



For better
mental health

Training & consultancy
2011 to 2012

For further information
about Mind training and
consultancy, please contact:

Mind

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London E15 4BQ

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*** You don't pay VAT on our courses ***

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To book

Call **0844 448 4450** | email training@mind.org.uk | online mind.org.uk/training

Welcome

Thank you for considering Mind as your training provider on mental health issues.

For more than 60 years, Mind has worked tirelessly to improve the lives of people experiencing mental health problems. We campaign to improve services, raise awareness and promote understanding. And we won't give up until everyone experiencing a mental health problem gets both support and respect.

Through Mind training, we deliver a supportive approach to mental health problems and, with over 40 courses to choose from, we aim to meet your training needs.

For business

It is widely recognised that mentally healthy workplaces experience less absence, increased productivity and greater customer satisfaction. Yet right now, one in six workers is experiencing depression, anxiety or stress. So, if you're looking for training solutions to promote good mental health in the workplace, we have courses designed to maximise your organisation's potential – and we can deliver them in-house at a time and location that suits you (see page 8).

For individuals

Alternatively, if you're an individual keen to develop a better understanding of mental health issues or a smaller organisation that needs a training course for just one or two of you, we run a wide variety of courses at locations in Birmingham, Leeds, London and Manchester (see page 10). Whatever solution you're looking for, we're here to help. We look forward to working with you.

Raj Kapoor
Head of Commercial Services
Mind

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Why choose Mind training?



Mind is the leading mental health charity in England and Wales. With over 60 years' experience in improving mental health and wellbeing to draw from, we're a trusted source of support, advice, information and training.

For everyone

- All delegates can receive a CPD (Continual Professional Development) certificate.
- Courses are offered at introductory, intermediate and advanced levels.

For business

- **Flexibility:** You choose the date and location of the course – we'll come to you and provide the trainer, administrative support plus all the course materials.
- **Value for money:** In-house courses are charged at a fixed price, not an individual rate, and can provide substantial cost benefits. Prices start from as little as £56 per person.
- **Variety and choice:** We offer over 40 different courses to choose from and our in-house courses can cater for up to 16 delegates on each training day.

For individuals

- A wide variety of public-access courses at venues in London, Birmingham, Manchester and Leeds.
- Lunch and refreshments are offered on all our courses for individuals.

CPD (Continual Professional Development)

By attending a Mind training course, you are gaining a valuable learning experience which can be recorded as CPD. We can provide certification of your attendance for your CPD record. If you need this, contact us by calling **0844 448 4450** or email training@mind.org.uk

To book

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Who we have worked with...

Addleshaw Goddard

Allianz Insurance

Anchor Housing

Apple

Blackpool Primary Care Trust

Citibank

College of Law

Financial Ombudsman Service

Green Square Housing

Guide Dogs for the Blind

HMRC

Independent Safeguarding Authority

Liberty

London Borough of Camden

London Care PLC

Powys County Council

Price Waterhouse Coopers

Royal Bank of Canada

Stannah Lift Holdings

Stowe School

And many more...



"To be honest I didn't think that the course would be of interest but really enjoyed it. It is one of the best courses I have attended. Excellent."

Stannah Lift Holdings on 'Understanding depression and anxiety'

"Would definitely recommend this course to others."

London Care Plc on 'Understanding severe mental health conditions'

"A must for anyone in today's society trying to cope with changes – course was enjoyable and a lot was learned."

Yeovil College on 'Stress management and mental health training'

To book

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Our courses



What's popular?

With over 40 excellent courses to choose from (see page 6), we hope you'll find the right one for your needs. If you're not sure where to start, we've listed some of our most popular courses right here.

Mental health awareness – part 1

Course aim: To raise awareness and understanding of mental health issues. To recognise the causes, signs and symptoms, treatment and support options for a range of mild, moderate and acute mental health conditions.

Who should attend: This course is for non-specialists who come into contact with people with mental health problems as part of their work or voluntary activities, and family or friends of people who experience mental health problems.

Managing people at work who are stressed, anxious or depressed – part 1

Course aim: To provide delegates with the skills to recognise behaviour that suggests that someone is stressed, anxious or depressed, as well as the appropriate management skills needed to oversee this situation in a professional manner.

Who should attend: This course is for anyone who manages staff and wants to help those who may be struggling at work with depression, anxiety or stress.

Understanding the Mental Capacity Act and deprivation of liberty safeguards

Course aim: To provide delegates with the knowledge, skills and confidence to work with people sensitively and within the law in situations where capacity and liberty are significant issues.

Who should attend: This course is for support and professional staff who work with vulnerable people in situations where both minor and major decisions are being made about their lives. This may include locations where mental capacity and keeping people safe are key issues, such as residential homes, respite care, hospitals and community settings.

