WORKING WELL

Enhancing mental wellbeing – Five Ways to Wellbeing at Work

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 2 will enable you to facilitate this two-hour session within your organisation with confidence. The objectives for this workshop are to:

- Understand mental health and wellbeing and think about things that keep people well.
- Understand why it's important to think about wellbeing at work for both individuals and organisations.
- Learn about the Five Ways to Wellbeing and how these can be used to improve mental wellbeing personally as well as in work environments.

Suggested process

To competently facilitate this two-hour workshop, you will have:

- 1. Learnt and fully digested the Facilitator Guide (plus added in your own stories and examples).
- 2. Presented the beginning of the session (including any parts that you find challenging) to a colleague and gained feedback.
- 3. Co-facilitated this 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 and think about things that keep people well.
- Understand why it's important to think about wellbeing at work for both individuals and organisations.
- Learn about the Five Ways to Wellbeing and how these can be used to improve mental wellbeing personally as well as in work environments.

Principles

The guiding principles for this workshop are:

- One facilitator to eight-ten 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.

Resources needed for this workshop

You will need to pack

- Your laptop loaded with the PowerPoint slides
- This Facilitator Guide
- PowerPoint slides
- Five Ways to Wellbeing at Work Toolkit
- 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
- Set of pictures from the Five Ways to Wellbeing at Work Toolkit
- Five Ways to Wellbeing at Work A3 sheets
- Five Ways Action Plan template

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. Resources list
- 2. Personal wellbeing plan
- 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 to.

Do your own Five Ways to Wellbeing plan

This will give you an idea of some things that you may be able to suggest throughout the workshop.

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)	Торіс	Page
1 & 2	5	Opening Karakia & introductions	5
3	5	What we'll cover today	7
4	10	What makes you feel good?	8
5	7	Mental health and mental wellbeing	9
6	2	What we're aiming for	11
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9	10	Recognising wellbeing at work	13
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15	7	Take Notice	17
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19	2	Reviewing workshop goals	20
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22	2	Closing Karakia	21

Slide 1 & 2 Activity/script Facilitator notes/resources

Time: 5 minutes



Karakia Whakataka te hau ki te uru.

Whakataka te hau ki te tong Kia mākinakina ki uta,

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 i
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 "Enhancing mental wellbeing – Five Ways to Wellbeing at Work" 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...

Slide 1 & 2	Activity/script		Facilitator notes/resources
	, ,	to start our workshop with acknowledging ent and to support our learning today) or a karakia you prefer)	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:
	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, 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!	Opening and closing - He Karakia Tīmatanga 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 whakamaua 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	 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
	(Or you can begin the session in a v participants e.g. a breathing exercis	understood! Forward together! vay that is comfortable for you and your e)	blessed prior to participants eating.At the end of the day, also close with a karakia.

Slide 3 Activity/script Facilitator notes/resources

Time: 5 minutes

What we'll cover today

Understand

✓ mental health and wellbeing

Learn

✓ about the Five Ways to Wellbeing

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Hental Health Foundation

What we'll cover today

Here is our agenda for today:

- 1. Understand mental health and wellbeing, and think about things that keep people well.
- 2. Understand why it's important to think about wellbeing at work for both individuals and for the organisation
- 3. Learn about the Five Ways to Wellbeing and how these can be used to improve your mental wellbeing personally and how it can be used to create a positive environment at work.

These skills are for you, your team and your clients, and are also things you can take home to support your whānau.

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 session, 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 session 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 makes you feel good?

Let's consider what makes you feel good to get everyone warmed up.

Activity

We are going to do a simple exercise to warm up for the workshop and to get to know each other a little better. I want you to think about what makes you feel good. We are going to use this set of pictures to help us start to describe and think about what mental wellbeing is for each of us and how it looks for others.

