

WORKING WELL

Creating positive environments for mental wellbeing – the what, why and how

Facilitator Guide



Background

The Mental Health Foundation's Working Well Workshops provide organisations with the know-how to start creating a culture that enhances and protects their people's mental health. By doing this, mental health will become a resource that leads to positive outcomes for employees, enhancing their performance and producing better results for businesses. These workshops provide practical information and tips to improve and maintain wellbeing at individual, team and organisational levels with a focus on creating psychologically healthy people and environments. The two workshops are:

Workshop 1:

Creating positive environments for wellbeing – the what, why and how

Workshop 2:

Enhancing mental wellbeing – Five Ways to Wellbeing at Work

This Facilitator Guide for Workshop 1 will enable you to facilitate this two-hour session within your organisation with confidence.

The objectives for this workshop are to:

- Understand what is mental health and wellbeing
- Understand why it's important to think about wellbeing at work
- Learn what we need to be thinking about to create a positive work environment for positive mental wellbeing
- Learn practical things we can do within workplaces to create this wellbeing culture

Suggested process

To competently facilitate this twohour session, you will have:

1. Learnt and fully digested the Facilitator Guides (plus added in your own stories and examples)
2. Presented the beginning of the workshop (including any parts that you find challenging) to a colleague and gained feedback
3. Co-facilitated the workshop and gained feedback from your co-facilitator and participants

Outcomes

By completing this workshop your participants will be able to:

- Understand mental health and wellbeing
- Understand why it's important to think about wellbeing at work
- Learn about what we need to be thinking about to create a positive work environment for positive mental wellbeing
- Learn practical things we can do within workplaces to create this wellbeing culture

Principles

The guiding principles for this session are:

- One facilitator to eight participants
- All participants are in a safe, friendly and open environment
- The facilitator models the behaviours of a mentally well culture
- Highly interactive and discussion based
- Participants are encouraged to attend Workshop 2 to further their understanding

Resources needed for this workshop

You will need to pack:

- Your laptop loaded with the PowerPoint slides
- This Facilitator Guide
- PowerPoint slides
- Working Well Guide
- 4 coloured whiteboard pens
- 2 large clips for holding paper
(on flipcharts where the screws are not working well)
- 2 full sets of flipchart paper
- Pens and pads for participants
- 1 pack of Blu-Tack
- Large Post-it notes
- Felt pens
- Participant name tags
- Positive work environments matrix
- Policy and processes matrix
- Conversation starter cards
- Team discussions worksheet
- Role play scenario

Handouts

1. Fact sheets
 - a. Mental health and wellbeing definitions
 - b. Understanding mental health and wellbeing
 - c. The business case for wellbeing
 - d. How work impacts mental health
 - e. Positive work environments
 - f. Resources list
2. Evaluating success
3. Workshop evaluation

Top tips for facilitators

Enjoyment heightens retention

Keep tone and manner neutral to positive throughout the session, allow people to talk and share stories, work in groups and use a variety of resources.

Involvement and discussion is key

Involving participants regularly in the information and giving them information to stimulate thinking makes a facilitation more memorable.

Be neutral and supportive

Role model the leadership skills and competencies you would like to see in the organisation.

Key values to keep in mind while running these workshops

Whanaungatanga – getting people to connect with each other to build trust, strengthen relationships and build understanding.

Manākitanga – ensuring that the space is safe and supportive. This is about being a good host and showing that participants are valued.

Rangitiratanga – respectful relationships that are mana enhancing and value diversity.

You don't have to have all the answers

These workshops are designed to explore together what good mental wellbeing looks like for individuals and in workplaces. There is no one size fits all. Use tools like 'parking' questions that you don't know the answer too.

Model listening non-judgementally

People need to feel safe to participate fully and to get things wrong without judgement. There is a lot of stigma and misinformation around mental health and distress and you need to gently guide people through this.

Provide relevant workplace and community support information

Compile a list of what support your workplace offers staff and any local support services you would recommend, e.g. Employee Assistance Programme.