To book

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Mental health and adolescents

Course aim: To extend the knowledge and skills of people working with young people with mental health problems. To enable delegates to offer effective support to adolescents in mental and emotional distress.

Who should attend: This course is for those working with young people struggling with mental health problems – in schools, colleges, local authority care, clinical and residential settings.



Meeting the mental health needs of older people



Course aim: To extend the knowledge and skills of people working with older adults in both the areas of dementia and mental ill health and the overlap of these conditions.

Who should attend: This course is for support staff who work with older adults in residential, community or clinical settings.

Understanding self-harm

Course aim: To raise understanding and awareness of the causes and functions of self-harm and equip delegates with skills to respond positively and effectively in a sensitive and practical way. The course explores the impact of responses to self-harming behaviours and demonstrates how empathy, validation and boundaries, along with a range of simple, practical strategies can help empower the self-harmer to manage their distress in a more positive way.

Who should attend: Anyone who is seeking information and guidance in understanding and offering effective support to someone who self-harms.

Would you like to book one of these courses?

If you're a business, go to **page 8**.

If you're an individual, go to **page 10**.

To book

Call **0844 448 4450** | email training@mind.org.uk | online mind.org.uk/training

A-Z listing

Course name	businesses	individuals
Anger management	•	•
Applied suicide intervention skills training (ASIST)	•	•
Assessment and management of risk	•	•
Bullying and harassment in the workplace	•	•
Caring about the carer: Mental health for carers	•	•
Cognitive behavioural therapy	•	•
Confidence building and assertiveness	•	•
Dual diagnosis: Mental health and substance/alcohol misuse	•	•
Effective support for people with dementia	•	•
Emotional resilience	•	•
Essential mental health	•	•
Introduction to the Mental Health Act 1983	•	•
Lesbian Gay and Bisexual mental health: From aversion to affirmation	•	•
Lone working	•	•
Managing challenging and aggressive behaviour	•	•
Managing mental health in student accommodation	•	•
Managing people at work who are stressed, anxious or depressed – part 1	•	•
Managing people at work who are stressed, anxious or depressed – part 2	•	•
Managing your anxiety and depression	•	•
Many landscapes: Cultural perspectives on mental health	•	•
Meeting the mental health needs of older people	•	•
Mental Capacity Act and deprivation of liberty safeguards	•	•
Mental health and adolescents	•	•
Mental health awareness – part 1	•	•
Mental health awareness – part 2	•	•
Mental health awareness and telephone skills	•	•
Mental health first aid	•	•
Mental health needs of refugees and asylum seekers	•	•
Motivational interviewing skills	•	•

To book

Call **0844 448 4450** | email training@mind.org.uk | online mind.org.uk/training

Course name	businesses	individuals
Moving forward into employment: Assisting individuals with mental health challenges into meaningful activity	•	•
Personalisation and good practice in support planning	•	•
Personalisation and residential care	•	•
Psychiatric drugs	•	•
Sometimes, just sometimes, putting ourselves first: Management of the self for advice workers	•	•
Student mental health: Identifying and responding to difficulties on campus	•	•
Supervisory skills for supervisors and managers	•	•
Support staff self-care workshop	•	•
Supporting people with mental health conditions	•	•
Team building and facilitation	•	•
Train the trainer	•	•
Traumatic stress reaction	•	•
Understanding depression and anxiety	•	•
Understanding personalisation	•	•
Understanding personality disorders	•	•
Understanding post traumatic stress disorder	•	•
Understanding self-harm	•	•
Understanding severe mental health conditions: Bipolar disorder, schizophrenia and related conditions	•	•
Working with mental health and risk assessment	•	•

Found the course you're looking for?

If you're a business and would like to arrange in-house training, go to **page 8**.
If you're an individual interested in attending a course, go to **page 10**.

Can't find the course that you need?

If you can't find the course you're looking for, we can produce a bespoke course specifically for your needs. Contact us by calling **0844 448 4450** or email training@mind.org.uk

To book

Call **0844 448 4450** | email training@mind.org.uk | online mind.org.uk/training

For business

In-house training

Arranging mental health training for the people in your business couldn't be easier. With stress being the number one reason for staff absence, your business can save money by creating a mentally healthy workplace. Mind offers simple, cost-effective ways to promote and protect mental wellbeing in your organisation. We can offer in-house training to businesses and other organisations operating anywhere in England and Wales.

How to book in-house training

Check the A to Z of Mind courses on pages 6 and 7 to find the type of course you're looking for. Once you've chosen the course or courses that suit the needs of your organisation, call us on **0844 448 4450** or email **training@mind.org.uk** to arrange your in-house training.

We can deliver your chosen courses at a time and place that suits you, and can train up to 16 staff members in any one session.

Can't find the course you're looking for?

