

# MENTAL HEALTH AND WELLNESS

## Programs Portfolio



**Email:** [training@palgnet.com](mailto:training@palgnet.com)

**Office Lines:** +265 886 787 782 | +265 998 429 138 | +265 212 278 897 | **Cell:** +265 982 264 598

[www.palgnet.com](http://www.palgnet.com)

---

## TABLE OF CONTENTS

What we offer.....	3
Our aim, solution, fees and what you need.....	4
Facts and figures about mental health.....	5
Offerings: Workshops, talks and workplace wellbeing stands.....	6
Employee Wellness and Corporate Mental Health.....	7
Addressing Women's Health.....	8
Addressing Men's Health.....	9
Implementing Wellbeing and Mental Health in the Workplace.....	10
Workplace Recovery Action Plan (WRAP).....	11
Becoming a Workplace Wellbeing Champion .....	13
Mental Health at Work for Managers.....	14
The Manager's Role in Resilience.....	15
Time, Energy and Focus - what to do and when to do it.....	16
Strengths and Confidence.....	17
Substance Abuse Awareness in the Workplace.....	18
Mindfulness.....	19
Wellbeing and Mental Health in Schools.....	20
Mental Health Awareness.....	21
Mental Health First Aid.....	22
Youth Mental Health First Aid.....	23
Telephone Response (Callers in Crisis).....	24
Applied Suicide Intervention Skills Training (ASIST).....	25
safeTALK.....	26
Wellbeing Skills: Next Steps in Employment.....	27
Contacts.....	28

*DISCLAIMER: All information contained in this brochure is the property of PAN AFRICAN LEARNING AND GROWTHNETWORK (PALGNET). It is provided for reference only and is subject to change without notice. We accept no liability for any loss arising from the use of, or reliance upon, the contents of this brochure. Users are free to reproduce, distribute or transmit the information for personal use, not for commercial purposes, provided that it is reproduced in its entirety, with full acknowledgment of source.*

---

---

## WHAT WE OFFER

### TRAINING

We can customize sessions to suit your business or organization. Select a date and location and our trainers will come to you. You can choose from a variety of tried and tested courses, or we can tailor the training to suit the needs of your organization.

### OPEN COURSES

We provide scheduled well-being training, master classes and conferences across the globe which anyone can attend. With a variety of courses to choose from, we're confident that you will find a course to suit you.

### CONSULTANCY

Our experienced team can support your organization with a range of workplace solutions such as consultancy, coaching, policy reviews, staff surveys and wellbeing audits.

### OTHER SERVICES

Learn more about the other services we provide such as mental health information booklets, workplace strategies to improve mental well-being and enhance organizational performance and productivity.

---

---

## OUR AIM

Our aim is to provide a range of cost effective, flexible training workshops, talks and surgeries for businesses and organizations to promote wellbeing in the workplace. These would raise the level of health, wellbeing and engagement across the company, so that the business and its people can thrive.

## SOLUTION

Productivity measures across national economies have captivated the attention of policy makers and leaders alike. Ultimately though, the source of productivity is down to the individual to get things done every day, and the evidence is clear: people perform better when they're happy.

Over the past decade, research has highlighted the connections between creativity, productivity, and the psychology of daily work life. Studies reveal that people, whether in small startups or large corporations, are more productive and creative when they experience positive emotions

Currently, about 17% of the workforce faces depression, anxiety, and stress, making poor mental health the leading cause of sickness-related absences.

Our approach addresses these challenges effectively:

- **Expert Trainers:** Our trainers, many of whom are also trained counsellors or coaches, have a deep understanding of psychological drivers and human behaviour.
- **Sensitive Delivery:** We conduct workshops with the utmost sensitivity, tact, and diplomacy.
- **Supportive Learning Environment:** Leveraging their backgrounds, our trainers create a safe, supportive space where participants gain practical tools for enhancing their well-being and performance.

Our goal is to foster a healthier, more productive work environment where individuals and organizations can truly thrive.

## FEES

Our courses are payable in advance by invoice. Our cancellation policy will be emailed to you at time of booking, but may be requested at any time

## YOU WILL ONLY NEED:

- A room of appropriate size
  - A flip chart with some pens and paper
  - The facilities to show a PowerPoint Presentation
  - To provide facilitator(s) transport and accommodation for any training conducted outside of Lilongwe, Malawi.
-

---

## FACTS AND FIGURES

- Mental illness is more prevalent than many employers realize.
- Research shows that job stressors and related psychological hazards are becoming leading contributors to occupational disease and injury. Additionally, the rapidly changing environment, coupled with political and economic uncertainties, exacerbates mental distress among employees. In Africa, productivity losses due to absenteeism and presenteeism are significant, with an estimated 28 days per year lost to anxiety disorders and 27 days per year to depression. Addressing mental health and well-being in the workplace is not only crucial for employee health but also presents a compelling business case
- 63 percent of employees believe that corporate wellbeing provision enhances staff loyalty
- Fit and/or active individuals are less responsive to psychosocial stressors. (A stressor is a condition or an event, such as an environmental condition, external stimulus, extreme temperature, elevated sound levels, over-illumination, or overcrowding, that causes stress to somebody or something)
- In the year 2006/07, approximately 13.8 million working days were lost due to work-related stress, depression, and anxiety
- Employees suffering from stress are also more likely to report depression and other psychosomatic complaints. The result of this is a greater need for recovery due to exhaustion and fatigue compared to workers without high levels of work-related stress
- Evidence shows that people who achieve good standards of wellbeing at work are likely to be more creative, more loyal, more productive, and provide better client satisfaction than individuals with poor standards of wellbeing at work.



