



Mental illness costs UK businesses approximately £35 billion every year.

OUR SERVICES AND APPROACH  
TO WELLBEING

OUR LEARNING SOLUTIONS  
IN MORE DETAIL

WELLBEING AWARENESS  
CALENDAR 2020

# HOW CAN YOU IMPROVE MENTAL HEALTH AND EMPLOYEE WELLBEING?

## ENHANCE YOUR KNOWLEDGE WITH SGS CONSULTANCY AND LEARNING SOLUTIONS

SGS ACADEMY

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SGS

# OUR SERVICES AND APPROACH TO WELLBEING

Wellbeing in the workplace may not be the first thing that comes to mind when formulating a strategy for effective business management, however, your employees are your biggest asset. In an increasingly volatile and uncertain global market, that can prove challenging for even the most experienced to navigate; employees health, both physical and mental, should be top of the agenda for any organization.

With demand high and resources often limited, there is a considerable amount of pressure on first line managers, health & safety managers and human resources teams to support colleagues in areas such as mental health, with little knowledge or experience to address examples both effectively and with the necessary longevity to produce measurable impact and ROI to the business.

The most common causes of sickness absence for our country's workforce are depression, stress and anxiety. Mental illness costs UK businesses around £35 billion every year, which equates to £10.6 billion lost to sickness absence, £21.2 billion in reduced productivity and £3.1 billion in substituting staff members who vacate their roles due to mental illness.\*

Managers play a key role in maintaining the mental health of their colleagues; it is vital they feel confident and empowered to support their teams if they are to effectively discharge their duty of care and maintain productivity. It is equally as important that emphasis also be placed at an individual level and that colleagues are provided with the necessary skills they need to maintain their own wellbeing both at home and in the workplace.

Aside from improved attendance, increased motivation levels and higher rates of productivity, investing in your workforce's wellbeing significantly reduces absenteeism and regular short-term sickness absence. In short, investing in the health of your colleagues is a direct investment in your business.

We have designed a range of services with your business in mind and have a team of experienced, fully qualified consultants who excel in specialist fields, including wellbeing, nutrition and mental health.

*\*MHFA England*

## WE FOCUS ON THREE KEY LEVELS:

### I. CORPORATE

Culture, engagement and business strategy



### II. MANAGEMENT

First Line Managers and the Senior Leadership Team



### III. INDIVIDUAL

Personal wellbeing both at home and in the workplace



# I. CORPORATE



Investment in employee wellbeing is gaining momentum in the workplace, not least because of the improved levels of engagement, morale and productivity that come as a result.

**IT IS TRUE, CREATING A CULTURE OF ORGANIZATIONAL WELLBEING CAN BE CHALLENGING. HOWEVER, WITH OUR STRATEGIC, HOLISTIC AND TAILORED CONSULTANCY, YOU CAN:**

- Reduce costs associated with sickness absence and presenteeism
- Increase employee engagement and productivity
- Improve employee psychological wellbeing
- Develop leaders who foster a sense of wellbeing with their teams
- Develop an organization that upholds a culture of wellbeing and who can more effectively manage organizational pressures and challenges

**WORKING WITH YOU, WE ARE ABLE TO ACHIEVE THIS BY APPLYING EVIDENCE-BASED SOLUTIONS TO:**

- Develop a tailored wellbeing strategy
- Select initiatives that complement your culture and values
- Train employees to become more emotionally resilient and so cope better with pressure
- Create an environment that facilitates good physical and mental health and employee engagement

**THE SERVICES WE PROVIDE ARE BESPOKE AND DESIGNED WITH YOU TO ENSURE THAT YOUR STRATEGIC OBJECTIVES ARE MET AND CUSTOMER SATISFACTION REMAINS HIGH.**

**SENIOR MANAGEMENT SEMINARS AVAILABLE:**

- Implementation of a wellbeing strategy that impacts on people and profit
- Initiating cultural change that facilitates high levels of wellbeing, engagement and productivity
- Emotionally intelligent leadership



## II. MANAGEMENT



Managers play a key role in maintaining the mental health of their colleagues; it is vital they feel empowered to support their teams if they are to effectively discharge their duty of care and maintain productivity. Leaders need to be confident in minimizing risk and enhancing the wellbeing and satisfaction of their employees at work. Gaining an understanding of work pressures and demands, the early warning signs of increased vulnerability and learning how to understand and manage significant life events are skills that are paramount to creating a positive team environment. Managers are, after all, the 'first line' when colleagues need support.