Facilitator: *A facilitator is someone responsible for creating a positive atmosphere for the wellbeing message, clearly communicating the concepts so they are understood and memorable plus role modelling behaviours that support wellbeing focused organisational culture*

Participant: *Someone attending a workshop session*

Slide	Timing (mins)	Topic	Page
1 & 2	5	Opening Karakia & introductions	5
3	5	What you will get out of today	7
4	10	What is mental wellbeing and what is a positive environment?	8
5	5	Mental health and mental wellbeing	9
6	2	Feeling good, functioning well, strong social connections	11
7	5	Why is it important for us to think about mental wellbeing at work?	11
8	15	Positive work environments	12
9	2	Key elements for creating positive environments	14
10	5	Leadership commitment	14
11	2	Encourage communication around mental wellbeing	15
12	10	One-on-one discussions	15
13	15	Team discussions	16
14	3	How do we have a conversation when someone might be struggling?	18
15	10	How could you start the conversation?	19
16	10	Policy and processes to support mental wellbeing	21
17	5	Evaluating and reviewing	22
18	5	Reviewing workshop goals	23
19 & 20	2	Other resources that are available	23
21	2	Closing Karakia	24

Time: 5 minutes



Karakia

Whakataka te hau ki te uru,
Whakataka te hau ki te tonga.
Kia mākinakina ki uta,
Kia mātaratara ki tai.
E hī ake ana te atākura he tio,
he huka, he hauhunga.
Haumi e! Hui e! Tāiki e!

Get ready for the westerly
and be prepared for the southerly.
It will be icy cold inland,
and icy cold on the shore.
May the dawn rise red-tipped on ice,
on snow, on frost.
Join! Gather! Intertwine!

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Opening Karakia & introductions

Thank you for being here today.

It is great to spend time with you discussing “Creating positive environments for mental wellbeing – the what, why and how” at *(insert organisation name)*.

I am *(insert name)* from *(insert organisation)*.

(Introduce co-facilitator and any other people helping to lead the session)

(Insert credibility statement – brief background of relevant experience to facilitate this session)

Housekeeping

Health and safety of the building.

Location of bathrooms, kitchen facilities.

Tea, coffee and water, timekeeping.

Importance of being back from breaks on time.

You will get a chance to introduce yourselves shortly.

To give us time to get into the right mind-set let’s start with...

Opening Karakia:

(Thank participants for allowing us to start our workshop with acknowledging elements in our universe to be present and to support our learning today)

(Choose one of the choices below or a karakia you prefer)

Opening**– He Karakia Timatanga**

Whakataka te hau ki te uru,
Whakataka te hau ki te tonga.
Kia mākinakina ki uta,
Kia mātaratara ki tai.
E hī ake ana te atākura he tio,
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ice, on snow, on frost.
Join! Gather! Intertwine!

(Or you can begin the session in a way that is comfortable for you and your participants e.g. a breathing exercise)

Opening and closing**– He Karakia Timatanga me te Whakakapi Kaupapa**

Kia tau ngā manaakitanga a te mea
ngaro
ki runga ki tēnā, ki tēnā o tātou
Kia mahea te hua mākihikihi
kia toi te kupu, toi te mana, toi te
aroha, toi te Reo Māori
kia tūturu, ka whakamaui kia tīna!
Tīna!
Hui e, Tāiki e!

Let the strength and life force of our
ancestors
Be with each and every one of us
Freeing our path from obstruction
So that our words, spiritual power,
love, and language are upheld;
Permanently fixed, established and
understood!
Forward together!

Begin with the option of a karakia (this is often said by Māori participants, although not necessarily so). The purpose of the karakia is fourfold:

- To welcome the spirit of our tūpuna (ancestors), to thank the great almighty god of the universe for the present day and what the day will bring for us.
- Karakia will also clear the workshop venue from all stress or bad vibes that people may feel when entering.
- Karakia is the blessing of good faith, sportsmanship, and support to engage and operate together as a team to achieve an outcome that will succeed for everyone.
- Karakia also acknowledges all who attend the workshop.
- Ensure that any food is blessed prior to participants eating.
- At the end of the day, also close with a karakia.

Time: 5 minutes

What you will get out of today

- Understand
 - ✓ mental health and wellbeing
 - ✓ why it's important to think about wellbeing at work
- Learn
 - ✓ how to create an positive work environment
 - ✓ some practical things that you can do

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What you will get out of today

Here is our agenda for today:

1. Understand mental health and wellbeing.
2. Understand why it's important to think about wellbeing at work.
3. Learn what we need to be thinking about to create a positive work environment for positive mental wellbeing.
4. Learn some practical things we can do within workplaces to create this wellbeing culture.

