

The Time: 0930hrs

The Place: the board Room Brunswick House



The Event: SAMH Managing Mental Health @ Work Pilot Training Session

The Audience: Standard Life; Tesco Bank; RBS Mentor; Donaldson's Timber; Lindsay's Solicitors; Tods Murray; Rock the Boat; RESPONSE, Scottish Enterprise and DLA Piper

Introduction

On the 16th June 2011, we ran a pilot training session of our new Managing Mental Health at Work course to an audience of private sector organisations. The purpose of the session was to test our new product on commercial organisations, obtain feedback and, if possible, testimonials which would help us to market this training product more widely. The course takes a practical approach to identify the role and responsibility that a manager has in supporting their employees' wellbeing, including:



Delegates & Trainer Caron Duffus

- The Equality Act 2010
- Definitions of Mental Health and Mental Health Problems
- How and when to support
- Managing mental health at work using practical case studies
- Employers' duties



Trainer Caron Duffus in discussion with Fraser Murray of Rock the Boat Consulting

We were delighted that we had such a positive response and level of interest from a number of significant organisations. Our recent research "What's it Worth, Now?" Clearly demonstrates the social and economic impact of mental health problems in Scotland to the tune of £10.7 billion per year. Focussing on work, the costs to employers are £2b per year. So it is easy to see that it makes good business sense for organisations to address the issues of mental health related sick absence and also Presenteeism.

The SAMH course is designed for managers. It is an informative and practical course which has been designed based on our own experience as and employer of 750 staff, 40% of whom have declared a past or present mental health problem. We have already trained all of our SAMH managers (all 100 of them) but we needed to check how the messaging would be received by a private sector audience.

Feedback

On the whole feedback was very positive and constructive. Here are some quotes from delegates:

"Like the combination of theory and case studies which makes it enjoyable".

"Very good concise training"



Delegates networking

“A case study that demonstrated improved worker engagement or less absence as a result of a successful mental health or wellbeing programme would have been useful”.

“Broaden out to industry best practice rather than just what SAMH do”.

“Increased instances of absence due to stress, anxiety so need to address the issues specifically”.

“Commendable sessions in raising awareness on an important topic that both employers and employees will benefit from in the workplace”

I think the social and economic benefits could have been highlighted earlier on in the day..”

“Statistics like 1 in 4 were really useful and liked the flexibility of approach to dealing with issues”

“In afternoon there needs to be much more interaction – engagement with the audience”.

“Overall an excellent days training. Well balanced between presentation and interactive case studies. Would be of particular benefit to line managers or SMEs with smaller HR functions”.

“An informative session with realistic examples, this is the kind of training environment that would certainly be of benefit to line managers within my company”.

“Overall – very enjoyable, presenters very good at their job and very approachable”.

All feedback received was valuable and we have taken account of all of it. We will discuss with organisations what their specific business requirements are and tailor the product as appropriate for their own organisation’s perspective. We will need to engage professional trainers to support us in the delivery of the course as we already are speaking to a number of organisations about delivering to their managers.



Director of HR Judith Mackinnon & Russell Corlett of RBS

Would I recommend taking this approach to testing the market on such a face to face basis? Yes I would – you are putting yourself, your organisation and your product on the line, but if you truly want to deliver what the customer wants, then you’ve got to listen to what they tell you.

Judith Mackinnon

Director of HR and National Programme Development, SAMH

1st July 2011