### WORKSHOPS AND SEMINARS AVAILABLE:

- Thriving not Surviving: Cognitive Skills for Leaders
- Managing Mental Health in the Workplace
- Resilient Leadership

## III. INDIVIDUAL

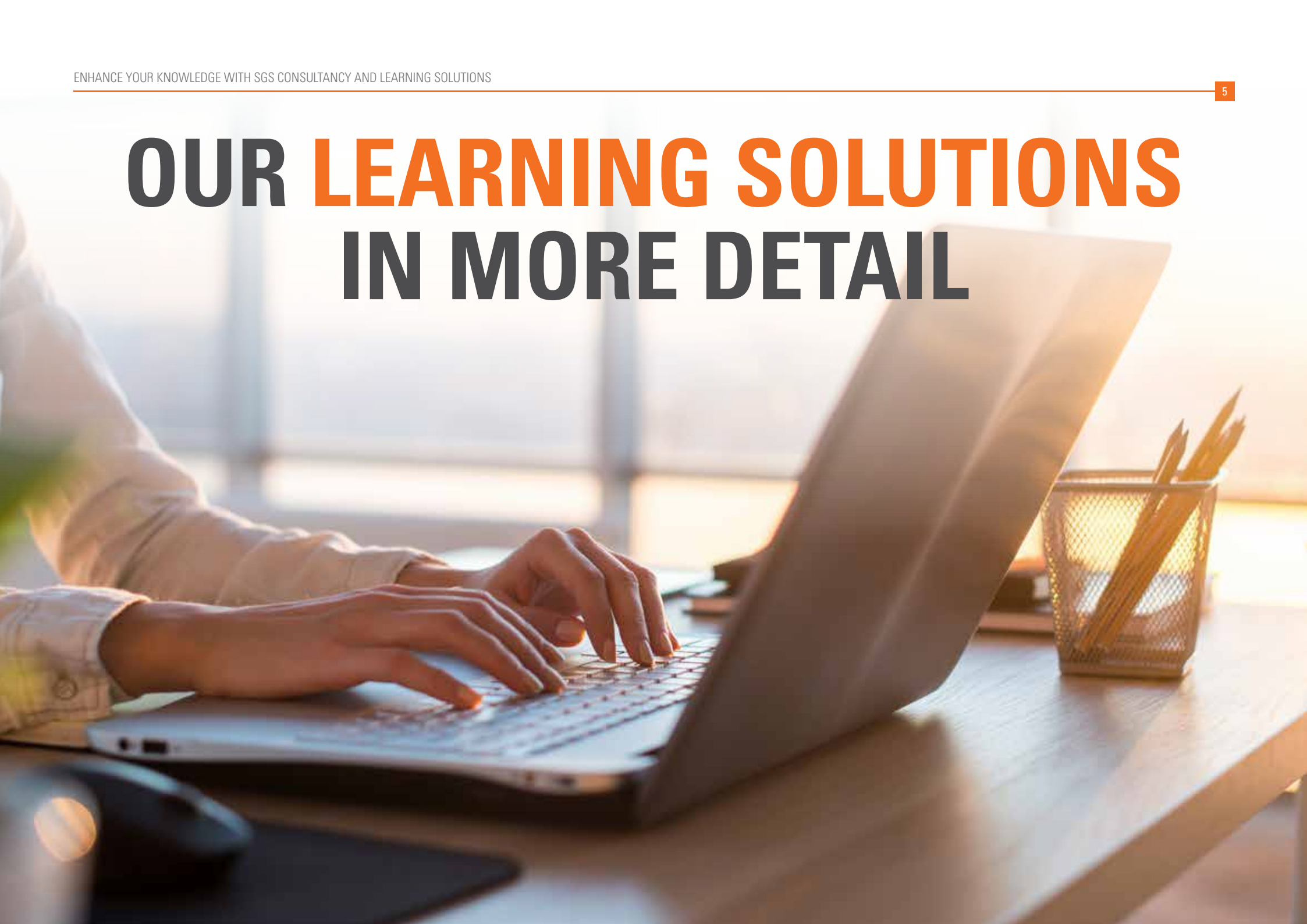


It is equally important that emphasis is placed at an individual level; providing colleagues with the necessary skills they need to maintain their own wellbeing both at home and in the workplace. The courses outlined are open to everyone, regardless of seniority.