If there's something you're looking for and you can't find it in our A to Z of Mind courses, give us a call on **0844 448 4450**. We can tailor a course to suit the needs of your business.



To book

Call **0844 448 4450** | email **training@mind.org.uk** | online **mind.org.uk/training**



Mind Workplace: consultancy service

Mind Workplace, our bespoke consultancy service for employers, helps you improve the productivity of your staff while safeguarding their wellbeing. We believe in a preventative approach to mental health problems in the workplace. This involves promoting mental health awareness, reducing stigma around seeking help, helping staff develop resilience, effective sickness management and emotionally intelligent management supervision.

Building on existing good practice such as employee assistance programmes and occupational health support, Mind Workplace will help you to develop a proactive and systematic approach to promoting good mental health in the workplace.

How Mind Workplace can help you and your organisation

We can arrange:

- Organisational or departmental wide stress audits drawing on both quantitative personnel data and qualitative data derived from staff stress questionnaires.
- Confidential staff surveys looking at mental health and emotional wellbeing in the workplace.
- Policy reviews looking at all aspects of mental wellbeing in the workplace including recruitment, adjustments, sickness management and return-to-work policies as well as the production of handbooks and staff guides.



Get in touch

If you would like to find out how you can improve the mental health of your business, call us on **020 8215 2311** or email **contact@mind.org.uk**

To book

Call **0844 448 4450** | email **training@mind.org.uk** | online **mind.org.uk/training**

For individuals (public-access courses)

How to enrol

Whether you're interested in developing new skills for personal reasons or to improve things in your workplace, community group or voluntary organisation, Mind training can help you. We run a wide range of public-access courses throughout the year at a variety of locations across England. It's easy to enrol on a course.

Check the course calendar on pages 11 and 12 to find the course you're looking for.

Once you've chosen the course or courses to suit your needs, you can book by:

- Phone **0844 448 4450**
- Email **training@mind.org.uk**
- Online **mind.org.uk/training**
- Complete and send us the booking form at the back of this booklet.

Frequently asked questions

Which course is right for me?

Our part 1 courses provide the core knowledge required by people who are new to the subject. Our part 2 courses are aimed at participants who have some prior knowledge of the subject area. All course requirements can be found along with the course outlines on our website **mind.org.uk/training**

What if I can't find the type of course I'm looking for?

If you can't find the type of course that meets your needs, give us a call on **0844 448 4450** or email **training@mind.org.uk**

How big are the group sizes?

To ensure an effective level of interaction, courses normally contain no more than 20 delegates.

Do I need to bring anything?

Unless you are otherwise informed, everything you need for the course will be provided.

What time do courses start and finish?

Courses normally start at 9.30am and finish at 4.30pm. Exact timings will be given with your joining instructions.

Are the courses accessible to all?

Yes, we cater for participants with different dietary requirements and disabled people, including those with visual or hearing impairments.

Are there any courses available in Wales?

At the moment, Mind Cymru offers two courses for individual delegates – Mental Health First Aid (Wales) and ASIST (Applied Suicide Intervention Skills Training). See page 12 for more details.

To book

Call **0844 448 4450** | email **training@mind.org.uk** | online **mind.org.uk/training**

Course calendar 2011-2012 (England)

LONDON

Venue: Berkeley Business Centre, 44 Broadway, Stratford, London E15 1XH

Date	Course name	Course code
15 Nov 2011	Mental health awareness – part 1	PAT-A1
22 Nov 2011	Managing challenging and aggressive behaviour	PAT-G7
30 Nov 2011	Understanding self-harm	PAT-A5
01 Dec 2011	Introduction to the 1983 Mental Health Act	PAT-D3
07 Dec 2011	Mental health and adolescents	PAT-H1
15 Dec 2011	Understanding personality disorders	PAT-A10
11 Jan 2012	Meeting the mental health needs of older people	PAT-H3
17 Jan 2012	Understanding the Mental Capacity Act and deprivation of liberty safeguards	PAT-H5
01 Feb 2012	Managing people at work who are stressed, anxious or depressed – part 1	PAT-B5
09 Feb 2012	Mental health awareness – part 1	PAT-A1
21 Feb 2012	Psychiatric drugs	PAT-K1
08 Mar 2012	Mental health awareness – part 2	PAT-A9
22 Mar 2012	Managing people at work who are stressed, anxious or depressed – part 2	PAT-B8
10 May 2012	Managing people at work who are stressed, anxious or depressed – part 1	PAT-B5
15 May 2012	Mental health awareness – part 1	PAT-A1
24 May 2012	Understanding personality disorders	PAT-A10
14 Jun 2012	Managing challenging and aggressive behaviour	PAT-G7
19 Jun 2012	Introduction to the 1983 Mental Health Act	PAT-D3
28 Jun 2012	Understanding self-harm	PAT-A5
04 Jul 2012	Mental health and adolescents	PAT-H1
12 Jul 2012	Mental health awareness – part 1	PAT-A1
18 Jul 2012	Meeting the mental health needs of older people	PAT-C2