How we will work together (ground rules)

Don't look at your phone or email. Please put your phone away and on silent. Try not to go back to your desk during breaks. Today is about taking time for you.

Respect what people bring. Feel free to share the great ideas you learn with other colleagues, but don't share other people's personal stories.

If anything difficult comes up for you in the workshop, please come and talk to us so we can help you find any support you need.

Expectations for today

What would you like to get out of today, or after seeing the topics for today's session? What questions would you like answered?

(Write up on the flipchart or whiteboard where ideas/comments can be visible throughout the workshop)

(Some examples of what people may come up with are:

- *How do we start to talk about mental health and mental wellbeing in our workplace?*
- *How do we manage someone who is struggling?*
- *What do I do if someone has a mental health problem?*
- *What support is available?)*

Whiteboard/paper & pens.

Writing up and recording participant answers allows you to find out what people are expecting, clarify if this information will or won't be covered and give a sense that this will be an interactive session with input from them.

It can be referred back to at the end of the workshop or throughout to check back with participants if they feel the topic or question has been answered. Recording answers at this stage allows evaluation of your workshop and also helps identify topics staff may be interested in doing more work on in another workshop or receiving information on.

Slide 4

Activity/script

Facilitator notes/resources

Time: 10 minutes

What is mental wellbeing and what is a positive environment?

• What is mental wellbeing?

• What is one thing that can help to create a positive work environment?

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What is mental wellbeing and what is a positive environment?

Firstly, let's introduce ourselves and briefly talk about what mental wellbeing is, and how we can create a more positive working environment

(This is a chance for the group to introduce themselves to each other)

Activity

Set up:

Have two large pieces of paper up on a wall or whiteboard titled:

1. What is mental wellbeing?
2. What is one thing that can help to create a positive work environment?

(You want these to stay up for the workshop where they can be seen)

We want to get you thinking about what mental wellbeing is and just one thing you can do to create a positive work environment.

This helps us to start to develop a shared understanding of how we view mental wellbeing and some of the priorities different people may have in creating a positive work environment.

How we will do this exercise:

1. Spend a minute by yourself answering/writing on a Post-it note:
 - a. Name
 - b. Role
 - c. What you think mental wellbeing is?
 - d. What is one thing that can help to create a positive work environment?
2. Take a couple of minutes to do this now.
3. Now please introduce yourself (name & role) and tell us what you answered for each question. Put the Post-it note up on the relevant sheet when it is your turn.


If you have a very large group you may want to break up into groups and have each group run through the activity. Then have one person report back to the whole group.

2 large sheets titled:

- What is mental wellbeing.
- One thing that can help to create a positive work environment.

Post-it notes.

Felt tip pens.

Slide 4	Activity/script	Facilitator notes/resources
	<p><i>(Look at the Post-it notes and make some general comments about the differences and similarities and acknowledge that all of these are correct)</i></p> <p>We will all have a slightly different idea about what is important regarding mental wellbeing and positive work environments and today is about developing a general shared understanding of what they mean for our workplace.</p> <p><i>(Leave these answers on a wall or whiteboard for participants to see throughout the workshop)</i></p>	
Slide 5	Activity/script	Facilitator notes/resources
<p>Time: 5 minutes</p> 	<p>Mental health and mental wellbeing</p> <p>What do we mean when we talk about mental health and mental wellbeing?</p> <p>In pairs talk for two minutes about what you think about when you hear the term mental health.</p> <p><i>(Get each pair to report back after 2 minutes)</i></p> <p>Often when we think about mental health the first thing that comes to mind are mental health problems, but mental health and mental wellbeing are more than that.</p> <p>Definitions: <i>(Get participants to read through the ‘Mental health and wellbeing definitions’ fact sheet on their own)</i></p> <p>Mental health – mental health is more than the absence of illness. The World Health Organization (2014) defines mental health as “...a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.” Like physical health, we can all benefit from looking after our mental health.</p>	<p>Mental health and wellbeing definitions fact sheet.</p> <p>1 World Health Organization. (2016). Mental health: strengthening our response.</p> <p>2 Minds. (n.d.). Guide to employees: Wellness Action Plans (WAPS) – How to support your mental health at work.</p>

Mental wellbeing – (also known as ‘positive mental health’ and ‘flourishing’) mental wellbeing is more than the absence of mental illness and it is more than feeling happy. Someone with positive mental health and high wellbeing is feeling good, functioning well, has satisfaction with life, is developing as a person, and has strong relationships.