### WORKSHOPS AND SEMINARS AVAILABLE:

- Building Emotional Resilience
- Looking After Your Mental Health
- Mental Health First Aid (in partnership with St John Ambulance)
- Mental Health Champions (in partnership with St John Ambulance)

# OUR **LEARNING SOLUTIONS** IN MORE DETAIL



# I. CORPORATE - INTERACTIVE CONSULTANCY SOLUTIONS



## INITIATING CULTURAL CHANGE; TO FACILITATE HIGH LEVELS OF WELLBEING, ENGAGEMENT AND PRODUCTIVITY

Organizational cultures can often be the last source of competitive advantage and some cultures are more likely to facilitate high levels of productivity than others, e.g. those where wellbeing and engagement are viewed as being interdependent and where they are a key consideration in day-to-day organizational life. So, is your organizational culture driving high levels of engagement, wellbeing and productivity or could it be doing better?

In this workshop we will look at the key cultural drivers of productivity, engagement and wellbeing. We will look at which of these drivers are already working well for you and which ones need to be further developed to ensure that your culture is driving success for your organization.



## IMPLEMENTATION OF A WELLBEING STRATEGY THAT IMPACTS ON PEOPLE AND PROFIT

Many organizations invest in wellbeing, but they tend to take a 'pick-and-mix' approach where they have for example, mindfulness sessions at lunchtime, deals on gym membership and perhaps a counselling service. This type of approach is better than doing nothing, but it is unlikely to result in any bottom line savings or a return on the investment.

In this workshop, we will look at developing a wellbeing strategy for your organization to ensure that your wellbeing spend is targeted appropriately so that it has an impact on productivity, i.e. reducing sickness absenteeism and presenteeism whilst facilitating higher levels of engagement. This will help ensure that wellbeing investment generates a good return and has a positive impact on both people and profit.



## EMOTIONALLY INTELLIGENT LEADERSHIP

Emotional intelligence describes a group of skills that have been found to be key to good leadership. There is emerging research suggesting that emotional intelligence is associated with higher performance across a range of industries. Successful leaders need to be able to motivate and engage their teams and, more importantly, sustain that enthusiasm during difficult times.

Emotional intelligence enables leaders to not only tune into the emotional temperature of their teams and colleagues but also to positively influence the emotional atmosphere and build strong business relationships and a positive environment. Emotional intelligence also helps leaders undertake the most difficult workplace conversations with tact and sensitivity.

In this workshop we will explore what emotional intelligence is and why it matters. We will use Goleman's EI framework to explore the different facets of emotional intelligence and what they mean in practice. This interactive workshop will help participants review their existing emotional intelligence and identify which aspects they need to further build in order to strengthen their overall leadership capability.



## II. MANAGEMENT - THRIVING NOT SURVIVING: COGNITIVE SKILLS FOR LEADERS



Everyone feels the effects of workplace pressures but what sets successful leaders apart is the coping mechanisms they have in place to effectively thrive. This course uses emerging evidence from neuroscience; mental toughness, growth mindset and positive psychology to provide leaders with the tools they need to acquire the right mindset that will help them sustain high performance in pressured environments and be at the top of their game.

This one-day programme is aimed at leaders who need to sustain high performance in pressured environments.

### COURSE AIMS:

#### TO PROVIDE LEADERS WITH THE TOOLS TO FEEL:

- In control and optimistic during challenging times
- Focused and determined
- Confident in making business decisions
- A strong conviction in their ability to succeed
- Mentally tough

### COURSE OVERVIEW:

#### THE IMPORTANCE OF EFFORT AND DISCIPLINE

- Acquiring a mindset for high performance
- Using neuroscience to train your brain for success
- Targeting effort where it can have maximum impact
- Creating disciplined habits for maximum performance

#### CAST-IRON CONFIDENCE

- Recognizing what impacts on our confidence
- Encouraging an internal center of control
- Improving problem-solving strategies
- Challenging those illogical beliefs that may hold us back

#### POSITIVE CHALLENGE

- Understanding our personal attitudes to failure and where flawed logic creeps in
- Learning to learn from all situations
- Reviewing how to stretch ourselves further and optimize our performance
- Recognizing the importance of stickability and how it contributes to success

#### RESILIENT AND TOUGH

- The mind game and mental toughness
- Improving our focus and sense of control
- Resilient thinking through conquering evolution
- Why finding golden nuggets and purpose help keep us focused and sane

## II. MANAGEMENT - INTRODUCTION TO MENTAL HEALTH AND WELLBEING FOR HEALTH AND SAFETY MANAGERS



Traditionally, the Health and Safety profession focused on the physical risks to health and safety at work. Modern day life, however, has become increasingly complex and there are now a whole raft of additional health and safety risks that have to be considered. These are the psychosocial risks that can impact positively or negatively on the mental health and wellbeing of employees. As a result, Health and Safety Managers are becoming increasingly involved in driving mental health and wellbeing strategies within their organizations.

