

LIGHTHOUSE E LEARNING TRAINING

Wellbeing & Mental Health

For Your Organisation

One in four people in the UK will have a mental health problem at some point.

A business's most valuable asset is, its staff. Healthy and fit staff are essential to ensuring a company remains efficient and profitable.

Guidance issued by the HSE states that companies should consider ways to "manage mental ill health in your workplace which are appropriate for your business."

Employers who invest in their employees' health demonstrate that they care for and value their staff.

Lighthouse Risk Services can provide your organisation access to an extensive suite of eLearning training courses, making Wellbeing & Mental Health training both easily accessible and cost effective.

Our eLearning suite also incorporates a number of training courses covering key topics and policies in Wellbeing & Mental Health; this booklet contains a synopsis for each course.

Prices start from as little as £20.00 + VAT with discounts afforded for bulk purchases.

If you are interested in utilising Lighthouse's eLearning training courses, please contact us on **0845 459 1724** or email us at info@lighthouse-riskservices.co.uk

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Communication Skills

The way you communicate affects every aspect of your life. You can communicate through spoken words, eg in a face-to-face conversation or talking on the phone. Or you can communicate through writing, such as an email or report, or nonverbally through your body language and facial expressions.

Good communication skills not only help you more accurately convey your message but can help you build more meaningful relationships and interact more effectively with the people around you. If you feel you are not a good

communicator, there are many techniques you can use to improve. For example, practising how you speak, listen and write to others. Understanding how your body language supports or contradicts your meaning can also help you become a more effective communicator.

Another major part of effective communication is developing your emotional intelligence. This is the ability to identify and manage your own emotions as well as the emotions of others. The course explains the four areas of emotional intelligence. People who adopt all four areas often have stronger leadership skills, are able to manage stress more effectively and have more meaningful relationships both inside and outside the workplace.

Mental Health Awareness

The Lighthouse Mental Health Awareness course gives an overview of what is meant by mental illness and mental health.

It discusses mental illness and mental health with reference to the mental health continuum (MHC) model. MHC is a flexible and comprehensive way of thinking about mental illness and mental health. It shows how mental health, like physical health, is not fixed and fluctuates throughout our lives. The individual, social and environmental factors that can positively or negatively affect mental health are discussed.

The course shows how you can improve your mental health using the evidence-based five ways to wellbeing. These achievable suggestions can have a significant positive impact on your mental health. Work and the work-life balance are important to your mental health. Practical ways you can achieve a healthy work-life balance are described.

The Mental Health Awareness course uses a case study to show how you can see the signs of a mental illness developing in people around you. The case study gives suggestions on how to listen to, talk to and help those in need. There are also tips for how to react and assist in crisis situations.



Course Objectives/Details

- What mental health is and what a mental illness is.
- How individuals can manage their mental health.
- How to help others living with a mental illness.



On successful completion of the test users can download and print a certificate



The course lasts approximately **50 minutes**



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**

Course Objectives/Details

- Describes the different forms of communication, such as verbal and nonverbal, and the benefits good communication can have on your personal and professional life.
- Discusses how to choose the best channel of communication and overcome barriers to effective communication, such as cultural, personality and perceptual barriers.
- Outlines the 7 Cs of effective communication and how you can incorporate them into spoken and written communication.
- Explains how you can become a more effective listener and enhance your emotional intelligence.
- Describes how nonverbal cues such as body language, facial expressions, gestures, tone of voice and other cues can impact communication.



On successful completion of the test users can download and print a certificate



The course lasts approximately **60 minutes**



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**

Mindfulness

The world is faster paced, less secure, less predictable, and has more distractions than ever before

People get caught up dwelling on the past or worrying about the future, and this can lead to many mental health problems. Mindfulness says you should take time to be purposefully and non-judgmentally attentive to the present moment.

This Mindfulness course outlines the key elements of mindfulness-based interventions used by mental health professionals.

The nine attitudes of mindfulness are explained, which will help you approach mindfulness practice with the best frame of mind. There are step-by-step guides on performing:

- common mindfulness meditations
- an introductory mindfulness yoga routine

The course also explains how you can incorporate mindfulness informally into your daily routine. The course uses scenarios, active learning, and animated instructions to reinforce learning and engage learners.

Course Objectives/Details

- Explains how mindfulness can improve mental wellbeing and reduce stress.
- Summarises the nine attitudes of mindfulness and their benefits.
- Describes in detail the formal mindfulness techniques of meditation and yoga.
- Outlines informal mindfulness techniques that can be easily incorporated into your daily routine.