Poor mental health – poor mental health is a state of low mental wellbeing where your ability to cope with the day-to-day pressures of life, work productively or contribute to a community are impaired. A person’s ability to realise their potential is hampered because of impacts on their emotions and thinking and in turn their behaviours.

Mental health problems – (also known as mental distress or mental illness) we all have times when we struggle with our mental health, but mental health problems develop when these difficult experiences or feelings go on for a long time and affect our ability to enjoy and live our lives in the way we want to. You might receive a specific diagnosis from your doctor, or just feel more generally that you are experiencing poor mental health.

Resilience – resilience can be considered an individual character trait, a set of skills and learnings or as part of an emotional response; but resilience can also be considered a characteristic of communities. Resilience is the ability to spring back from and successfully adapt to adversity. An increasing body of research from the fields of psychology, psychiatry, and sociology shows that most people bounce back from risks, stress, crises, and trauma and experience life success.

Ask:

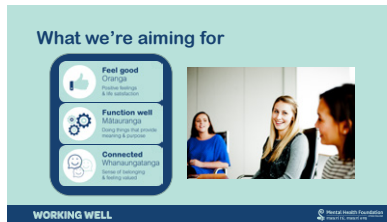
- What do you think of those definitions?
- Do you agree? Disagree?

Slide 6

Activity/script

Facilitator notes/resources

Time: 2 minutes



What we're aiming for

What we're aiming for is to feel good most of the time, be able to function well and to have strong social connections. When we have high levels of wellbeing, sometimes called flourishing, we also:

- Have better physical health and a longer life expectancy.
- Are more engaged and productive at work.
- Have stronger relationships.
- Have more sense of purpose in life.

Our wellbeing is influenced by a range of things including our genetics, what we've experienced, and the environments we live and work in.

It's also influenced by the choices we make, the actions we take and the way we think.

Slide 7

Activity/script

Facilitator notes/resources

Time: 5 minutes



The business case

Mental health problems are common with nearly one in two New Zealanders likely to meet the criteria for a mental illness at some time in their lives.

Like any health condition, mental health problems can affect a person's work and their experience of work.

Workplaces can do things that support their people to build resilience and have positive mental health.

It's good for people and business.

Workplaces have a legal responsibility under the Health and at Safety at Work Act 2015 to manage risks to people's mental health.

And if you think about it, most of us spend a significant amount of time at work, so it is important that we are in an environment that enhances mental wellbeing.

The business case for wellbeing fact sheet.

Time: 15 minutes



Positive work environments

A psychologically healthy workplace fosters employee health and wellbeing while enhancing organisational performance and productivity (American Psychological Association, 2016).

To do this well a workplace needs to create a culture that has:

1. A positive psychologically healthy organisational environment
2. A proactive, fair and empathetic approach to mental health concerns including mental illness in the workplace
3. Supporting employees to engage in activities that boost positive mental health and wellbeing

In simple terms this means that the workplace needs to be **safe, supportive** and **strengthen** mental wellbeing.

Let's explore what this might look like in our workplace.

Activity

Set up:

(Each person or group should have the matrix on a piece of paper to fill in)

In pairs (or small groups) discuss what you think we need to have a positive work environment that is safe, supportive and strengthens our mental wellbeing, and identify any barriers that may exist.

This will help us identify what we may already be doing well and where we can make improvements to support mental wellbeing at work.

Positive work environments matrix.

How:

In pairs or small groups:

1. Think about our work (how it is done, when and where and with who).
2. Think about what is needed in your experience for you to feel good, get the job done well and have supportive and positive relationships with your team.
3. You have 5 mins to have a look at the 'Positive work environments matrix' and discuss then write down some of the things our organisation needs (or is doing) to create positive work environments.
4. Then take 5 mins to talk about some of the challenges or barriers faced to achieving a mentally healthy workplace. And please write down these on the worksheet too.
5. Now, agree on one idea that might make the biggest difference to our workplace.
6. Allocate one person to speak about this idea.
7. Each group will then share back to the main group.