### COURSE AIMS:

In this course, we aim to raise awareness of psychosocial factors and how they can be effectively identified, monitored and managed in order to promote high levels of mental wellbeing, avoid a negative impact and continuously improve the overall health and safety Management within your organization.

This one-day course is aimed at Health and Safety Managers looking to evolve their management systems to put employee wellbeing at the forefront of their health and safety strategy.

### COURSE OVERVIEW:

**THIS INTERACTIVE COURSE IS DESIGNED TO PROVIDE A PRACTICAL APPROACH TO UNDERSTANDING AND MANAGING MENTAL HEALTH AND WELLBEING IN THE WORKPLACE, AND WILL INCLUDE:**

- What do we mean by mental health/wellbeing and how does it link to physical health?
- Why is it important to manage mental health/wellbeing in organizational settings?
- What are the psychosocial risk factors that we need to pay attention to?
- How can we identify and monitor psychosocial risks in organizations?
- Tips and techniques for managing psychosocial risks on an organization-wide basis
- Working with organizational stakeholders to minimise psychosocial risks and their impact on mental health/wellbeing



## II. MANAGEMENT - MANAGING MENTAL HEALTH IN THE WORKPLACE



Managing employee wellbeing in the workplace is a crucial skill for line managers. They also create the team environment, which has an impact on the extent to which individuals feel comfortable talking about mental health issues and the extent to which they will seek help. Early recognition, good management and knowing what practical steps to take can mean that employees get the support they need and minimize negative impact to the business.

This one-day programme is aimed at line managers from any sector. This course will include a practical application within your organization's own work settings.

### COURSE AIMS:

#### TO PROVIDE LEADERS WITH THE TOOLS TO:

- Understand the impact that mental health conditions have on the workplace
- Learn how to identify the signs and symptoms that indicate a colleague may be experiencing a mental health problem
- Learn how to hold a supportive conversation and signpost a colleague to the appropriate support
- Learn how to use adjustments to maintain a colleague in the workplace or facilitate a return to work
- Understand how to get the right support from Occupational Health

### COURSE OVERVIEW:

#### UNDERSTANDING THE IMPACT OF REDUCED MENTAL HEALTH

- Understanding common mental health problems and the impact they have on people and productivity
- Understanding the relationship between stress and mental health conditions
- The cost of not managing mental health effectively in the workplace

#### SPOTTING THE EARLY WARNING SIGNS

- Signs and symptoms of reduced mental health visible in the workplace
- How to hold a supportive conversation
- Signposting someone to professional services
- Getting support for yourself

#### FACILITATING A RETURN TO WORK

- Understanding what adjustments are reasonable
- Managing absences and keeping in touch
- Using WARPS (Wellness Action Recovery Plans)
- Exploring barriers to a return to work
- Managing supported returns to work

#### GETTING THE BEST ADVICE FROM OCCUPATIONAL HEALTH

- Understanding and being aware of the support available
- Providing the right information
- Asking the right questions



## II. MANAGEMENT - RESILIENT LEADERSHIP



This is an interactive course aimed at giving participants a greater understanding of the nature of resilience and how to further develop it for themselves and their teams. The earlier part of the day encourages leaders to reflect on their own emotional resilience and the latter part of the day is spent looking at what resilient leadership looks like and what behaviours and attitudes are necessary to facilitate team resilience.

This one-day programme provides participants with a pick-and-mix offering of tools/techniques that they can take away and use for their own benefit and that of their team members.

