



Wellbeing Consultancy Strategy



SALUSPHERE
GLOBAL



AIM

This document provides a complete framework to allow an organisation to evaluate the options for delivering a Mental Health and Wellbeing strategy.

Our team of business psychologists, consultants, therapists, project managers and facilitation team ensure the needs of an organisation are met.

Outlined are a set of actions that make up a complete set of work to deliver a programme that will continue over multiple years.

Some elements will require an iterative approach to evaluation with subsequent revision to ensure currency and relevancy over time

The document is also underpinned by the approach that a “one size fits all” method does not apply regarding Wellbeing.

We believe that an individual is the most valuable asset in an organisation and that this individuality must be reflected in all training and support activities.

The following elements are based upon our experience of activities which work most effectively in establishing the strategy and delivering the initial projects, but which can be eventually maintained and managed internally by an organisation.



CONSULTANCY CYCLE

To implement our strategy we utilise our consultancy cycle



ADVISE

- Preliminary meetings
- Reading policies
- Previous data analysis
- Occupational risks research

DESIGN

- Recommendations made
- Strategy agreed
- Courses produced
- Wellbeing package

EVALUATE

- Reviewed annually
- Training reviewed
- Surveys repeated
- Peer-to-peer support
- Refresher training

DIAGNOSE

- Surveys
- Focus groups and all other assessments
- Additional support sessions as directed by company needs

IMPLEMENT

- PR
- Training
- Additional support sessions as directed by company needs



ADVISE

In order to better understand your needs and risks, we can advise on a wide range of changes that can be made to support Mental Health concerns at work.

We will investigate and offer an unbiased, scientifically credible perspective on what changes are needed to aid your mental health strategy.

Areas of focus within the business include your organisational structure, policy, risk assessments and occupational risks.

DIAGNOSE

Using social scientific research methods we can investigate and help you better understand the issues and challenges at work that involve staff wellbeing.

STAFF READINESS SURVEY

Surveys address what an organisation is doing well, highlight areas that need improvement, and enable staff to express their opinion on how to address these issues. Surveys also gives an organisation a measureable baseline to analyse the impact of a Wellbeing strategy.

By canvassing employees directly, employers can implement changes that will achieve the maximum possible results and the highest return of investment. There is a direct link between employee engagement surveys and the productivity and profitability of an organisation.

The survey includes a series of questions to determine their current attitudes towards mental health and confidence in individual knowledge, skills, willingness to provide support to others, and to establish any help-seeking behaviours they already possess.

We collect demographics to determine any differences between groups such as management, teams, locations, occupations, etc. It is also important to address any differences between age and gender as there are key demographics more at risk.

This creates a clear picture of wellbeing needs and can be achieved by a short online survey, proving cost-effective method which obtains more respondents and reliable results. The results will also feed into the tailoring process for any training, and highlights any support and coaching interventions that are needed immediately.





STAFF ENGAGEMENT GROUPS & REVIEWS

Meeting with HR representatives and other relevant parties can be a helpful tool to gain data.

Review and analyse staff turnover and sickness.

POLICY

We will create a fully inclusive Wellbeing strategy to link with the latest regulatory requirements and key legislation.

Policies and procedures are important to safeguard your employees and Mental Health First Aiders. The Wellbeing policy will integrate into your existing Health and Safety policy to provide a complete Health and Safety strategy.

This policy can include guidelines on risk assessment, Mental Health First Aider ratios, confidentiality protocols and what to do if a person is experiencing a mental health crisis.

The Health and Safety Executive (HSE) also expects organisations to carry out sufficient risk assessments, including an evaluation of the stress levels of their employees.

Consultation for any risk assessments will be undertaken after the staff readiness survey.

Areas that may be of interest to risk assess:

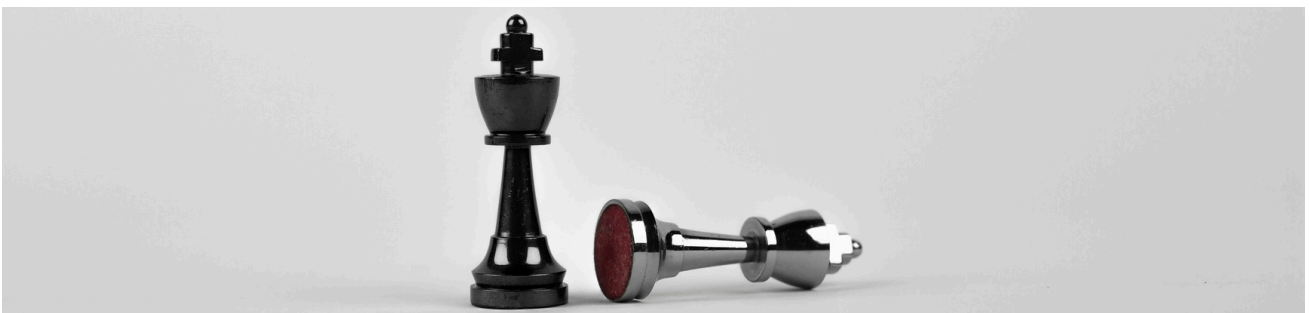
- Office workers
- Lone workers
- Sales team/client-facing employees
- People with access to lethal means
- People working under stressful circumstances



DESIGN

Using the assessment results, we will create an effective solution to the organisational challenges based on Instructional Systems Design (ISD) to provide an end-to-end framework for the entire training cycle.