---

## WORKSHOPS AND TALKS

While we can develop and tailor something unique to your organization, here is a selection of our most popular workshops and talks: our talks can be delivered to a large number of people whereas our workshops have a maximum allowance as they are more interactive in nature.

### PROACTIVE WELLBEING:

- Employee Wellness and Corporate Mental Health
- Implementing Wellbeing and Mental Health in the Workplace
- Workplace Recovery Action Plan (WRAP)
- Addressing Men's Health
- Addressing Women's Health
- Becoming a Workplace Wellbeing Champion
- Strengthening Personal Resilience
- Mental Health @ Work For Managers
- The Manager's Role In Resilience
- Time, Energy and Focus - what to do and when to do it
- Strengths and Confidence
- Substance Abuse Awareness in the Workplace
- Mindfulness
- Wellbeing and Mental Health in Schools

### CORE MENTAL HEALTH:

- Mental Health Awareness
- Mental Health First Aid
- Youth Mental Health First Aid
- Telephone Response (Callers in Crisis)
- Applied Suicide Intervention Skills Training (ASIST)
- safeTALK
- Wellbeing Skills: Next Steps in Employment

## WORKPLACE WELLBEING MARKETPLACE STAND

Why not invite someone from PALGNET to have an information stand over a lunchtime where people can pop in and talk, ask questions, pick up some top tips for coping with Mental Health difficulties and find out how to connect with local support and services. We can also help you upscale this into a larger event putting you in touch with other wellbeing service providers.

## OPEN COURSES AND CONFERENCES

Occasionally, we run open courses and annual mental health and wellness conferences where anyone can attend.

---

---

## EMPLOYEE WELLNESS AND CORPORATE MENTAL HEALTH (2 DAYS)

Employee wellbeing can no longer be a 'nice to have' or 'tick-box' exercise. Now, more than ever, it's essential for organizations to invest more in mental health support programs for employees. Mental health does not exist in isolation though and it requires a holistic approach to ensure overall employee wellbeing. The workshop aims to empower and educate employers and employees with the insights, evidence and practical tools to better manage mental health in the workplace and promote employee wellbeing. We strive to treat participants to best-in-class content, access to wellness leaders and solutions providers, and have a unique opportunity to connect all the dots in your wellness strategy. Never has the wellbeing of your employees been as critical as now. Empower your organization to make wellbeing a strategic priority through community, connection and knowledge.

### Expected Outcomes

By the end of this workshop participants are to gain an understanding of.....

- General mental health awareness.
  - Workplace mental health triggers
  - Financial wellness
  - Managing work-life Balance
  - Navigating burnout and prioritizing wellbeing
  - Workplace responses and opportunities to promote positive mental health
  - Management and leadership styles vis - a vis mental health
  - Inspiring others to understand and pursue the strategic vision and goals of HR and the organization.
  - Anxiety and depression
  - Impact of Technology on wellbeing
  - Resiliency in the workplace and positive coping skills
  - Posture the relationship of movement to brain function and the simple techniques that can be employed at work to improve brain function and efficiency.
  - Three major components of healing, the mind, the body, and the soul - the role of faith in healing
  - Understanding and promoting the importance and utility of data
  - WHO response to mental health
-

---

## IMPLEMENTING WELLBEING AND HEALTH IN THE WORKPLACE (2 DAYS)

Wellbeing plays a crucial role in creating a flourishing environment. Focusing on wellbeing at work presents a valuable opportunity to help individuals feel happy, competent and satisfied in their roles. The evidence shows that people who achieve good standards of wellbeing at work are likely to be more creative, more loyal, more productive, and provide better client satisfaction than individuals with poor standards of wellbeing at work.

This training has been developed for all workplaces aiming to enhance the health and well-being of their employees while reaping the benefits of an engaged and productive workforce. If health and wellbeing issues are affecting day-to-day business, this training will equip you with the tools to enable implement effective and sustainable strategies tailored to your workplace, regardless of business type or resources.

- The workshop outlines the steps and tools required to: plan, analyses, implement, monitor and review a workplace health and wellbeing approach and to embed these practices into everyday business practices.
- The aim is to introduce straightforward strategies that companies can easily implement to enhance wellbeing within their organizations.
- This course will provide you with the skills, knowledge and approaches to improve health and wellbeing in your workplace.
- Our wellbeing workshop is designed to be highly interactive, fun, and engaging, while also being informative and educational. Led by supportive and empathetic facilitators, the workshop helps you identify practical steps to enhance your psychological wellbeing and health approach at work.