### COURSE AIMS:

Understand the impact that emotional resilience has on productivity and the relationship between pressure, performance, engagement and resilience

- Understanding the nature of resilience and its components
- Practical tools and techniques to further develop their own resilience
- Understand the factors that characterize a resilient team
- Insight into the leadership behaviours and attitudes necessary to create and maintain a resilient team culture

### COURSE OVERVIEW:

#### BECOMING RESILIENT

- Introduction to the relationship between pressure and performance
- Looking at workplace pressures
- What is resilience?
- Tools and techniques to build your own emotional resilience
- Avoiding amygdala hijacks
- Using resilience when under pressure
- Supporting each other

#### RESILIENT LEADERSHIP

- What is a resilient team and what are the benefits?
- Workplace pressures and required leadership behaviours/attitudes
- Creating a resilient team culture
- Recognizing individual differences
- Balancing challenge and support



### III. INDIVIDUAL - EMOTIONAL RESILIENCE

Higher levels of emotional resilience help us not only cope better with life's curve balls but also to experience higher levels of psychological and physical wellbeing, whilst coping. We all start our lives with a degree of emotional resilience but regardless of whether it is high or low, we can all improve and further develop our emotional resilience.

This one-day programme is aimed at colleagues at all levels of the business.

#### COURSE AIMS:

- An understanding of the relationship between pressure, performance, engagement and resilience
- Gain a better understanding of the nature of resilience and its components
- Learn about and practise a range of tools and techniques to further develop their own emotional resilience
- Increased self-awareness and the ability to more effectively manage pressures

#### COURSE OVERVIEW:

- An introduction to the relationship between pressure and performance, linked to the cognitive and physical experience of stress
- What are the foundations of emotional resilience and how deep are your foundations?
- What is emotional resilience?
- Tools and techniques to build your own emotional resilience:
  - Cognitive reframing
  - Resilience prescription
  - Building better habits
- Avoiding amygdala hijacks
- Using resilience when under pressure

## III. INDIVIDUAL - LOOKING AFTER YOUR MENTAL HEALTH



Everyone feels the effects of workplace pressures but if they are not managed well, they can have a negative and long-term impact on your health. Learning to manage pressure can help maintain your overall wellbeing.

This one-day programme highlights how learning to manage pressure can help maintain your overall wellbeing.

### COURSE AIMS:

- Learn about the difference between stress and mental health conditions
- Gain a better understanding of mental health and why it matters
- Identify key stressors and learn some techniques to manage your own mental health
- Learn about supporting a colleague with a common mental health condition
- Learn about support available within your organization

### COURSE OVERVIEW:

#### INTRODUCTION TO MENTAL HEALTH

- Mental health is a sliding scale
- Prevalence of common mental health problems
- The impact of poor mental health

#### UNDERSTANDING COMMON MENTAL HEALTH CONDITIONS

- Understanding depression, anxiety, stress and the relationship between them
- Symptoms visible in the workplace

#### WHO HAS RESPONSIBILITY FOR MANAGING MENTAL HEALTH IN YOUR ORGANIZATION?

- Everyone has a role to play
- Learning how to protect your own mental health
- Learning some helpful techniques

#### HOW TO SUPPORT A COLLEAGUE

- Knowing what to do
- Knowing where to go for help and support

#### THE ROLE OF OCCUPATIONAL HEALTH

- What support is available to me?



### III. INDIVIDUAL - MENTAL HEALTH FIRST AID



Offered in partnership with St John Ambulance, Mental Health First Aid is a nationally recognized two-day (12 hours) training course. The training has been designed to provide a better understanding of mental health and how to offer early intervention to others. Sessions will be a mix of presentation, group discussions and group work activities. Our instructors provide a very safe learning environment and are trained to support you throughout the whole course.

You will receive a Mental Health First Aid manual that you can take away with you at the end of the course and also a certificate from MHFA England to say you are now a Mental Health First Aider.

#### WHO SHOULD ATTEND?

This course is suitable for those who want to gain the necessary skills to have a non-judgmental conversation, recognize the signs and symptoms of common workplace mental health issues and effectively guide a person towards the right support.

#### COURSE OVERVIEW:

##### FOUR MAIN AREAS OF FOCUS:

- What is mental health?
- Suicide
- Anxiety and depression
- Psychosis

#### IN EACH SECTION YOU WILL LEARN HOW TO:

- Spot the early signs of a mental health problem
- Feel confident helping someone 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
- Guide someone towards the right support
- Reduce the stigma of mental health problems

#### CERTIFICATION:

On completion of this course, delegates will receive a Mental Health First Aid certificate.

## III. INDIVIDUAL - MENTAL HEALTH WORKPLACE CHAMPION



Developed by Mental Health First Aid England and delivered in partnership with St John Ambulance, this one-day course qualifies delegates as Mental Health First Aid Champions. Delegates will gain an understanding of common mental health illnesses and be given the confidence to promote mental health awareness. The course gives delegates the ability to spot signs of mental ill health and the skills to support positive wellbeing for themselves and others.