How:

In a minute I want you to:

- 1. Walk around and look at the pictures on the wall/or table.
- 2. Pick a picture that represents to you anything about "feeling good". (Think about what makes you feel good. When do you feel content? Where are you and who are you with?)
- 3. Once you have chosen your picture sit back down.
- 4. We are going to do a round to introduce ourselves and tell us about your picture (if a very large group, get them to do this in pairs and make sure each pair gets time to talk).
- 5. Say your name, which picture you chose, and why you chose your picture.

(Once everyone has had a chance to introduce themselves to the group or to their partner)

Ask:

- · What did you notice when people were talking about their picture?
- Were there any themes that came out? e.g. being with others, being alone
 or having some quiet space, getting out in nature (highlight the variety and
 difference).

Set of pictures from the Five Ways to Wellbeing at Work Toolkit – place on the wall or lay out on the table in front of people.

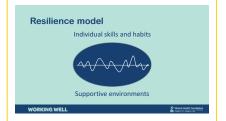
Slide 4 **Activity/script Facilitator notes/resources** Reflection: So, we've seen that we all will have different views about what we need to feel good. This is influenced by a range of things including our values, our identity, and how we were brought up. You will already know what works for you – we are all experts in our own wellbeing. Slide 5 **Activity/script Facilitator notes/resources Mental health and wellbeing** Time: 7 minutes Mental health and wellbeing definitions fact sheet. What do we mean when we talk about mental health and mental wellbeing? Mental health and mental wellbeing 1 World Health Organization. In pairs talk for 2 minutes about what you think about when you hear the term (2016). Mental health: mental health. strengthening our response. (Get each pair to report back after 2 minutes) 2 Minds. (n.d.). Guide to employees: Wellness Action Often when we think about mental health the first thing that comes to mind are Plans (WAPS) – How to support mental health problems, but mental health and mental wellbeing are more than vour mental health at work. that. **Definitions:** (Get participants to read through the 'Mental health and wellbeing definitions' fact sheet on their own) 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.

Slide 5 **Activity/script Facilitator notes/resources** 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** What we're aiming for Time: 2 minutes What we're aiming for is to feel good most of the time, be able to function well What we're aiming for 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 The business case Time: 2 minutes The business case for wellbeing fact sheet. Mental health problems are common with nearly one in two New Zealanders likely The business case to meet the criteria for a mental illness at some time in their lives. · Mental health problems are common • 1 in 2 New Zealanders in their lifetimes Like any health condition mental health problems can affect a person's work and · Workplace wellbeing programmes save money their experience of work. Workplaces can do things that support their people to build resilience and have • It's the law 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. So how can we be a bit more resilient?

Slide 8 Activity/script Facilitator notes/resources

Time: 5 minutes



Resilience model

We are going to introduce the resilience model as a way of thinking about wellbeing.

(Draw the model on the whiteboard - see slide)

We all have a lifespan and throughout this life span we are going to have ups and downs. These are a normal part of life.

(Examples of ups and downs include the first time you fall in love and the first time you fall out of love – ask the group what are some others?)

The idea isn't that we try and stop the ups and downs from happening, because the reality is that we can't. What we need to do is develop individual skills and habits that help us to get through the downs and also to learn what signs we need to look out for as we begin to slump.

We also should be in an environment that can help to support us - people or organisations that we know we can rely on when times are tough.

It's important to do this planning when we are feeling good, as it can be really hard to do this when we have already slumped.

We can think about wellbeing at work in terms of helping people develop individual skills and habits and creating supportive environments for people to work in.