### Workshop Covers:

- What wellbeing is and why it is important
  - The business case for wellbeing
  - What is a Health and Wellbeing Program?
  - What are the Benefits of Wellbeing Programs?
  - How to Create an Effective Wellbeing Program
  - Stress Management and Work-Life Balance
  - How to Promote Work-Life Balance
  - The case for a bottom-up approach which fostering individual's taking responsibility for their health and wellbeing
  - How to avoid the common pitfalls
-



---

## EMPLOYMENT WELLNESS RECOVERY ACTION PLAN (WRAP) (4 DAYS)

Wellness recovery Action plan (WRAP) is a prevention and wellness process that anyone can use to get well, stay well, and make their life more the way they want it to be through a series of tools and action plans, called a WRAP. This is a process for anyone who wants to make positive changes in the way they feel and the way they respond to life. People who use WRAP say it helps them feel better more often and improves the overall quality of their lives. In organizations this lends to happier, healthier employees, which means they are more productive and more positive in all areas of their work and life. WRAP - Wellness Recovery Action Plan is a structured plan developed by YOU. It is a system that you devise for yourself that helps you work through various life issues. WRAP is for everyone!

The workplace offers unique opportunities and challenges. The stress encountered at work can be unbearable at times and it often takes a toll on our physical and environmental well-being. Developing a plan that emphasizes wellness and heightens our self-awareness is one way for us to address burnout.

### Objectives:

- Expand our understanding of the 5 Key Recovery concepts as a foundation for wellness at the workplace.
- Use the format of WRAP to develop strategies to facilitate wellness at the workplace.

### Five Key Recovery Concepts at Work

- **Hope** - What gives you hope at the workplace?
- **Personal Responsibility** - How do you empower yourself to take personal responsibility for your wellness?
- **Education** - What educational opportunities are available to increase your wellness at the workplace?
- **Self-Advocacy** - How do you self-advocate for your employment and educational goals at the workplace?
- **Support** - How do you and you colleagues support each other at the workplace?

### Parts of WRAP

- Wellness Toolbox
  - Daily Maintenance
  - Stressors and Action Plan
  - Early Warning Signs and Action Plan
  - When Things are Breaking Down or Getting Worse and Action Plan
  - Crisis Plan
  - Post Crisis Plan
-

---

## ADDRESSING WOMENS HEALTH AND HYGIENE (1 Day)

Advancing women's mental health through education, open dialogue, and collaboration. Why is women's mental health important? Women's mental health is important as is the mental health of each and every person across the globe.

### How common are mental health problems in women?

- Women are twice as likely to be diagnosed with anxiety as men.
- One in five women compared with one in eight men have a mental disorder.
- Over a quarter (26%) of young women aged between 16–24 years old report having a common mental health problem in any given week.

Mental disorders can affect women and men differently. Some disorders are more common in women, such as depression, anxiety, and eating disorders. There are also certain disorders that are unique to women. For example, some women experience symptoms of depression at times of hormone change, such as during or after pregnancy (perinatal depression), around the time of their period (premenstrual dysphonic disorder), and during menopause (per menopause-related depression). When it comes to other mental disorders, such as schizophrenia and bipolar disorder, research has not found sex differences in the rates at which they are diagnosed. But certain symptoms may be more common in women than men, and the course of illness can be affected by a person's sex. Researchers are only now beginning to tease apart the various biological and psychosocial factors that may impact mental health.

### Workshop covers:

- Why women's health? Women's health and women's health issues...where are we now?
- What are symptoms of mental disorders in women?
- What affects women's mental health? What can I do if I'm worried about my mental health?
- How does trauma affect women's brains?
- Understanding the impact of domestic violence
- An overview of menopause
- Pregnancy
- Common mental health conditions
- Self-care/mindfulness
- Cultural differences around Mental Health.
- Special attention to NCDs and Cancers in particular

The workshop also delivers a mix of clinical and research content around the latest understandings, treatments and management of mental illness as they relate to women.

---

---

## ADDRESSING MENS HEALTH (1 Day)

Mental health problems can affect anyone, regardless of age, gender, race or social background. Despite this, however, studies have shown that certain mental illnesses affect men and women differently. And the way both genders cope with mental health issues or ask for support is different. We respond differently to life's unexpected challenges. Sometimes, though, that can leave us feeling worried or overwhelmed. It's our hope that we can connect men with the right support and equip their peers with the confidence and skills to reach out and help when it's most needed.

There are many challenges that men face today regards their health, including mental and financial wellbeing issues which can cause a lot of stress which can affect the individual as well as their productive capacity in the workplace. We know that chronic stress can result in cancer as well as affect an individual's psycho-social wellness and in some cases can result in suicide. We also know that of all the conditions men face, sexual problems are the most personal. Although they are very common, they are not inevitable or permanent, and today there are many modern treatments available. No matter how long a man has been experiencing a problem, it can be treated successfully.

### The program will:

- Explore the factors damaging male mental health such as work-related pressure, financial stress and health concerns as well as how best to support, create resilience and to actively address men's mental wellbeing.
- Assist men to break the social and emotional barriers that restrain them from voicing out issues pressing their psychological being, help shed light on key problem areas, showcasing best practice and research into safeguarding men's mental health, identifying how we can treat preventable outcomes such as suicide. Join us as we explore lived experiences, case studies, and best-practice examples of safeguarding men's mental health.
- Provide awareness of men's health problems along the life-time model, provide reliable information and help men cope better with health changes and seek early diagnosis and treatment and live happier, healthier, and longer lives, no matter what health or stressful challenges they may be faced with and serve their organizations, families and communities better.
- Give special attention to NCDs and Cancers in particular

### Key to Success

Create a safe space in which men can engage and discuss without feeling any stigma or judgment. Scope of presentations can be narrowed or expanded to address mental health among its employees.

