lesson plans

Synopsis: This workshop will empower you to enhance your ability to cope under pressure—a crucial skill for thriving in your NHS role. We'll cover the definition of resilience, explore risk factors that can affect it, and provide practical coping strategies. Whether dealing with long-term health conditions, managing stress, or facing other challenges, you'll leave equipped with tools to maintain your mental and physical well-being while confidently navigating workplace demands.

Time Management Workshop – See PPT 2 Final - Time Management Workshop, See Annex 3 Lesson plans

Synopsis: Enhance your productivity and reduce stress by learning to effectively plan, organise, and control your time. We'll introduce techniques like the Eisenhower Matrix, ABC prioritization, and the Pareto Principle to help you prioritize tasks and stop procrastination. Discover how to create flexible schedules, use technology to your advantage, and improve communication and delegation skills, ultimately achieving a better work-life balance.

Mindfulness Workshop - See PPT 3 Final - Mindfulness Workshop, See Annex 3 Lesson plans

Synopsis: Explore the benefits of being present in the moment and how mindfulness can enhance self-awareness, reduce stress, and help you respond more thoughtfully to your thoughts and feelings. Learn techniques to cope with difficult emotions, be kinder to yourself, and create space between you and your thoughts. This workshop will include guided breathing exercises to help you connect with your body and promote calmness.

Managerial Interactions Workshop – See PPT 4 Final - Managerial Interactions Workshop, See Annex 3 Lesson plans

Synopsis: Enhance your workplace interactions by cultivating positive manager-employee relationships that drive individual and organisational success. Learn how supportive and respectful managerial practices can foster employee growth, boost job satisfaction, and strengthen company culture. Discover strategies for open communication and collaboration and understand how tailoring your communication style to your manager's preferences can reduce misunderstandings and enhance productivity.

Having Grown-Up Conversations Workshop –See PPT 5 Final - Having Grown-Up Conversations Workshop, See Annex 3 Lesson plans

Synopsis: Master the art of navigating challenging dialogues with confidence and empathy. Learn what constitutes a difficult conversation, how to navigate them and discover why timely engagement is crucial. This session will equip you with practical techniques to prepare effectively, assume positive intent, and actively listen, ensuring these discussions become constructive opportunities for growth.

Annex 1: Email Template invite

Subject: Enhance Your Skills and Mental Well-being with Our Upcoming Workshops!

Body:

Dear all,

I hope this message finds you in good spirits and making great strides in your apprenticeship journey!

We are excited to invite you to a series of enriching workshops developed from the feedback and insights gathered during our recent Mental Well-being focus groups. These sessions are tailored to support your growth and well-being as you navigate the unique challenges of your NHS role. You can pick and choose which of these to attend as you see fit.

About the Project:

This project is dedicated to enhancing the mental well-being and professional success of apprentices like you. Our goal is to address the mental health challenges that can affect apprenticeship completion rates, particularly in the demanding healthcare sector. By providing targeted interventions and support, we aim to help you thrive both personally and professionally, contributing to a resilient and capable NHS workforce.

Workshop Details and Synopses:

1. **Resilience Workshop**

- **Dates:**
 - ADD DATES AND TIMES OF WORKSHOPS
- **Synopsis:** This workshop will empower you to enhance your ability to cope under pressure—a crucial skill for thriving in your NHS role. We'll cover the definition of resilience, explore risk factors that can affect it, and provide practical coping strategies. Whether dealing with long-term health conditions, managing stress, or facing other challenges, you'll leave equipped with tools to maintain your mental and physical well-being while confidently navigating workplace demands.

2. **Time Management Workshop**

- **Dates:**
 - ADD DATES AND TIMES OF WORKSHOPS
- **Synopsis:** Enhance your productivity and reduce stress by learning to effectively plan, organise, and control your time. We'll introduce techniques like the Eisenhower Matrix, ABC prioritization, and the Pareto Principle to help you prioritize tasks and stop procrastination. Discover how to create flexible schedules, use technology to your advantage, and improve communication and delegation skills, ultimately achieving a better work-life balance.

3. **Mindfulness Workshop**

- **Dates:**
 - ADD DATES AND TIMES OF WORKSHOPS
- **Synopsis:** Explore the benefits of being present in the moment and how mindfulness can enhance self-awareness, reduce stress, and help

you respond more thoughtfully to your thoughts and feelings. Learn techniques to cope with difficult emotions, be kinder to yourself, and create space between you and your thoughts. This workshop will include guided breathing exercises to help you connect with your body and promote calmness.

4. **Managerial Interactions Workshop**

- **Dates:**
 - **ADD DATES AND TIMES OF WORKSHOPS**
- **Synopsis:** Enhance your workplace interactions by cultivating positive manager-employee relationships that drive individual and organizational success. Learn how supportive and respectful managerial practices can foster employee growth, boost job satisfaction, and strengthen company culture. Discover strategies for open communication and collaboration and understand how tailoring your communication style to your manager's preferences can reduce misunderstandings and enhance productivity.