Joubert, N., and Raeburn, J. (1998) Mental Health Promotion: People, Power and Passion. In Int Journ MHP Sep 1998. Slide 9 **Activity/script** Facilitator notes/resources Recognising wellbeing at work Time: 10 minutes You'll need Post-it notes and felt pens. So how do we recognise good wellbeing at work? Recognising wellbeing at work Have Post-its and pens on table Again, it's going to look different for each of you. You are likely to have a good idea What do you need to have a really great and have whiteboard or large of what works. paper sheets to put Post-its on somewhere they can stay up for **Activity** the workshop. Set up: Let's think about what we need to have a great day at work. We are going to break up into small groups of 3 or 4 and work out what you need to have a great day at work. We often work out what goes wrong in our days but how often do we reflect on the elements that make things go well. By taking time to note what supports a positive day at work we can then see what actions we can take to support a positive work experience as an individual and as a group. 1. Find a group of 3 or 4. 2. Take a minute to think about what it looks like when you have a really great day at work, e.g. you're thinking clearly, enjoying your day, solving problems, and achieving goals. 3. Discuss with your group. 4. As a group, decide on your top three and write each one on a Post-it note. 5. Choose someone from your group to bring up your Post-its, and read them out to the full group. 6. If your favourite idea isn't up here feel free to add more ideas during the break. (Allow time to do the exercise and walk around to be helpful. Get feedback and comment on the feedback)

Slide 9 **Activity/script** Facilitator notes/resources Reflection: Wellbeing at work looks different for everyone – there are no wrong answers. You'll notice it's not just about you, but it's about how your team functions together, how your organisation supports you and how the environment around you works. In the next part of the workshop we're going to look at practical ways you can put some of these supports in place. We will come back to this after the Five Ways discussion that is coming up next. Slide 10 **Activity/script** Facilitator notes/resources **Five Ways to Wellbeing** Time: 2 minutes Let me take you through the Five Ways to Wellbeing. While wellbeing is different for **Five Ways to Wellbeing** everyone, there are some common threads. International research has identified five simple things you can do as part of your everyday life – at work and at home – to build resilience and boost your wellbeing. You will already be doing many of these. They're good science, but not rocket science. The Five Ways to Wellbeing were developed by the new economics foundation in the UK, based on a review of the international evidence about what boosts our wellbeing and helps us feel good and function well. The Mental Health Foundation promotes the Five Ways in New Zealand. There is also a Five Ways to Wellbeing at Work Toolkit developed by the MHF and Health Promotion Agency which you can also refer to on how to apply these in your workplace (www.mentalhealth.org.nz/fivewaysworktoolkit). We're going to go through each one of these and learn more. **Activity** Set up: We are going to do a series of activities that will help us recognise how we are already engaging with the Five Ways to Wellbeing in our lives - and practice some of these skills!



Time: 7 minutes



Connect

Connecting with other people is one of the most powerful ways to increase wellbeing. Forming strong relationships with colleagues, friends and whānau keeps us well, and sets us up for better support through the down times.

Activity

Set up:

(If participants can easily move around the room, ask them to pair-up with someone that they don't know well, or if using a sedentary room, the person next to them)

- Think about what you already do in your personal lives or at work, to Connect.
- Tell your partner about it, describe it, and describe how it feels. The partner will listen, be curious, and ask questions around what it's like.
- After 2 minutes, please swap to the other person.

Share back:

What were some of the ideas you heard, or shared?

Slide 12 Activity/script Facilitator notes/resources

Time: 7 minutes



Keep Learning

Keeping learning throughout our lives is vital to wellbeing. Keeping learning is good for our brains. It's not just about book learning, it's about being curious and open and seeking out new experiences.

Activity

Change partners, then:

- Think about what you already do in your personal lives or at work, to Keep Learning in your life.
- Tell your partner about that, describe it, and describe how it feels. The partner will listen, be curious, and ask questions around what it's like.
- After 2 minutes, please swap to another person.

Share back:

What were some of the ideas you heard, or shared?

Slide 13 Activity/script Be Active We know that being active is good for us physically, but it's also good for our mood and overall mental wellbeing. You don't have to run a marathon, it's about finding something you enjoy and doing it regularly.