---



---

## **BECOMING A WORKPLACE WELLBEING CHAMPION (2 DAYS)**

Many organizations understand the importance of health and wellbeing in the workplace and are now training their employees to become Wellbeing Champions. Wellbeing Champion training provides a cost-effective route for securing more support for health and wellbeing initiatives, which is ideal for larger companies and those with multiple sites.

### **The main responsibilities of a Wellbeing Champion are:**

- To champion and promote relevant health and wellbeing messages and events
- To promote health and wellbeing activities to colleagues
- To provide basic information to colleagues about the Health and Wellbeing program
- To signpost colleagues to relevant services and sources of information
- To promote a healthy culture within the workplace by leading by example
- To understand the limitations of the role and when to refer people and to whom they should be referred.

### **Course Brief**

Wellbeing Champion training is an ideal way to equip key employees with basic wellbeing advice, core communication skills and the confidence to inform and assist their colleagues in the health and wellbeing arena. They will learn to build confidence in their ability to communicate and lead health and wellbeing initiatives that could potentially make a significantly positive difference to the lives of others.

This is often a part-time role which appeals to individuals who have an interest in health and wellbeing or those that are enthusiastic and talented at engaging others with program initiatives.

### **What the Course covers:**

- Understanding what wellbeing is – including a look at the most up-to-date research
  - Understanding what affects a person's wellbeing
  - How to maintain one's own wellbeing and lead by example
  - Understanding the role of a wellbeing champion and its limitations
  - Knowing when and where to refer people
  - Identifying different sources of help
  - Planning a wellbeing program
  - Helping others to take responsibility for their own wellbeing and how the various roles of the Karpman Triangle can impact on their doing so.
-

---

## STRENGTHENING PERSONAL RESILIENCE (1 DAY)

Personal resilience is arguably the most important resource for coping well during challenging times in work and in life. This training course introduces delegates to attitudes and behaviors that are likely to increase their ability to cope under pressure, accepting that change frequently creates opportunities as well as problems to be solved.

Emotional stability can help to address a variety of problems such as reducing stress, improving health, and dealing with change, increasing flexibility and personal effectiveness.

### Course Brief

In a world of ever-increasing expectations, the challenge for many people is to avoid excessive stress, anxiety, fatigue, frustration and other negative feelings. The habits you cultivate, the way you interact with co-workers, and how you think about challenges, are all things, which can be managed to increase your happiness and your chances of success. More importantly, it is fundamental to enjoy what you do, get on with others and maintain your wellbeing. Discovering the root causes of stress, and how we can increase our ability to be resilient, will develop greater emotional stability and your life inside and outside work will seem less like an emotional roller-coaster.

Shaun Archer claimed in the Harvard Business review, "People who cultivate a positive mindset perform better in the face of challenge."

### Workshop Covers:

- Exploring the concept of resilience
  - Learning how to develop mindful resilience
  - Identifying the triggers that call upon you having to be resilience if the first place
  - Understanding the differences between stress management and resilience
  - Learning positive coping strategies for challenging times
  - Identifying personal strengths
  - Develop a personal plan for increasing wellbeing and resilience
  - Take time out to connect, learn, take notice, and have fun
-

---

## MENTAL HEALTH @ WORK FOR MANAGERS (2 DAYS)

With one in four staff experiencing a mental health problem at work, it is no wonder HR professionals & managers are recognizing the need for proactive strategies to support employees' mental well-being in the workplace.

A study by the Chartered Institute of Personnel and Development has highlighted the impact on business of poor mental health in employees. The study found that:

- 37% of sufferers are more likely to get into conflict with colleagues
- 57% find it harder to juggle multiple tasks
- 80% find it difficult to concentrate
- 62% take longer to do tasks
- 50% are potentially less patient with customers/clients

The study also found that, for the first time, stress is now the major cause of long-term absence in manual and non-manual workers.

The difficulty for most Managers is knowing where to start because talking about mental health often seems too personal, too deep and too complex and yet it does not have to be that way. By actively tackling mental ill health in your business, you'll have healthier and happier staff and a more productive workforce.

### Course Brief

This workshop intends to broaden a Managers view of what mental health is, what it means to have a mental health condition and how we can help reduce stigma in the workplace, so everyone feels included, supported and able to work well. We will also look at the factors that promote recovery and wellbeing and find ways to talk about mental distress in a sensitive way.

### Workshop Covers:

- Understanding what mental health and wellbeing is
- Identifying key factors that affect mental health and wellbeing at work
- Recognizing the continuum of mental health and who is affected
- Identifying the early signs of distress and how to take positive action
- Practical ways to better support/manage a member of staff with a mental health condition
- Understanding the correlation between supportive work cultures & better work performance
- Learn how to staying connected and yet remaining objective
- Wellbeing plans, sign posting & resources

Training is delivered in a relaxed and flexible manner with plenty of opportunity for questions and discussion.