5. **Having Grown-Up Conversations Workshop**

- **Dates:**
 - **ADD DATES AND TIMES OF WORKSHOPS**
- **Synopsis:** Master the art of navigating challenging dialogues with confidence and empathy. Learn what constitutes a difficult conversation, and how to navigate them. This session will equip you with practical techniques to prepare effectively, assume positive intent, and actively listen, ensuring these discussions become constructive opportunities for growth.

How to Register:

If you're interested in attending any of these workshops, please email **NAME** at **EMAIL**. Be sure to include which workshop(s) and date(s) you wish to attend. Once registered, you will receive an invitation and joining instructions via MS Teams. As always, please ensure you have permission to attend these from your line manager/workplace mentor.

We strongly encourage you to take advantage of these opportunities to enhance your skills and well-being. Your participation will not only benefit your personal growth but also contribute to creating a more supportive and resilient work environment.

Annex 3 – Lesson Plans

Mindfulness Workshop Lesson Plan

	STARTER/WARM UP	AIMS	ACTIVITIES	PLENARY/ENDING
SESSION PLANNER	<p>Introduce yourself to the group.</p> <p>Tell group about your background and experience.</p> <p>Reassure attendees that this is a safe space.</p> <p>Session runs for 30 minutes maximum.</p>	<p>By the end of this information session, you will be able to understand:</p> <p>What is mindfulness.</p> <p>How to practice mindfulness.</p> <p>Will it work for me?</p> <p>Mindfulness Practices.</p>	<ul style="list-style-type: none"> • Group and presenter introduction. • Workshop Summary • Display “Safe Place” slide and talk through content. • Show what is mindfulness slide and talk through notes. • Gather attendees feedback and experiences. • Show how can we practice mindfulness slide and read through notes. • Gather attendees feedback and experiences. • Show will it work for me slide and read through notes. • Gather attendees feedback and experiences. • Play “Mindfulness video. • Gather attendees feedback and experiences. • Display any questions slide. • Answer any questions. • Show further information slide. 	<p>The information and guidance session must be very interactive.</p> <p>It is designed to allow maximum interaction from attendees to share their experiences and thoughts in a safe environment.</p> <p>This not only assists them through their apprenticeship but also in their workplace and personal lives.</p> <p>Seek feedback in the chat bar about the session and any relevant changes that need to occur.</p> <p>Also use chat bar to ascertain if the attendees found the session beneficial.</p> <p>Reinforce about confidentiality and offer contact details if there is something someone would like to discuss in private.</p>

Time	Total time approximately 30 mins
2 mins	Introductions, Backgrounds Aims & Workshop Summary
2 mins	Display "Safe Place" slide and talk through content.
5 mins	Show what is mindfulness slide and talk through notes. Small group activity Open forum Gather attendees feedback and experiences.
5 mins	Show will it work for me slide and read through notes. Small group activity Open forum Gather attendees feedback and experiences
15 mins	Play "Mindfulness video." Small group activity Open forum Gather attendees feedback and experiences
As long as required.	Display any questions slide. Answer any questions. .
2 mins	Show further information slide
2mins	Close – review aims and how we have achieved them

Managerial Interactions Workshop Lesson Plan

	STARTER/WARM UP	AIMS	ACTIVITIES	PLENARY/ENDING
SESSION PLANNER	<p>Introduce yourself to the group.</p> <p>Tell group about your background and experience.</p> <p>Reassure attendees that this is a safe space.</p> <p>Session runs for 30 minutes maximum.</p>	<p>By the end of this information session, you will be able to understand:</p> <p>The importance of positive manager / employee relationships.</p> <p>The 10 types of managers.</p> <p>Know your managers management style to empower communication.</p> <p>How to communicate with your boss.</p> <p>Useful information.</p>	<ul style="list-style-type: none"> • Group and presenter introduction. • Workshop Summary • Display “Safe Place” slide and talk through content. • Show important slide and discuss the importance of a positive manager / employee relationship. • Gather attendees feedback and experiences. • Show Trust slide and discuss why manager / employee relationships are important for workplace success. • Gather attendees feedback and experiences. • Display leadership styles slide and talk through the different types of managers that you may come across. • Gather attendees feedback and experiences. • Display slide about knowing managers management style to empower communication, go through notes. • Gather attendees feedback and experiences. • Show video . • Gather attendees feedback and experiences. • Show useful information slide and answer any questions posed by attendees. 	<p>The information and guidance session must be very interactive.</p> <p>It is designed to allow maximum interaction from attendees to share their experiences and thoughts in a safe environment.</p> <p>This not only assists them through their apprenticeship but also in their workplace and personal lives.</p> <p>Seek feedback in the chat bar about the session and any relevant changes that need to occur.</p> <p>Also use chat bar to ascertain if the attendees found the session beneficial.</p> <p>Reinforce about confidentiality and offer contact details if there is something someone would like to discuss in private.</p>
Time	Total time approximately 30 mins			