Activity

Change partners, then:

- Think about what you already do in your personal lives or at work, to Be Active.
- Tell your partner about that, describe it, and describe how it feels. The partner will listen, be curious, and ask questions around what it's like.
- After 2 minutes, swap to the other person.

Share back:

What were some of the ideas you heard, or shared?

Slide 14 Activity/script Facilitator notes/resources

Time: 7 minutes



Give

Generosity is good for the giver and it's good for the recipient. Science tells us we also get a wellbeing boost just hearing about acts of generosity. At work, giving helps create connection, empathy and better team work.

Activity

Change partners, then:

- Think about a time someone gave to you, or you gave to someone else.
- Tell your partner about that, describe it, and describe how it felt. The partner will listen, be curious, and ask questions around what it was like.
- After 2 minutes, swap to the other person.

Share back:

What were some of the ideas you heard, or shared?

Slide 15 **Activity/script Facilitator notes/resources Take Notice** Time: 7 minutes Taking notice is about being fully present. Reconnecting with the world around us. Appreciating the little things and savouring the moment. **Activity** Paying more attention to the present moment, to thoughts and feelings and to the world around, can Either: Take a moment to notice where you are in the room, how you're feeling and boost our wellbeing. whether something has resonated with you from the workshop. Or: In our everyday lives, it's really easy for us to notice what's wrong. We're wired that way - it's important that we can sense and react to bad things because they might be dangerous. We have to make more of a conscious effort to notice the good things. Go around and ask if each person will share something they appreciate about their work, or about the workshop today. Facilitator notes/resources Slide 16 **Activity/script** Personal wellbeing plan Time: 5 minutes Personal wellbeing plan. **Activity** Personal wellbeing plan Reflection – writing: 5 min Write down: ·What you're already doing. Any new ideas you'd like to try. Take a few minutes now to have a look at the Personal wellbeing plan worksheets. •At least one thing you want to commit to doing. Write down: The things you already do for each of the Five Ways. Any new ideas you picked up as we were talking. At least one thing you want to commit to doing. (Ask a couple of people to share the one thing they are committing to doing)

Facilitator notes/resources Slide 17 **Activity/script Using the Five Ways at work** Time: 15 minutes Five Ways A3 sheets – each way on one sheet. Thinking about work again, ups and downs are a natural part of our work life -Using the Five Ways at work some days or weeks will be great, others not so good. •Support positive things at work, Some things are in our control, and some are completely out of our control. · Minimise negative things. But if we think about the Five Ways to Wellbeing at Work, there are things we can choose to do that: Improve our experience of work. Help us experience more wellbeing – feel good, function well and have good relationships. Help us get through hard times. **Activity** Set up: (Split into 5 groups (of 2 or 3). Give each group an A3 page with one of the Five Ways on it) As a group, brainstorm as many ideas as you can for how you can use that way at work. It might be to: Support positive things at work, or Minimise negative things. Write them all down over the next 5 minutes. Share back: Decide as a group your top three ideas to share back. Place the A3 sheets somewhere everyone can see them.

Slide 18 Activity/script Facilitator notes/resources

Time: 10 minutes



What do you need to have a good day?

Recap:

We'll now come back to the Post-its that we came up with for "How to recognise wellbeing at work". In groups, you listed what you needed to have a good day at work. Let's quickly see how they fit in relation to the Five Ways that we have just learned.

(Get participants to look at their top 3 and say which one of the Five Ways they may fit in)

Are there some that don't fit? How might these be managed?