---

---

## THE MANAGER'S ROLE IN RESILIENCE (1 DAY)

Managers operate at all levels of the organization. They set the tone, climate and expectations for the workforce. Managers wield enormous power over others and it is important that this power is used to achieve mental wellbeing and performance for organizations to achieve peak performance consistently. The purpose of this program is to help managers strengthen their own resilience and to provide them with some approaches to help the resilience of their staff. The rationale is if a manager understands the psychology of what makes people resilient, he or she will apply processes and techniques that ensure their staff have fewer reasons to call on their own personal resilience, and will then provide their staff with techniques to adopt processes that strengthen their own resilience.

This program has been designed for leaders, managers, Human Resource (HR) and Organizational Development (OD) specialists, to acquire the knowledge and skills to implement the changes necessary to reduce the need for the workforce to call on their resilience.

### Course Brief

It is commonly accepted that mental wellbeing has a positive impact on people's performance. This workshop will help you to create and sustain a healthy work environment that provokes people to work hard and feel good about what they do. People who feel mentally well have more positive emotions, hope, enthusiasm, optimism, motivation and have a broader interest in their work when compared to others. They are more predisposed to being socially engaged – a form of attachment to people and activities characterized by more energy, dedication, commitment and concentration.

The aim of this workshop is the creation of a working environment that provokes peak performance, reduces the events and poor behaviors that may trigger stress, and reduces the need for the workforce to call on their own resilience.

### Workshop Covers:

- Understanding what resilience means and why it is important
  - Identifying the challenges for which resilience may be needed
  - Discovering the degree of resilience that is already established in the manager
  - Strengthening the resilience of the manager
  - Understanding the role of managers in the resilience of their staff
  - Reducing the need for people to call on their own resilience
  - Understand how to embed the techniques and exercises into routine daily working lives.
-

---

## TIME, ENERGY AND FOCUS; GETTING ORGANISED (1 ½ DAYS)

In today's world of information overload, traditional time management methods often fall short. It's easy to appear busy, but true effectiveness is what really counts. When people work smarter, productivity increases across the board. Productivity can be defined as the ability to reach goals and aspirations while minimizing burnout and illness. By concentrating on what truly matters, everyone can benefit from the rewards of their efforts.


This can help to address the following problems: improve productivity, improve efficiency and improve personal effectiveness.

### Course Brief

Dear Human Being, there are only so many hours in a day, and it's impossible to accomplish everything or meet all demands. It's time to discover a smarter way to work. In today's world, figuring out what to prioritize, managing your energy levels, and making the most of your time can be challenging. Focus on what truly matters to ensure you're making meaningful progress in your most important areas of work.

*"Efficiency is doing things right: effectiveness is doing the right things", Peter Drucker.*

### Workshop Covers:

- Being mindful and ruthless about our time
  - Attention and energy management
  - Learning the chunk, block tackle method
  - Understanding instructions given: capture, collect, do it or ditch it
  - Learning to let go of what is not important and focusing on what is important
  - Prioritizing and organizing
  - Email management
  - Avoiding procrastination
- 
- 



---

## STRENGTHS AND CONFIDENCE (1 DAY)

A strengths-based working approach concentrates on the inherent strengths of individuals, teams, groups and organizations. This is a shift from a deficit approach, which emphasizes problems. People that work to their strengths are more likely to be successful, try new approaches and have the social skills needed to drive their passions forward. They are also likely to feel more confident, be more motivated and engaged in their work.

*"If we ask people to look for deficits, they will usually find them, and their view of the situation will be colored by this. If we ask people to look for successes, they will usually find them, and their view of the situation will be colored by this." (Kral, 1989, p. 32)*

### Course Brief

We all experience moments of doubt in our skills and abilities, especially when taking on new responsibilities. Many fear they lack the necessary skills for the job and worry someone will discover this. For others, low confidence can hinder them from seeking promotions, trying new things, or pursuing career goals. This workshop is designed to help you build on your strengths, boost your self-confidence, and approach your work with both heart and competence.

### Workshop Covers:

- Introduction to fostering self-belief and confidence
- Identifying your strengths & talents
- Exploring ways to reach your full potential
- Looking at what holds people back from being their best self
- Seeking everyday opportunities to apply your strengths and talents
- Combining personal values and strengths to create meaning and purpose at work and in life
- Setting strength-based goals using the GROW model



---

## **SUBSTANCE ABUSE AWARENESS IN THE WORKPLACE (HALF DAY) (Supervisors and Employees)**

Our Substance Abuse Workplace Training module is designed to help employers and employees maintain a safe and healthy work environment. Substance abuse affects all businesses, regardless of size or industry. This comprehensive training covers:

- Alcohol abuse
- Illicit drug use
- Misuse of prescription medications
- Identifying signs of impairment in employees

By equipping your team with the knowledge and tools to address these issues, we can foster a safer workplace for everyone.

### **What is substance abuse?**

Substance abuse is the use of a substance for something other than its intended medical or social purpose. Abuse results in an impaired physical and mental condition and can also cause a deceptive state of euphoria, or a false sense of well-being. Abuse can often easily lead to addiction and cause dependency that can be physical, mental or both. In addition, substance abuse can create personal, family, and financial problems beyond the abuser's control. All controlled substances have abuse potential. Some drugs alleviate pain, anxiety, or depression. Some induce sleep. Some energize the user.