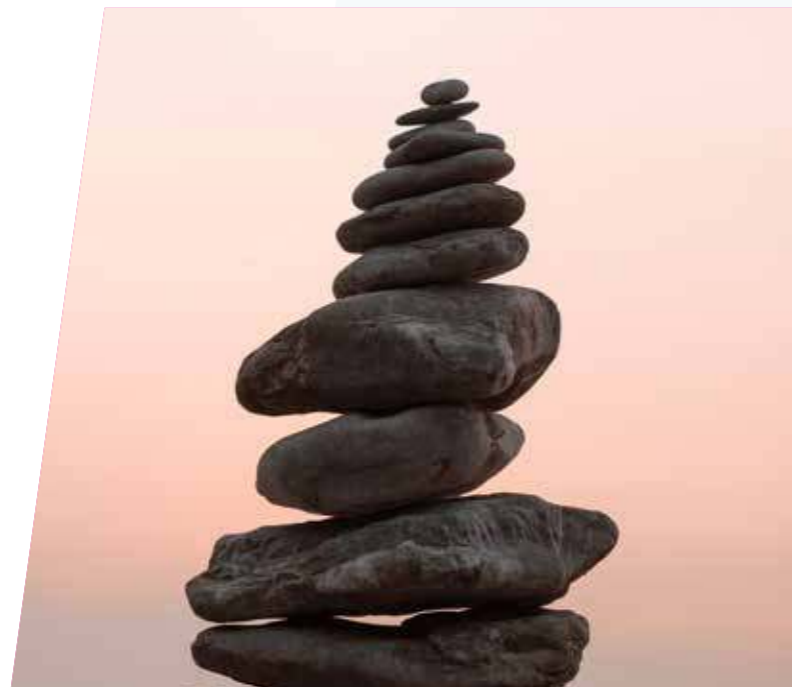
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The course lasts approximately **60 minutes**



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Stress Awareness

Stress can be caused by and affect all aspects of our lives and no one is immune. If we allow stress to become a negative influence, it can have a severe impact.

HSE statistics show that nearly 10 million working days were lost in the UK because of work-related stress, at a cost of nearly £5.5 billion to the UK economy.

The Lighthouse Stress Awareness eLearning course highlights the most common causes of stress, emphasising that what one person finds stressful, another may not. It looks at different reactions individuals can have when faced with a stressful situation, exploring the combination of physical, emotional, cognitive and behavioural responses that can be involved. The course also looks at how this combination can lead to specific health problems and challenges.

To ensure the wellbeing of your employees, it is essential to understand and recognise common causes of stress. Work-related stress can develop when an employee is unable to cope with the pressures being placed on them at work. This might be down to an excessive workload, lack of flexibility, a lack of support or feeling uncomfortable in the workplace. The online course explains four models commonly used in analysing work-related stress.

The course also demonstrates practical tips and techniques to help relieve and manage stress, from reducing the buildup of stress on a day to day basis to finding new ways to relax. Stress relief techniques such as deep breathing, imagery and yoga are described. Stress

management tools such as positive thinking, conflict resolution and time management are described. The connection between healthy lifestyle choices and stress management is explored as well. The course provides information about where to find advice and support.



Course Objectives/Details

- Defines what stress is and the effects it has on an individual's mind and body.
- Introduces four models used to analyse and assess work-related stress and discusses how organisations are affected and how they can try to address it.
- Explains important stress relief techniques and stress management tools.



On successful completion of the test users can download and print a certificate



The course lasts approximately **75 minutes**



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**

Time Management

It is easy to get distracted or overwhelmed with the number of things you need to do in a day.

Not managing those tasks properly can prevent you from doing your job well and can lead to added stress, decreased mental and physical health, and other problems at work. Effective time management techniques will give you more time to do things you enjoy, such as spending time with family, relaxing or focusing on personal development.

This Time Management course provides information on time management techniques you can use to achieve a better work-life balance. The techniques will help you get organised, set goals, and prioritise. Ideas on making to-do lists and creating schedules are provided with examples. The course also explains in detail about the different types of time wasters you might face in the workplace or in your personal life and how you can combat them.

The course makes use of scenarios to enhance learning and engage the learner in the subject, and includes a branching scenario where the user can choose what the character does next.

Managing Mental Health

The Lighthouse Managing Mental Health eLearning course follows on from the Mental Health Awareness course and aims to equip line managers with the skills necessary to support their team's mental health.

Line managers interact and observe their team members daily. Therefore, they are well placed to notice and intervene if an employee is struggling with their mental health. The course reviews key content from the Mental Health Awareness eLearning course, for example, the mental health continuum and the management standards model, but expands further on how organisations can develop plans and policies that promote positive mental health among employees and the vital role line managers have. The course also shows that traits associated with effective line management can contribute to the positive mental health of their team members.