A comprehensive report will evaluate and provide a list of recommendations for you to consider in order of priority.



FACILITATION STRATEGY

At Green Cross Global we believe to grow and support a mentally thriving culture a complete organisational approach is recommended.

Therefore we will implement the following training:

- Senior Leadership
- TeamManagers/Supervisors
- First Aiders
- General Awareness
- Refresher

Training content will be subject to the outputs from the previous activities above and can be delivered via our virtual platform or by face-to-face training.

LEADERSHIP

To change a culture and create a healthy environment within an organisation this has to start at the Senior Leadership level.

This facilitation will be tailored to your organisation and can focus on:

- Mental health within a business
- Business impacts of poor culture
- Legislation
- Implementation of a positive working environment
- Mental Health awareness
- Change management



MANAGEMENT

The management sessions endeavour to improve awareness and confidence surrounding Mental Health, the individual and managing the team.

This flexible facilitation will discuss ways we can support, understand and nurture someone within the workplace.

- What is Mental Health?
- Triggers and their impacts
- Overview of mental health conditions
- How to assist and support someone in the workplace
- Supporting the team
- Creating a mentally healthy workplace
- Recovery and Awareness



FIRST AIDER

First Aider Training

The MHFA programme is our most comprehensive awareness and skills course and includes a mix of presentations, discussions and group work activities.

This can be delivered in a virtual classroom, onsite or at one of our public courses.

Course contents include:

- What is Mental Health
- Stress
- Anxiety and Depression
- Alcohol and Drugs
- Self-harm and Suicide
- ALGEE



FIRST AIDER ASSESSMENT

The role of a Mental Health First Aider can be very challenging at times, impacting a person's own mental wellbeing, resilience and time management of their own role.

Mental Health First Aiders need to be empathetic, resilient employees with a positive attitude towards all mental health concerns and be able to approach such in a sensitive and supportive manner.

We support you conduct the selection process by undertaking interviews and provide our selection advice based upon our experience of working with a broad selection of Mental Health First Aiders.

We are also able to help you establish support activities and procedures to empower your first aiders to execute their role effectively. This can be in terms of training, awareness materials, regular updates and newsletters, facilitating support meetings, and more.

ADDITIONAL TRAINING

- Awareness
- Webinars
- Refresher
- Train the Trainer

Wellbeing Awareness Training

Will provide a solid basis of awareness of Mental Health and Wellbeing across the entire workforce.

The session delivers a high level appreciation of the main workplace Mental Health concerns and provides a level of confidence in discussing Mental Health.

The session also facilitates the culture change, reinforces the management message that this is a positive workplace and helps lay the groundwork for all subsequent learning activities.

Webinars

Webinars can contribute a short, sharp and targeted approach to key issues such as E,D & I, Stress, Anxiety, Neurodiversity, Communication and Support.

Refresher Training

Annual Refresher training is advised for learners to refresh their skills and update their knowledge.

This can also act as an excellent opportunity to evaluate and address any issues, trends or concerns from the staff.

Train the Trainer

All organisations look for sustainability and once the culture is established within an organisation our Train the Trainer course can offer this sustainability.

We will train cohorts of 6 staff to be able to deliver the Wellbeing Awareness course via a 8 week programme.



IMPLEMENT



Once the solutions have been agreed, we will implement and facilitate the training to your organisation to effectively create a positive change.

This is managed by your individual account handler and our internal operations team.

We also have a nationally based team of experienced and dedicated facilitators to ensure your individual needs are met.



EVALUATE

Evaluation should take place every 12 months to evidence the benefits of interventions and continually monitor for any changes.

From this, a review of training products can be undertaken and amended, where applicable to reflect current trends.

Forms of evaluation:

- Staff readiness survey
- Sickness and turnover monitored
- Staff 'have your say'
- Policy and Risk assessment reviews
- Training review



SUPPORT

The impact of discussing a colleague's Mental Health can have an emotional impact on the first aiders.

There is a need and duty of care to those individuals to provide some curated mechanism to safeguard their own wellbeing.

We can advise on how to set up support and help facilitate these.