### **Workshop Covers:**

- Early intervention - Learn how to identify the symptoms of an employee while they are under the influence
  - Behavioral Impact - Carelessness and risk taking, declining performance, failure to follow rules, policies, and safety procedures.
  - Physical Changes - Some stimulants like methamphetamine lead to facial sores, rotting teeth, weight loss, tremors, and a distinctive odor (uric acid).
  - The Importance of a Substance Abuse Policy - Having a strong policy in place can also aid in substance abuse prevention.
  - Documenting problems of potential substance abuse - there are Legal Obligations to the Employer when substance abuse occurs on Company property or injuries occur during a workplace accident. Review the major areas of statutory and civil liabilities that may require employers to take action to prevent abuse and maintain a drug-free workplace.
  - Preventative Measures - A successful prevention program relies on pre-employment drug screening, criminal record screening, and well-communicated policies with signage in common areas like the break room, and using references and verification of previous employment.
-

---

## MINDFULNESS (1 DAY)

**Mindfulness** - Everybody's embracing it. Even Harvard Business School includes mindfulness principles in its leadership programs.

**So what is mindfulness?** In its simplest form, mindfulness means awareness. Practicing mindfulness offers a way to pay attention to the present moment, without judgment.

Mindfulness can help to reduce stress and anxiety and conflict, and increase resilience and emotional intelligence, while improving communication in the workplace.

### Course Brief

This workshop or series of workshops creates an opportunity for you to engage with Mindfulness. Whether it is carrying routine day-to-day tasks, taking a break or discovering the power of the breath, the workshop is designed to illuminate the pragmatic nature of Mindfulness and how it can be applied to everyday life.

With mindfulness we can learn to transcend ordinary thinking and inhabit a way of being that allows us to experience our lives directly. Mindfulness is the ability to leave the past behind us, while also not projecting ourselves into a catastrophic future. Instead, we learn to live in the present moment where our real lives are unfolding, where we can make skillful, life-enhancing choices.

This workshop would be of interest to people who have little or no experience of Mindfulness, either theoretical or applied.

### Workshop Covers:

- Understanding what mindfulness is and isn't
- What the research tells us
- The key principles to a mindful approach
- Mindful Practice
- Stepping out of auto pilot
- The habit of thinking
- The relationship between mindfulness & creativity
- Mindfulness; finding calm in a frantic world

## CORE MENTAL HEALTH COURSES

This next section is for people that legally come into regular contact with people experiencing mental health conditions through their paid or voluntary work.

The courses are aimed towards people requiring more depth of skill in mental health.

### Core Mental Health:


- Mental Health Awareness
  - Mental Health First Aid
  - Youth Mental Health First Aid
  - Telephone Response (Callers in Crisis)
  - Applied Suicide Intervention Skills Training (ASIST)
  - safeTALK
  - Wellbeing Skills: Next Steps in Employment
-

---

## WELLBEING AND MENTAL HEALTH IN SCHOOLS (2 Days)

Bolstering your wellbeing provision to ensure you have a School Culture that is a proactive and a healthy setting that can self-regulate from student to staff members, the Wellbeing and Mental Health in Schools workshop will help ensure your approach to inclusive, school-wide, and lasting, through a thorough look at how you regulate your wellbeing provision and fresh approaches to foster your development as mental health leaders.

### Workshop Benefits:

- Work collaboratively to establish strong mental health teams and a school-wide culture of wellbeing
  - Ensure your school is a proactive, healthy setting that can self-regulate from students to staff members.
  - Expect a focus on getting your school culture right, and practical strategies you can implement for short-term wins, and long-term gains.
  - Refresh your wellbeing practices to benefit your staff and students
  - Gain new approaches that will help your development as a mental health lead.
  - Strategies to raise cyber smart digital citizens
  - Empower staff: ensure confident staff who play their part in establishing a strong wellbeing culture; gain access to a multitude of practical sessions and meaningful impact resources before, during and after workshop to ensure continuous support.
  - Relationships: set your students up for life by enhancing their communication and relationship building skills.
  - Tailored strategies: support your whole setting with a program that provides for the varied range of current needs in your school.
  - Learn how to engage parents and carers; create strong wellbeing teams with a provision that doesn't end when school finishes and invites families to participate
  - Recognize and gain practical strategies to reduce anxiety; understand how to spot anxious students and support them with appropriate responses to lessen anxiety
  - Promote a wellbeing culture and benefit from a culture that cares about staff and students and is underpinned by important lessons learned from personal experiences
- 
- 

---

## MENTAL HEALTH AWARENESS (1 DAY)

Many people feel unsure about how to address mental health issues, both for themselves and others. Our Mental Health Awareness training aims to shift perspectives on mental health conditions, empowering participants to foster supportive relationships in the workplace. Understanding mental health is essential, as it equips us to better support colleagues who may be struggling.

This popular course is ideal for anyone looking to deepen their understanding of mental health and enhance their ability to create a supportive work environment.

### Course Brief

This workshop aims to expand participants' understanding of mental health, exploring what it means to have a mental health condition and how we can reduce stigma. Our goal is to create an inclusive environment where everyone feels supported and empowered to thrive both personally and professionally.

We will also discuss factors that promote recovery and well-being, as well as strategies for discussing mental distress in a sensitive manner.