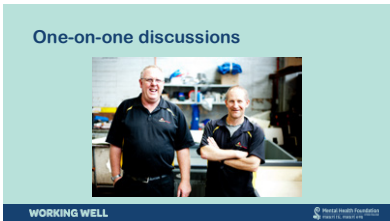
Reflection:

So we just need to build a culture that ensures this happens.

Simple right?

The reality is that we know creating or changing organisational culture is an ongoing process. It takes time. What we will be looking at today are some practical things that we can do to start creating the type of culture that will support people to flourish.

Slide 9	Activity/script	Facilitator notes/resources
<p>Time: 2 minutes</p> <div data-bbox="129 261 512 459"> <p>Key elements for creating positive environments</p> <ul style="list-style-type: none"> • Leadership commitment • Encourage communication • Policy and processes • Evaluating and reviewing </div> 	<p>Key elements for creating positive environments</p> <p>We're going to focus on the following elements:</p> <ul style="list-style-type: none"> • Leadership commitment. • Encourage conversations. • Policy and processes. • Evaluation and reviewing. 	<p>Positive work environments fact sheet.</p>
Slide 10	Activity/script	Facilitator notes/resources
<p>Time: 5 minutes</p> <div data-bbox="129 644 512 842"> <p>Leadership commitment</p> <ul style="list-style-type: none"> • Communicate • Model • Engage  </div>	<p>Leadership commitment</p> <p>Having clear leadership commitment and engagement is the most important factor in achieving a healthy workplace.</p> <p>Leaders and managers must set clear expectations regarding mental wellbeing and communicate and model the behaviours that support a positive workplace.</p> <p>It's important to assess what our leaders are saying, what they do, and how this is perceived by the team.</p> <p>It's a good idea to have a document that states this and is explicit around how our leadership shows commitment to positive mental wellbeing. <i>(Include your workplace leadership statement or commitment around mental wellbeing if you have one)</i></p> <p>This commitment is shown through leaders:</p> <ul style="list-style-type: none"> • Communicating the importance of mental wellbeing regularly. • Modelling psychologically safe and healthy behaviour. • Involving staff in creating and implementing wellbeing plans (leadership engaging in two-way conversations about mental health at work). 	<p>Positive work environments fact sheet.</p>

Slide 11	Activity/script	Facilitator notes/resources
<p>Time: 2 minutes</p> <p>Encourage communication around mental wellbeing</p> <ul style="list-style-type: none"> • One-on-one discussions • Team discussions • Conversations when someone is struggling 	<p>Encourage communication around mental wellbeing</p> <p>Leadership commitment and policy are important but without regular communication throughout our workplace about mental health and wellbeing, all that good intention won't end up as change or action.</p> <p>Communication about mental wellbeing needs to become part of everyday conversations at all levels of the organisation, as well as included in planning and team meetings. This makes it easier to identify arising issues and have conversations when things may not be going so well.</p>	
Slide 12	Activity/script	Facilitator notes/resources
<p>Time: 10 minutes</p> <p>One-on-one discussions</p> 	<p>One-on-one discussions</p> <p>Having conversations about wellbeing is a key part of supporting individuals in your team. Because this involves talking about what people think or feel about things, this can be tricky for some people. However if you practice and prioritise developing this skill it will become easier.</p> <ul style="list-style-type: none"> • Having conversations and checking in with people around their wellbeing is an important part of your role as a manager or team leader. • It is important to get comfortable with talking regularly so that you can address small issues before they become big ones. • To have good conversations about wellbeing it's important to practice so that you become confident in your ability, in the same way that you would strengthen a muscle through training. <p>Activity: Conversation circle</p> <p>Set up:</p> <ul style="list-style-type: none"> • In a moment I am going to ask you to find a partner. Once you have your pairs I need one of you to come up and grab a set of cards from me. You keep these face down for this activity. • Find a partner and collect your cards. <i>(Once they have settled)</i> 	<p>Conversation starter cards.</p>

Slide 12**Activity/script****Facilitator notes/resources**

- Now that you have a partner and one of you has the set of cards, I want you to take turns taking the top card and starting a conversation. Start the conversation by asking what is on the paper and take time to listen to the person's response. The listening is just as important as asking the question.
- When the bell sounds I'll get the person without the cards to move on and we will repeat the process a few times.