2 mins	Introductions, Backgrounds Aims & Workshop Summary
2 mins	Display “Safe Place” slide and talk through content.
5 mins	Show important slide and discuss the importance of a positive manager / employee relationship. Gather attendees feedback and experiences.
5 mins	Show Trust slide and discuss why manager / employee relationships are important for workplace success. – read through notes on slide Gather attendees feedback and experiences.
5 mins	Display leadership styles slide and talk through the different types of managers that you may come across. – read through notes on slide Gather attendees feedback and experiences.
5 mins	Display slide about knowing managers management style to empower communication – read through notes on slide Gather attendees feedback and experiences.
8 Mins	Show video Gather attendees feedback and experiences.
As long as required.	Show useful links slide and answer any questions posed by attendees
2mins	Close – review aims and how we have achieved them

Time Management Workshop Lesson Plan

	STARTER/WARM UP	AIMS	ACTIVITIES	PLENARY/ENDING
SESSION PLANNER	<p>Introduce yourself to the group.</p> <p>Tell group about your background and experience.</p> <p>Reassure attendees that this is a safe space.</p> <p>Session runs for 30 minutes maximum.</p>	<ul style="list-style-type: none"> • By the end of this information session, you will be able to understand: <ul style="list-style-type: none"> • What is time management. • Why is time management important. • Examples of poor and good time management. • What are good study aids. • 6 Habits of highly successful students. • Time management techniques. • What is procrastination. • How to time manage. 	<ul style="list-style-type: none"> • Group and presenter introduction. Aims of workshop • Summary of Workshop • Display “Safe Place” slide and talk through content. • Show what is time management slide and work through notes. • Gather attendees feedback and experiences. • Show why is time management important slide and discuss. • Gather attendees feedback and experiences. • Play video. • Gather attendees feedback and experiences. • Ask attendees to type in chat bar about what they think are good habits to said with studying. • Gather attendees feedback and experiences. • Play video. • Gather attendees feedback and experiences. • Play time management techniques video. • Gather attendees feedback and experiences. • Ask attendees to type in chat bar about what they think procrastination is. • Gather attendees feedback and experiences. • Play procrastination video. • Gather attendees feedback and experiences. • Show how to manage time slide. • Gather attendees feedback and experiences. • Show information slide. 	<p>The information and guidance session must be very interactive.</p> <p>It is designed to allow maximum interaction from attendees to share their experiences and thoughts in a safe environment.</p> <p>This not only assists them through their apprenticeship but also in their workplace and personal lives.</p> <p>Seek feedback in the chat bar about the session and any relevant changes that need to occur.</p> <p>Also use chat bar to ascertain if the attendees found the session beneficial.</p> <p>Reinforce about confidentiality and offer contact details if there is something someone would like to discuss in private.</p>

Time	Total time approximately 30 mins
2 mins	Introductions, Backgrounds Aims & Workshop Summary
2 mins	Display "Safe Place" slide and talk through content.
2 mins	Show what is time management slide and work through notes. Gather attendees feedback and experiences.
2 mins	Show why is time management important slide and discuss. Gather attendees feedback and experiences.
5 mins	Play video. Gather attendees feedback and experiences.
5 mins	Ask attendees to type in chat bar about what they think are good habits to said with studying. Gather attendees feedback and experiences.
10 mis	Play video. Gather attendees feedback and experiences.
5 Mins	Play time management techniques video Gather attendees feedback and experiences.
6 mins	Play procrastination video. Gather attendees feedback and experiences. Show how to manage time slide.
2mins	Close – Any questions, thoughts or reflections. Review aims and how we have achieved them