Activity: Five Ways action planning

Set up:

(You can do this in pairs, small groups or as a whole group depending on the size of the audience. Have the action plan sheets ready to give out)

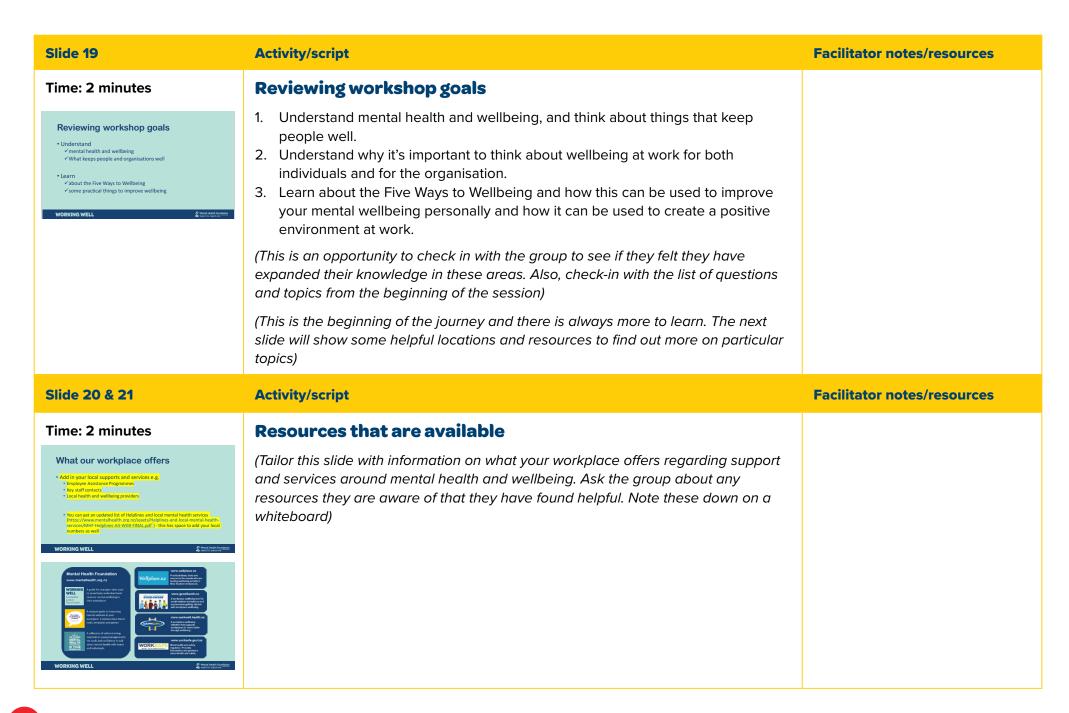
Let's take the next step from creating possibilities to taking action. Each group is going to choose one thing that they can do in their team from all the ideas that have been generated and complete the 'action plan template' worksheet.

- 1. Move into groups (if needed).
- 2. Discuss and choose as a group which idea from discussions they would like to try (they may come up with a new idea that's OK).
- 3. Now look at the action plan template and together complete it to make a plan.

Reflection:

(Ask one of the groups to share the plan they came up with)

Five Ways action plan template.



Slide 22	Activity/script		Facilitator notes/resources
Γime: 2 minutes	Closing Karakia		
Karakia	(If you began with a karakia, make sure you close with one as well)		
Kia whakairia te tapu Kia watea ai te ara Restrictions are moved aside	He Karakia Whakakapi	He Karakia Whakakapi Kaupapa	
Kia turuki whakataha ai Kia turuki whakataha ai To return to everyday activities Kia turuki whakataha ai	Kia whakairia te tapu	Kia tau ki a tātou katoa	
Haumi e. Hui e. Täiki e!	Kia wātea ai te ara	Te atawhai o tō tātou Ariki, a Ihu	
WORKING WELL Present the manufacture of the control of the cont	Kia turuki whakataha ai	Karaiti	
	Kia turuki whakataha ai	Me te aroha o te Atua	
	Haumi e. Hui e. Tāiki e!	Me te whiwhingatahitanga	
	Destrictions are many advanta	Ki te wairua tapu	
	Restrictions are moved aside	Ake ake ake, Amine	
	So the pathway is clear	Mouths are as of the Lord Leave	
	To return to everyday activities	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 comfortable for you and your part today's workshop)		



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