### Workshop Covers:

- Understand the stigma that surrounds mental health in the workplace
  - Increase awareness of attitudes towards mental health and illness
  - Recognizing the continuum of mental health and who is affected
  - Identifying key factors that affect mental health and wellbeing
  - Recognize and understand some of the most common signs and symptoms of mental health conditions
  - Clarifying services that are available, and considering what is helpful for people experiencing stress or mental distress
  - Acquire the confidence to deal with people who may be experiencing mental health problems
- 



---

## MENTAL HEALTH FIRST AID (2 DAYS)

Mental Health First Aid (MHFA) is a two-day educational course designed to teach participants how to identify, understand, and assist someone who may be experiencing a mental health issue. Similar to physical first aid, MHFA equips you with the skills to recognize critical warning signs of mental ill health and respond appropriately. By learning these techniques, you can play a vital role in supporting others and promoting a healthier workplace.

MHFA course teaches people how to recognize the signs and symptoms of common mental health issues, provide help on a first aid basis and effectively guide someone towards the right support services.

### Course Brief

The MHFA course combines presentations, group discussions and group work activities, all within a supportive and safe learning environment. Our trained instructors are dedicated to ensuring that everyone feels comfortable throughout the course. If there are parts you prefer not to participate in, that's completely fine—your comfort is our priority. We encourage open dialogue and provide assistance for anyone who may find certain topics challenging.

### Course Overview

Our Mental Health First Aid course teaches you how to help people in a crisis or who are experiencing a mental health difficulty. The Course is split up into four manageable chunks. These are: What is mental health? | Suicide | Anxiety and depression | Psychosis

### During the course, you'll learn how to:

- Spot the early signs of a mental health problem
  - Feel confident about helping someone who is experiencing a mental health problem
  - Provide help on a first aid basis
  - Help prevent someone from hurting themselves or others
  - Help stop a mental illness from getting worse
  - Help someone to recover more quickly
  - Guide someone towards the right support
  - Reduce the stigma of mental health problems
-

---

## YOUTH MENTAL HEALTH FIRST AID (2 DAYS)

This two-day Youth Mental Health First Aid (MHFA) course is designed specifically for those people that teach, work, live with or care for young people aged 8 - 18 years. You will learn how to support a young person who might be experiencing mental and emotional distress, and how to provide information, tools and techniques to promote a young person's mental and emotional wellbeing.

### Course Overview

The course is divided into four manageable sections:

1. What is Mental Health?
2. Depression and Anxiety
3. Suicide and Psychosis
4. Self-Harm and Eating Disorders

Additionally, we'll explore topics specific to young people, including child and adolescent development, bullying and cyberbullying, substance misuse, and promoting protective factors and effective parenting.

### During the course, you'll learn how to:

- Spot the early signs of a mental health problem in young people
- Feel confident helping a young person experiencing a problem
- Provide help on a first aid basis
- Help protect a young person who might be at risk of harm
- Help prevent a mental health illness from getting worse
- Help a young person recover faster
- Guide a young person towards the right support
- Reduce the stigma of mental health problems

The sessions will include a blend of presentations, group discussions and group work activities. Our instructors create a safe learning environment and are trained to support you throughout the course. If you don't feel comfortable participating in certain activities, that's perfectly fine; your comfort is our priority. We aim to ensure that everyone feels secure, and our instructors are available to assist anyone who finds specific topics challenging.

---

---

## TELEPHONE RESPONSE SKILLS - CALLERS IN CRISIS (1 DAY)

This one-day course helps people to develop the confidence and telephone communication skills necessary to respond safely, appropriately and confidently to a broad range of telephone calls, including those from individuals that may be in crisis.

### Course Brief

Do you have to answer the telephone at work? Have you ever found yourself lost for words, unsure of your response, or worried that what you say might make things worse for the caller? Have you even been left feeling angry, worried or upset at the end of a call? Whether taking calls is a small part of your day-to-day work, or the main function of your role, this course is for you.

This workshop is a valuable opportunity for receptionists, advice workers, support staff, and anyone regularly handling calls to enhance their skills. Participants will reflect on their approaches to managing various types of calls, including sensitive and challenging ones. Through sharing experiences and learning practical tips, you'll gain confidence and new strategies to improve your communication and support abilities, regardless of your experience level.

### What is covered?

#### Participants will be able to:

- Define what is meant by 'crisis' from a variety of perspectives (e.g., service user, personal, agency)
  - Identify what might be the underlying cause for the service users' distress when they call agencies at times of crisis
  - Recognize telephone skills and responses that are supportive when managing calls, including when responding to people in crisis
  - Help defuse tension and remain focused on solutions
  - Reflect upon the challenging calls you receive and consider helpful responses
  - Consider their own needs within a supportive environment, including any points of action identified to take back to their places of work
-



---

## APPLIED SUICIDE INTERVENTION SKILLS (ASIST) (2 DAYS)

Applied Suicide Intervention Skills Training (ASIST) is designed for individuals aged sixteen and older who wish to learn how to offer suicide first aid, regardless of their previous experience. Major studies have demonstrated that ASIST significantly reduces suicidality. The training not only teaches effective intervention techniques but also helps in building community networks focused on suicide prevention.