(Allow the pairs to share and move on 3 times)

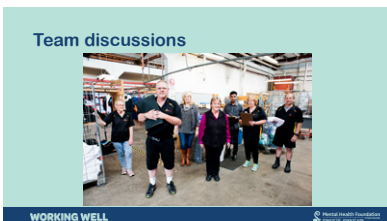
How did you find that activity? *(Take feedback)*

Did you learn anything new about the person?

Small conversations continually help you to get to know your people and lets them know you care. Knowing people well helps you to see if their behaviour or demeanour changes.

Slide 13**Activity/script****Facilitator notes/resources**

Time: 15 minutes

**Team discussions**

Our teams are our best resource to help us to identify the things that impact mental wellbeing within our workplace. Having discussions about this at team meetings is a great way to identify the issues, come up with practical solutions and to monitor if things are working. It is important to remember that these discussions need to be entered into with an open mind and a willingness to hear things that may be difficult for us.

Activity

Set up:

Conversations don't have to take long and can be very practical. It helps to start with a discussion, as a group, on how a team can hold these conversations and understand how each other thinks and feels about what will work best.

Let's try it now.

Blank paper and pens.

Team discussion worksheet.

We do this because if you look back at the answers to our first activity (What is mental wellbeing and what is a positive environment?) there are a whole range of views. If we talk about what is important to our teams we can understand different perspectives then work together to a shared goal.

In small groups we are going to brainstorm a series of questions, remembering that the purpose of brainstorming is to generate as many ideas as possible before evaluating which ones will work for us. You will see these questions on the team discussion worksheet.

- What are the things that we need to have a really good day at work?
- What gets in the way of this?
- What can we do to make this better as a team?
- What other support might we need?

How:

1. Spend 5 minutes discussing the worksheet questions.
2. From the discussion, as a group spend 5 mins deciding what actions need to be taken and what behaviours have been agreed. Please note these down on a worksheet.

(If unclear where to start, the group could prioritise actions by:

Having each group member rate their top idea, or decide based on what the group feel could be achieved in the next week, month)

Reflection:

How did each group find this exercise – was it easy or hard to come up with ideas?

(You may want to point out that many of these things are simple to achieve)

Time: 3 minutes

Conversations when someone might be struggling

What might you notice?

- Change

What could you do?

- Ask

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Conversations when someone might be struggling

Let's think about how we support each other through those down times – how we are part of making a supportive environment.

Ask: What are you likely to see if someone is struggling?

Discussion with the whole group:

What might they be feeling or thinking?

What might you see them do?

*(Wait for answers and summarise by saying "you'll see a **change**")*

Ask: What could you do? What would you want?

How would you know what they needed?

What would people notice about you when you're having a hard time at work?

*(Wait for answers until someone says: "**Ask them**")*

We should always start by talking to the person we are concerned about and finding out how they think and feel. These conversations can feel hard to start.

Time: 10 minutes

How could you start the conversation?

Some tips:

- Time and place
- Talk about the behaviour or change
- Reassure & be non-judgemental
- Ask questions, don't make assumptions
- Listen and try to understand
- Empathise
- Help them make a plan about what to do next
- Check back later

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How could you start the conversation?

Let's look at starting the conversation.

Start with the (**change**) you noticed.

"I've noticed (**change**), just checking is everything okay?"

The point isn't to fix them – you don't need to have all the answers.

The point is to ask, listen and help, if you can, with the issue they identify – including linking them to support if needed. You might not be the right person.

Some tips about talking:

- Choose a good time and place.
- Talk about the behaviour or change, not the "problem".
- Reassure them and try to be non-judgemental.
- Ask questions, don't make assumptions.
- Listen and try to understand.
- Empathise.
- Help them make a plan about what to do next.
- Check back later.

Optional Activity: Scenario (Role play or discussion)

(Depending on the group you may want to do some role plays around this using these scenarios)

Scenarios:

Worker 1

"You have noticed that your colleague who was usually the conversation driver in the lunchroom has stopped eating their lunch there and is not really engaging with their workmates as they usually do."

Optional Activity: Have short typed scenarios for each group/pair.