Resilience Workshop Lesson Plan

STARTER/WARM UP	AIMS	ACTIVITIES	PLENARY/ENDING
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SESSION PLANNER	<p>Introduce yourself to the group.</p> <p>Tell group about your background and experience.</p> <p>Reassure attendees that this is a safe space.</p> <p>Session runs for 40 minutes maximum.</p>	<p>By the end of this information session, you will be able to understand:</p> <p>What is resilience.</p> <p>Factors analysis.</p> <p>Protective / risk factors to resilience.</p> <p>Coping strategies.</p>	<ul style="list-style-type: none"> • Group and presenter introduction. workshop Summary • Display “Safe Place” slide and talk through content. • Show resilience slide and talk through. • Gather attendees feedback and experiences. • Show factor analysis slide and ask attendees to put their comments in chat bar. • Gather attendees feedback and experiences. • Show protective / risk factor slide and work way through. • Gather attendees feedback and experiences. • Show slide showing NHS worker. Talk about pandemic and impact on resilience. • Gather attendees feedback and experiences. • Play resilience video. • Gather attendees feedback and experiences. • Show coping strategies slied and work through with attendees. • Gather attendees feedback and experiences. • Show any questions slide and answer anything asked. • Show information slide. 	<p>The information and guidance session must be very interactive.</p> <p>It is designed to allow maximum interaction from attendees to share their experiences and thoughts in a safe environment.</p> <p>This not only assists them through their apprenticeship but also in their workplace and personal lives.</p> <p>Seek feedback in the chat bar about the session and any relevant changes that need to occur.</p> <p>Also use chat bar to ascertain if the attendees found the session beneficial.</p> <p>Reinforce about confidentiality and offer contact details if there is something someone would like to discuss in private.</p>
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Time	Total time approximately 40 mins
2 mins	Introductions, Backgrounds Aims & Workshop Summary
2 mins	Display “Safe Place” slide and talk through content.

5 mins	Show What is Resilience slide and talk through. Gather attendees feedback and experiences.
2 mins	Show resilience video
5 mins	Show factor analysis slide and ask attendees to put their comments in chat bar. Gather attendees feedback and experiences. Discuss responses.
5 mins	Show protective / risk factor slide and work way through. Gather attendees feedback and experiences.
5 mins	Show slide “ Understanding Resilience: Beyond Personal Control ”. Talk about pandemic and impact on resilience. Gather attendees feedback and experiences.
5 mins	Play how to build resilience video. Gather attendees feedback and experiences.
5 mins	Show Coping strategies slide and work through with attendees. Gather attendees feedback and experiences.
Time As required	Show any questions slide and answer anything asked.
1 min	Show information slide.
2mins	Close. Thoughts or reflections. Review aims and how we have achieved them

Grown Up Conversations Workshop Lesson Plan

STARTER/WARM UP	AIMS	ACTIVITIES	PLENARY/ENDING
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SESSION PLANNER	<p>Introduce yourself to the group.</p> <p>Tell group about your background and experience.</p> <p>Reassure attendees that this is a safe space.</p> <p>Session runs for 40 minutes maximum.</p>	<p>By the end of this information session, you will be able to understand:</p> <ul style="list-style-type: none"> • What constitutes as a difficult conversation • What type of scenarios may we find ourselves in that may lead to difficult conversations • Why is it important to have these conversations in a timely manner • How to use difficult conversations constructively. 	<ul style="list-style-type: none"> • Group and presenter introduction. • Workshops Summary • Display “Safe Place” slide and talk through content. • Get attendees to put their thoughts in chat bar as to what they feel may constitute as a difficult conversation. • Share some examples of what these conversations may be. • Play video • Gather attendee feedback. • Speak to group about personal experiences (I have included some personal experiences; these can be adjusted by the presenter to their experiences). • Show slide and discuss how we equip ourselves to cope with these conversations. • Play the video • Gather attended feedback and show slide titled “Tips for making a difficult conversation productive” • Play video • Gather feedback from attendees. • Show useful sites slide. • Show any question slide. 	<p>The information and guidance session must be very interactive.</p> <p>It is designed to allow maximum interaction from attendees to share their experiences and thoughts in a safe environment.</p> <p>This not only assists them through their apprenticeship but also in their workplace and personal lives.</p> <p>Seek feedback in the chat bar about the session and any relevant changes that need to occur.</p> <p>Also use chat bar to ascertain if the attendees found the session beneficial.</p> <p>Reinforce about confidentiality and offer contact details if there is something someone would like to discuss in private.</p>	
	Time	Total time approximately 40 mins			
	2 mins	Introductions, Backgrounds Aims & Workshop Summary			
	2 mins	Display “Safe Place” slide and talk through content.			
	5 mins	Get attendees to put their thoughts in chat bar as to what they feel may constitute as a difficult conversation.			

	Share some examples of what these conversations may be included in the notes page of the slide.
5 mins	Play video Gather attendee feedback.
5 mins	Speak to group about personal experiences - (I have included some personal experiences; these can be adjusted by the presenter to their experiences). Show slide - Navigating Challenging Conversations: Common Scenarios and discuss how we equip ourselves to cope with these conversations.
5 mins	Slide – Importance of having difficult conversations to reinforce comments from video
3 mins	Slide - Equipping Yourself for Difficult Conversations: Key Strategies use notes to expand on slide content.
8 mins	Play video Gather attended feedback and show slide titled “Tips for making a difficult conversation productive”
5 Mins	Play video Gather feedback from attendees. Show useful sites slide.
As long as required.	Show useful sites for further reading
2 mins	Close – review aims and how we have achieved them Any Question, thoughts or reflections

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