Many professionals attend ASIST because suicide intervention skills are crucial for their roles. In some organizations, ASIST is a mandatory training component. Nurses, physicians, mental health professionals, pharmacists, teachers, counselors, youth workers, police officers, first responders, correctional staff, school support staff, clergy, and volunteers have all found that ASIST enhances their existing skills and knowledge.

In the two-day interactive session, participants learn how to effectively intervene and prevent immediate suicide risks. With over a million individuals trained, studies have demonstrated that the ASIST method significantly helps in reducing suicidal feelings in those at risk.

### Workshop Features

- Presentations and guidance from two registered trainers
- A scientifically proven intervention model
- Powerful audio-visual learning aids
- Group discussions
- Skills practice and development
- A balance of challenge and safety

### What is covered?

The ASIST workshop is divided into five sections that follow in a logical progression to gradually build comfort and understand around suicide and suicide intervention.

- **Preparing:** Sets the tone, norms, and expectations of the learning experience.
  - **Connecting:** Sensitizes participants to their own attitudes towards suicide. Creates an understanding of the impact that attitudes can have on the intervention process.
  - **Understanding:** Monitors the intervention needs of a person at risk. It focuses on providing participants with the knowledge and skills to recognize risk and develop safe plans to reduce the risk of suicide.
  - **Assisting:** Presents a model for effective suicide intervention. Participants develop their skills through observation and supervised simulation experiences in large and small groups.
  - **Networking:** Generates information about resources in the local community. Promotes a commitment by participants to transform local resources into helping networks.
-

## SAFETALK (HALF DAY)

SafeTALK is a half-day training designed to prepare individuals aged 15 and older, regardless of prior experience, to become effective suicide-alert helpers. Most people experiencing suicidal thoughts do not genuinely want to die but are struggling with intense pain. They often express a need for help through their words and actions. SafeTALK-trained individuals can recognize these signals and take action by connecting those in need with lifesaving resources, such as caregivers trained in ASIST.

SafeTALK-trained helpers are crucial in creating suicide-safer communities. They work alongside intervention resources to identify and address suicide risks effectively.

### Workshop Features

The course is delivered by a safeTALK and ASIST qualified Instructor. Attention is paid to participant safety and support throughout. Participants are provided with information about local resources linked to suicide prevention. A comprehensive PowerPoint presentation and video training resources are also used.

### What is covered?

This course is aimed at paid or unpaid staff providing a range of services that may have contact with individuals at risk of suicide. These staff members include:

- Mental health workers
- Other health and social care workers
- Police and prison service staff
- Drug and alcohol workers
- Counsellors and therapists
- Student support services

## WELLBEING SKILLS: NEXT STEPS IN EMPLOYMENT (5-6 WEEKS)

This series of workshops is aimed at organizations helping people to return to work. It works best in conjunction with workplace coaching and interventions delivered by organizations working in this area. The workshop is participative in style, informative and designed in such a way so as to be sensitive to your client base. Trainers are either qualified Counsellors or have extensive experience in Mental Health.

We know that before people are able to consider getting back into the workplace, they may need help with:

- Developing self-esteem and thinking positively
- Finding a sense of meaning and purpose in life
- Discovering better ways to connect with and socialize with others
- Finding new ways to manage the self (thoughts, feelings, emotions and behaviors)
- Developing resilience and coping with change

Each week has a theme and homework is given to help the participant to continue the learning between sessions.

### 1. Forming the group

**Aim:** Form a supportive and productive space for change, set personal goals and introduce the theory of change.

### 2. Wellbeing

**Aim:** Introduce people to the Five Ways to Wellbeing and how they can be implemented in everyday life. Experience Mindfulness.

### 3. Developing resilience and thinking positively about ourselves

**Aim:** Help people to cope better with life's ups and downs. Identify strengths and achievements. Explore what self-esteem is, how to build it and gain confidence in challenging negative ways of thinking.

### 4. Managing pressure

**Aim:** Identify and explore challenging situations that may occur when change happens. Consider helpful strategies which people can use to negotiate potential stressful situations.

### 5. Relationships with others

**Aim:** Look at the myriad of relationships people have and think about how best people can foster these crucial relationships in a healthy way. Consider the need for empathy for others.

### 6. Celebrating the next steps

**Aim:** Final opportunity to share support, celebrate the achievements of the group, review goals and think about the next steps.

## CONTACTS



### **Pan African Learning and Growth Network (PALGNET)**

P.O. Box 30247 | City Center  
Plot No. 102, Area 14  
Lilongwe - Malawi, Africa

Tel: + 265 212 278 897 | +265 886 797 782 | +265 998 429 138  
Mobile: +265 999 295 659  
Email: [training@palgnet.com](mailto:training@palgnet.com)  
Web: [www.palgnet.com](http://www.palgnet.com)

---

### **PALGNET Professional Communities and Business Units:**



Institute of Executive Assistants - Africa: [www.iea.palgnet.com](http://www.iea.palgnet.com)



Women of Substance Awards: [www.wosa.palgnet.com](http://www.wosa.palgnet.com)



Learning and Growth Resources Magazine: [www.lgr.palgnet.com](http://www.lgr.palgnet.com)



Business Growth Community: [www.bgc.palgnet.com](http://www.bgc.palgnet.com)



Training, Learning & Development Community: [www.tld.palgnet.com](http://www.tld.palgnet.com)