This can be:

- Peer to Peer support
- MHFAider peer support app
- Quarterly drop-in sessions with demographics
- Wellbeing conversation software

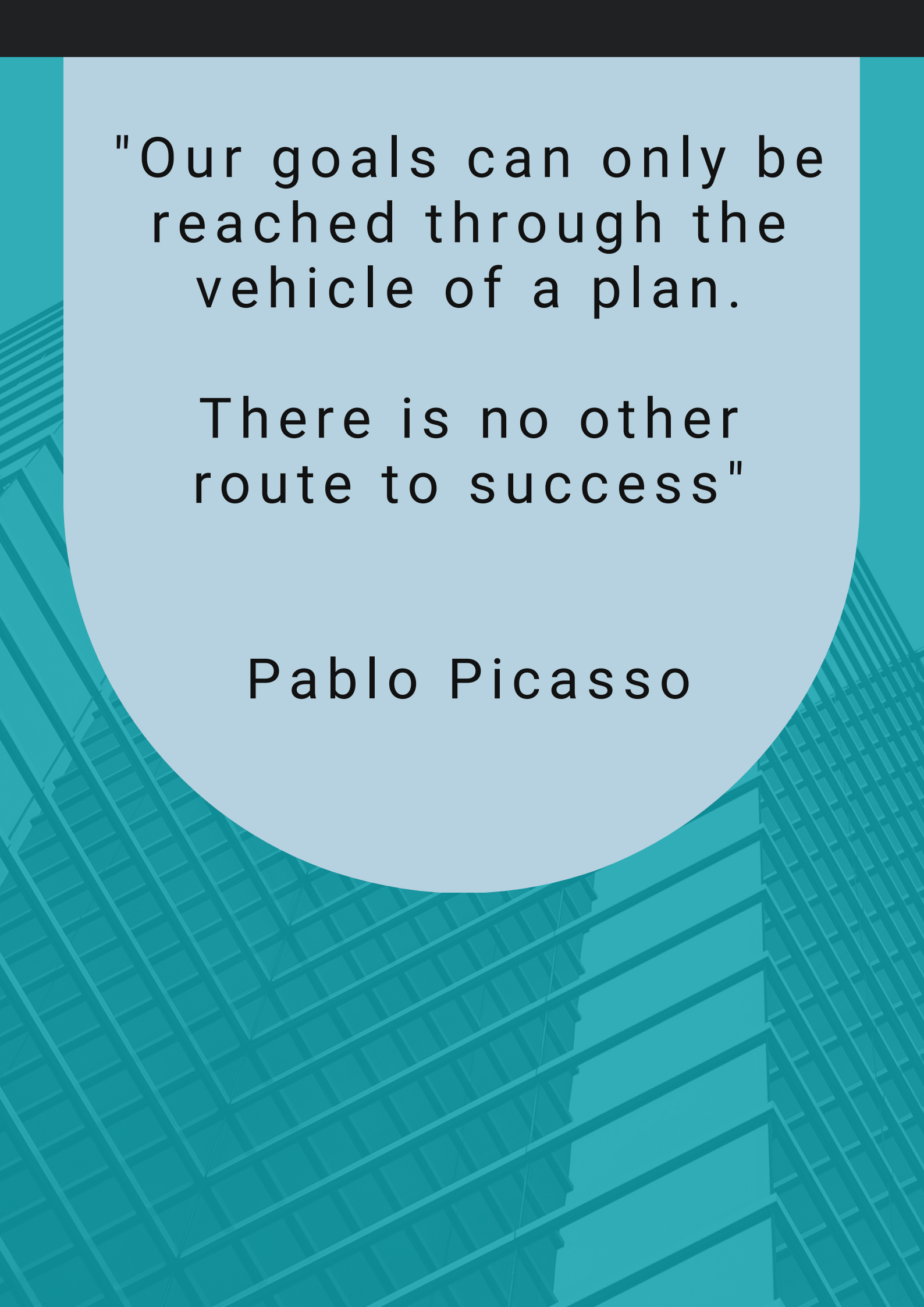
ADDITIONAL SERVICES

Our experience at Green Cross Global has shown us that the wellbeing of all can be impacted by multiple factors.

That is why we have specialist teams that can support the healthy workplace culture in fields such as:

- Neurodiversity
- Equity, Diversity & Inclusion
- Psychometrics
- Counselling and Therapy
- Mentally healthy buildings
- Wellbeing conversation software





"Our goals can only be
reached through the
vehicle of a plan.

There is no other
route to success"

Pablo Picasso



Contact:

**Salusphere Global Limited
International House
307 Cotton Exchange, Old Hall
Street, Liverpool
L3 9LQ**

**Email:
info@salusphereglobal.com
Phone: 0330 122 7179**



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