MANCHESTER

Venue: National Housing Federation, City Point, 701 Chester Road, Manchester M32 0RW

Date	Course name	Course code
15 Nov 2011	Understanding self-harm	PAT-H2
15 Dec 2011	Mental health awareness – part 1	PAT-J1
07 Feb 2012	Managing people at work who are stressed, anxious or depressed – part 1	PAT-B5
23 Feb 2012	Understanding personality disorders	PAT-D7

To book

Call **0844 448 4450** | email **training@mind.org.uk** | online **mind.org.uk/training**

BIRMINGHAM

Venue: Anthony Collins Solicitors, 134 Edmund Street, Birmingham B3 2ES

Date	Course name	Course code
06 Dec 2011	Managing people at work who are stressed, anxious or depressed – part 1	PAT-B5
14 Feb 2012	Understanding self-harm	PAT-H2
22 Feb 2012	Introduction to the 1983 Mental Health Act	PAT-D3
06 Mar 2012	Mental health awareness – part 1	PAT-J1
15 Mar 2012	Understanding personality disorders	PAT-D7
05 Jun 2012	Managing people at work who are stressed, anxious or depressed – part 1	PAT-B5
13 Jun 2012	Mental health awareness – part 2	PAT-A9

LEEDS

Venue: Call 0844 448 4450 for more information

Date	Course name	Course code
10 Jan 2012	Managing people at work who are stressed, anxious or depressed – part 1	PAT-B5
08 May 2012	Understanding self-harm	PAT-H2
21 Jun 2012	Mental health awareness – part 1	PAT-J1
14 Jul 2012	Managing people at work who are stressed, anxious or depressed – part 1	PAT-B5

Courses in Wales

At the moment, Mind Cymru offers two courses for individual delegates – Mental Health First Aid (Wales) and ASIST (Applied Suicide Intervention Skills Training).

Mental Health First Aid (Wales) teaches effective skills that could make a difference to a person in a mental health crisis. It could also teach you to save a life. To attend a course, you don't need any qualifications, prior knowledge or experience. You can book today by visiting mhfa-wales.org.uk.

ASIST (Applied Suicide Intervention Skills Training) is a two-day workshop that offers intensive training for front-line workers and community members. The emphasis is on teaching suicide first-aid to help a person at risk to stay safe and seek further help as needed. To book, please contact Alan Briscoe by email a.briscoe@mind.org.uk. For more about ASIST visit positivechoices-wales.org.

To book

Call **0844 448 4450** | email training@mind.org.uk | online mind.org.uk/training

Booking form

Use this booking form to book one of the courses listed on page 11 and 12. Please complete this form using **BLOCK CAPITALS**. Please use a new form for each delegate and each course.

Course details

Course Name _____

Course Code _____ Date _____

Location _____

How did you learn about the course?

- This brochure Mind website Work colleague
 Voluntary organisation Friend or family member Other, please state

Your details

Title _____ First name _____

Surname _____

Job title (if applicable) _____

Organisation (if applicable) _____

Contact address _____

_____ Postcode _____

Contact tel. (day) _____ Contact tel. (evening) _____

Fax (if applicable) _____

Email _____

Dietary requirements _____

Access requirements (including large print, hearing loop etc) _____

Your course fee

- £49 Unwaged delegate £99 Waged delegate
 £145 Voluntary/charity organisation delegate £195 Public/statutory sector delegate
 £249 Commercial sector delegate

Prices include the training session and materials, lunch, coffee/tea on arrival, mid-morning and mid-afternoon.

Payment

By cheque

- Please find a cheque (payable to Mind) enclosed for £

By card

- Please charge my credit / debit card

Visa / Mastercard / Switch

Card number _____

Name on card _____

Billing address (if different from above) _____

Postcode _____

By signing this booking form you agree to the booking terms and conditions.

Signature _____

Print name _____

Date _____

Please return your completed booking form by:

Post – Training and Special Events Unit, Mind, 15-19 Broadway, London E15 4BQ

Fax – 020 8215 2341

Booking terms and conditions

Cancellation

Cancellations received in writing less than one month before the course date will be charged a 20 per cent cancellation fee. Cancellations received after this time will be liable for the full registration fee. Substitutions can be made at any time without charge. In the event of circumstances beyond its control, Mind reserves the right to amend or cancel any training course. Mind is not liable for any expense incurred by delegates as a result of cancellation.

Joining instructions

Joining instructions will be sent to the attending delegate approximately two weeks before the course.

Programme

All Mind courses start with registration at 9.30am and finish by 4.30pm. Mind reserves the right to make changes to the programme advertised without prior notification.