Worker 2

“You have had a tough couple of months at work and home. Your energy levels are very low and you are having trouble sleeping. You are finding yourself getting frustrated with other people so have kept to yourself more often to avoid others.”

(Do either the pair activity or the group activity)

Set up for pair activity:

Let's practice starting a conversation with someone at work.

In a moment we will break into pairs and take turns starting a conversation based on the scenario. Remember you don't have to solve the problem. This is about practicing starting a conversation.

A lot of people feel uncomfortable doing role plays just as many people feel awkward talking about feelings or emotions. Having a conversation when someone is in distress or stressed is best done with some preparation and practice.


How:

1. Divide into groups or pairs.
2. Everyone take a minute to read the scenario.
3. When I say begin, the person with a Worker 1 scenario is to try starting a conversation with Worker 2 – and after 3 mins I will ask you to swap roles.
4. Once you have both had a turn, talk with your partner about what you thought worked well.

Set up for group activity: *(only give out Worker 1 scenario)*

In a moment we are going to break into small groups and make a plan on how you would approach your colleague in the scenario and what you might say to them to start a conversation.

Slide 15	Activity/script	Facilitator notes/resources
	<p>Think about the scenario as a group and discuss how you would approach this situation. What would you do before speaking to your colleague? How would you approach them? What would you say to start the conversation?</p> <p>Reflection:</p> <p>How did you find this exercise?</p> <p>How comfortable would people feel about asking how someone was?</p> <p>Would it be different depending on your role?</p>	
Slide 16	Activity/script	Facilitator notes/resources
<p>Time: 10 minutes</p> <div data-bbox="129 646 515 865" style="border: 1px solid #0070C0; padding: 5px;"> <p>Policy and processes to support mental wellbeing</p> <p>When assessing need and identifying priorities, ask:</p> <ul style="list-style-type: none"> • How does this impact mental wellbeing? • Is it safe? • Is it supportive? • Will it strengthen wellbeing? <p>WORKING WELL <small>Mental Health Foundation</small></p> </div>	<p>Policy and processes to support mental wellbeing</p> <p>Alongside leadership and ongoing communication, workplaces need policies and processes that support staff to create a positive workplace culture.</p> <p>It is important that our policies and processes reinforce positive mental wellbeing and allow team leaders and staff to act in ways that protect and promote good mental wellbeing.</p> <p>Activity:</p> <p>Set up:</p> <p>In a moment I would like you to get into groups of three or four.</p> <p>Think about what we as a group identified at the beginning of the workshop and in our activity about creating positive environments. Each group will now identify what policies or processes are in place that reinforce or support mental wellbeing.</p> <p>How:</p> <ol style="list-style-type: none"> 1. Take a look at the ‘policy and processes to support mental wellbeing matrix’. There are some core areas to consider on the matrix. 2. Discuss if you know of any policy or ways of work that support the elements needed to create a positive environment. 	<p>Policy and processes to support mental wellbeing matrix.</p>

Slide 16	Activity/script	Facilitator notes/resources
	<p>3. Add anything that you think is important that isn't already mentioned.</p> <p>4. As a group, identify:</p> <ol style="list-style-type: none"> What do we do well? What could be improved? What is missing or what don't we know about? <p><i>(Ask for feedback based on the discussion. Create a 'master list' on the whiteboard or on butcher paper)</i></p> <p>Reflection: Mental wellbeing needs to be considered in a whole range of policies and processes. A handy rule of thumb when designing any new policy or way of working is to ask "how will this impact wellbeing? – is it safe, is it supportive and will it strengthen mental wellbeing".</p>	
Slide 17	Activity/script	Facilitator notes/resources
<p>Time: 5 minutes</p> <div data-bbox="129 855 517 1074" style="border: 1px solid #007060; padding: 5px;"> <p>Evaluating and reviewing</p> <p>KISS – Keep it simple sweetie!</p> <ul style="list-style-type: none"> • ASK staff <ul style="list-style-type: none"> • One on ones • Team meetings • Staff surveys • Revisit plans regularly <p><small>WORKING WELL </small></p> </div>	<p>Evaluating and reviewing</p> <p>Often when we talk about evaluation and reviewing it can seem really complicated. The reality is that this should be really simple, otherwise we tend not to do it.</p> <p>The first thing is to check-in through discussions during one-on-ones and in team meetings.</p> <p>If you have a plan – revisit the plan regularly – measure what has or hasn't happened – how people feel things are going, have there been any changes?</p> <p>You can use the 'positive work environments matrix' we did earlier to review how the organisation is doing regarding each area.</p> <p>Include and review questions in your staff surveys around wellbeing. You can use various online questionnaires, and you can also create questions based on what staff have identified as important to their mental wellbeing.</p>	<p>Evaluating success.</p>