Realistic case studies are used to give an insight into the signs and symptoms of the most common mental illnesses. An extended scenario demonstrates how a line manager could approach a conversation with a team member about their mental health and what support they can provide. In many cases, mental health is covered by equality legislation, which places a legal obligation on organisations and line managers. The course describes how line managers and organisations can comply with the law and promote equality in the workplace.



Course Objectives/Details

- Explains why promoting positive mental health among employees is beneficial to organisations.
- Describes the role line managers play in creating conditions that support and encourage good mental health among their team.
- Outlines how line managers can recognise signs of common mental illnesses and how they can support staff who might be experiencing problems with their mental health.
- Summarises how equality legislation relates to mental health.

Course Objectives/Details

- Explains how time management can improve your work-life balance and decrease stress in both your personal and professional life.
- Describes how to manage your time by adopting a positive mindset, setting goals, and getting organised.
- Outlines techniques to create an effective to-do list, prioritise your tasks and schedule them in order to work efficiently.
- Identifies the different time wasters and techniques for how to avoid them.



On successful completion of the test users can download and print a certificate



The course lasts approximately **50 minutes**



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**



On successful completion of the test users can download and print a certificate



The course lasts approximately **55 minutes**



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**

Resilience

It is improbable that you will go through life without facing adversity. You could face adversity, for example, from stressful work projects, missed targets, relationship breakdown, or illness.

How you cope with these challenges can strongly impact your mental health. If you cope negatively, this could add to the stress of the situation and potentially lead to a mental illness such as depression. If you cope positively, you can learn from the experience. Resilience is an approach to mental health that aims to develop your ability to cope positively with adversity.

The Lighthouse Resilience eLearning course explains how you can develop resilience with reference to four areas – emotional, mental, social, and physical. The course outlines simple, practical ways to help you react more positively to challenges referring to these areas. For example, when you are in a difficult period, leveraging your social connections for support can be a beneficial means to overcome those difficulties. The course further describes how you can develop your capacity in these four areas. For example, it outlines simple ways to implement a healthy diet and exercise regime to increase your physical health.

The course is highly interactive and uses a variety of case studies, active learning, and quiz questions to reinforce the learning objectives. Some downloadable PDF worksheets are included, and you can use these worksheets to help develop your resilience.

Conflict Resolution

There will always be disagreements or problems in the workplace. Maybe you have a different opinion about how to do your work or have a miscommunication with a colleague.

But conflict rarely resolves itself, and it is not uncommon to see a minor issue escalate into a significant problem if not addressed early on. Unresolved conflict is a major driver of work-related stress. Conflict can result in negative feelings and behaviours that can significantly affect individuals, teams and organisations. Although steps should be taken to prevent conflict from arising, it is possible to turn conflict into something positive if it is well-managed and resolved to everyone's satisfaction. Conflict can challenge assumptions and increase cooperation and innovation in the long term.

The Conflict Management Course is part of the Wellbeing pack and describes various techniques to prevent conflict. This includes building your emotional intelligence, managing emotions, building trust and respect, and communicating effectively to reduce misunderstandings. However, even if you incorporate preventative measures, sometimes conflict can still occur. The course advises ways you can manage and resolve conflict if it does arise so you can effectively deal with challenging conversations, maintain relationships, increase productivity and achieve common goals. The advice is given through scenarios and interactions to increase engagement and aid long-term learning.



Course Objectives/Details

- Explains what conflict is, the different stages of conflict, and what causes conflict.
- Describes what emotional intelligence (EI) is and how building the four areas of EI can help prevent and resolve conflict.
- Outlines different techniques to help you reflect on conflict and manage your emotions.
- Details how you can build trust and respect and improve communication to prevent conflict and manage challenging situations.
- Describes conflict management styles and how you and others can work towards a win-win solution.

Course Objectives/Details

- Explains what resilience is in a mental health and wellbeing context.
- Describes techniques such as the ABCDE model, opposite action, self-regulation, and positive self-talk that can help you react positively to challenges.
- Outlines a variety of ways you can develop emotional and mental resilience. For example, mindfulness, labelling emotions, establishing values and setting SMART goals.
- Summarises the importance of good physical health and positive social connections to developing resilience and how you can improve these in your day-to-day life.



On successful completion of the test users can download and print a certificate



The course lasts approximately **60 minutes**



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**



On successful completion of the test users can download and print a certificate



The course lasts approximately **50 minutes**



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