### WHO SHOULD ATTEND?

This course is suitable for those who want to gain a greater awareness of workplace mental health, to detect early symptoms of common mental health illnesses and the skills to support their own and others' positive wellbeing.

### COURSE OVERVIEW:

- About Mental Health First Aid
- About mental health and stress in the workplace
- Stigma and discrimination
- Depression and anxiety disorders
- Other mental health issues (eating disorders, self-harm, psychosis)
- Early warning signs of mental ill health
- Alcohol, drugs and mental health
- Applying the Mental Health First Aid action plan
- Suicide
- Recovery
- Building a mentally healthy workplace
- Action planning for using MHFA

### CERTIFICATION:

On completion of this course, delegates will receive a Mental Health First Aid Champion certificate.



# WELLBEING AWARENESS CALENDAR 2020

## JANUARY

1-31 DRY JANUARY  
13-20 NATIONAL OBESITY AWARENESS  
14 STIQ DAY

## FEBRUARY

1-29 NATIONAL HEART MONTH  
4 WORLD CANCER DAY  
6 TIME TO TALK DAY  
17-23 OCD WEEK OF ACTION

## MARCH

1-31 OVARIAN AND PROSTATE CANCER AWARENESS MONTH  
11 NO SMOKING DAY  
13 WORLD SLEEP DAY  
16-22 NUTRITION AND HYDRATION WEEK

## APRIL

1-30 STRESS AWARENESS MONTH  
3 WALK TO WORK DAY  
7 WORLD HEALTH DAY  
24 ON YOUR FEET BRITAIN

## MAY

1-31 NATIONAL WALKING MONTH  
11-17 NATIONAL VEGETARIAN WEEK  
18-24 MENTAL HEALTH AWARENESS WEEK  
18-24 LEARNING AT WORK WEEK  
31 WORLD NO TOBACCO DAY  
31 WORLD MEDITATION DAY

## JUNE

8-14 BRITISH NUTRITION FOUNDATION (BNF) HEALTHY EATING WEEK  
14 WORLD BLOOD DONOR DAY  
15-21 MEN'S HEALTH WEEK  
TBC MASSAGE AT WORK WEEK

## JULY

1-31 TALK TO US (SAMARITANS)  
2-8 HEALTH INFORMATION WEEK  
28 WORLD HEPATITIS DAY

## AUGUST

1-7 WORLD BREASTFEEDING WEEK  
8 CYCLE TO WORK DAY

## SEPTEMBER

2-8 ORGAN DONATION WEEK  
7-11 KNOW YOUR NUMBERS WEEK  
10 WORLD SUICIDE PREVENTION DAY

## OCTOBER

1-31 NATIONAL CHOLESTEROL MONTH  
1-31 GO SOBER FOR OCTOBER  
10 WORLD MENTAL HEALTH DAY  
12-16 NATIONAL WORK LIFE WEEK  
16 WORLD FOOD DAY

## NOVEMBER

1-31 MOVEMBER  
4 NATIONAL STRESS AWARENESS DAY  
TBC ALCOHOL AWARENESS WEEK

## DECEMBER

1 WORLD AIDS DAY  
TBC ANGER AWARENESS WEEK

WHAT DO YOU DO IN YOUR ORGANIZATION TO HIGHLIGHT WELLBEING, RAISE AWARENESS AND SUPPORT COLLEAGUES EACH YEAR?

## ABOUT SGS ACADEMY

Transforming people and businesses with worldwide centers of excellence to meet your global and local training needs, SGS Academy offers the very best in professional development training and customized training solutions. Unrivalled experience and expertise, combined with SGS's unique global reach ensures that clients benefit from consistent training and development at every level of their organization – anywhere in the world.

## WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognized as the global benchmark for quality and integrity. With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

We are constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed. We have a history of undertaking and successfully executing large-scale, complex international projects. With a presence in every single region around the globe, our people speak the language and understand the culture of the local market, and operate globally in a consistent, reliable and effective manner.

## CONTACT SGS ACADEMY

To know more about our training and consultancy solutions contact us today.



[ukacademy@sgs.com](mailto:ukacademy@sgs.com)



t: +44 (0) 1276 697777  
f: +44 (0) 1276 697696



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WHEN YOU NEED TO BE SURE

SGS