Slide 18

Activity/script

Facilitator notes/resources

Time: 5 minutes

Reviewing workshop goals

- Understand
 - ✓ mental health and wellbeing
 - ✓ why it's important to think about wellbeing at work
- Learn
 - ✓ how to create a positive work environment
 - ✓ some practical things that you can do

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Reviewing workshop goals

Let's revisit what we wanted to achieve in this workshop. It was to:

- Understand what is mental health and wellbeing.
- Understand why it's important to think about wellbeing at work.
- Learn what we need to be thinking about to create a positive work environment for positive mental wellbeing.
- Learn practical things we can do within workplaces to create this wellbeing culture.

Let's see if we covered off the areas you wanted to discuss

(Refer to the whiteboard or flipchart)

This is the beginning of the journey and there is always more to learn. The next slide will show some helpful locations and resources to find out more.

Slide 19 & 20

Activity/script

Facilitator notes/resources

Time: 2 minutes

What our workplace offers

- Add in your local supports and services e.g.
 - Employee Assistance Programmes
 - Key staff contacts
 - Local health and wellbeing providers
- You can get an updated list of Helplines and local mental health services (<https://www.mentalhealth.org.nz/assets/Helplines-and-local-mental-health-services/MHF-Helplines-Ad-Web-FINAL.pdf>); this has space to add your local numbers as well

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Other resources that are available

(Tailor this slide with information on what your workplace offers regarding support and services around mental health and wellbeing. Ask the group about any resources they are aware of that they have found helpful. Note these down on the whiteboard)

Resources list fact sheet.

The image shows a grid of six resource cards. The first card is for the Mental Health Foundation (www.mentalhealth.org.nz) with the text 'A guide for managers who want to improve workplace culture and to create mental wellbeing in their workplaces'. The second card is for Wellplace.nz (www.wellplace.nz) with the text 'Practical ideas, tools and resources to create a more healthy working culture in the workplace'. The third card is for Goodwelfare (www.goodwelfare.org) with the text 'A wellbeing toolkit for the workplace containing practical and easy-to-use guides, checklists and more'. The fourth card is for Connected (www.connected.health.nz) with the text 'A wellbeing toolkit for managers to help them understand the needs of their workforce'. The fifth card is for WorkSafe NZ (www.worksafe.govt.nz) with the text 'Work health and safety resources, including information on workplace health and safety'. The sixth card is for Mental Health Foundation (www.mentalhealth.org.nz) with the text 'A collection of online training resources to help managers learn about mental health and wellbeing in the workplace'.

Time: 2 minutes

Karakia

Kia whakairia te tapu	
Kia wātea ai te ara	Restrictions are moved aside
Kia turuki whakataha ai	So the pathway is clear
Kia turuki whakataha ai	To return to everyday activities
Haumi e. Hui e. Tāiki e!	

WORKING WELL

**Closing Karakia**

(If you began with a karakia, make sure you close with one as well)

He Karakia Whakakapi

Kia whakairia te tapu
 Kia wātea ai te ara
 Kia turuki whakataha ai
 Kia turuki whakataha ai
 Haumi e. Hui e. Tāiki e!

Restrictions are moved aside
 So the pathway is clear
 To return to everyday activities

He Karakia Whakakapi Kaupapa

Kia tau ki a tātou katoa
 Te atawhai o tō tātou Ariki, a Ihu
 Karaiti
 Me te aroha o te Atua
 Me te whiwhingatahitanga
 Ki te wairua tapu
 Ake ake ake, Amine

May the grace of the Lord Jesus
 Christ
 And the love of God
 And the fellowship of the Holy Spirit
 Be with you all
 Forever and ever
 Amen

(Choose from the 2 karakia above, or you can close the session in a way that is comfortable for you and your participants e.g. share one thing you will take from today's workshop)

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