



Mental Health & Wellbeing

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Version 1.1

Overview of Mental Health First aid Training Courses and Requirements

Mental Health in the UK

In recent years there has been a call from all areas of society to change the way we view and deal with mental health issues. This is particularly relevant in the workplace. A report (Thriving at work) has been commissioned by the UK government to assess the current state of mental health across the UK workforce. The findings of the report have been a wakeup call for both employers and the government alike.

What can be done to improve the current levels of mental health?

The 'Thriving at work' review* gives recommendations in the form of six core standards. The review believes that these core standards can be implemented quickly by all small, medium and large organisations across the UK.

* <https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers>.

Mental health core standards

- Produce, implement and communicate a mental health at work plan.
- Develop mental health awareness among employees.
- Encourage open conversations about mental health and the support available when employees are struggling.
- Provide employees with good working conditions and ensure they have a healthy work life balance and the opportunities for development.
- Promote effective people management through line managers and supervisors.

- Routinely monitor employee mental health and wellbeing.

Training

But where to start? Ouch are now offering a wide range of training to support organisations in their implementation and monitoring of the core standards recommended by the review. The programme has been designed to provide an appropriate level of skills and information to allow individuals to carry out their role in the implementation of a mental health at work plan.

What is Mental Health First Aid?

MHFA came to England in 2007 and was launched under the Department of Health: National Institute of Mental Health in England (NIMHE) as part of a national approach to improving public mental health.

Mental health education empowers people to care for themselves and others by reducing stigma through understanding. Ouch hope to break down barriers to the support that people may need to stay well, recover, or manage their symptoms – to thrive in learning, work and life.

Mental Health First Aid (MHFA) is a training course which teaches people how to identify, understand and help someone who may be experiencing a mental health issue.

MHFA won't teach you to be a therapist, but it will teach you to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.



Ouch Learning and Development is a CITB Approved Training Organisation.

Funding available through the CITB network or CITB grants for construction companies*.

**eligibility criteria applies. Please ask us for more details*

Mental Health First Aid

Mental Health First Aid (MHFA) is a training course designed to provide individuals with the skills and knowledge needed to offer initial assistance to someone experiencing a mental health crisis or struggling with mental health issues. MHFA won't teach you to be a therapist, but it will teach you to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.

In the same way we would provide first aid to someone with a physical injury, a mental health first aider can offer the same initial support using the tools gained within the course.

The training is delivered by an experienced and qualified MHFA England instructor, using a combination of presentations, group discussions and workshop activities.

Who needs this qualification?

The Mental Health First Aid course is suitable for anyone who would like to learn more about mental health, some of the common mental health issues people may experience and support co-workers.

Why is this training important?

Mental health education empowers people to care for themselves and others by reducing stigma through understanding. Ouch hope to break down barriers to the support that people may need to stay well, recover, or manage their symptoms – to thrive in learning, work and life.

Employers have a 'duty of care'. This means they must do all they reasonably can to support the mental health, safety, and well-being of their employees.

Course content

Session 1:

- Mental Health First Aid and the action plan
- The MHFAider® role
- Self-care
- What is mental health?
- Helpful and unhelpful language
- Useful models to support the role

Session 2:

- What influences mental health?
- What is anxiety?
- Crisis first aid
- Active listening and empathy
- What are eating disorders?
- What is self-harm?
- What is substance misuse?

Certificated by: MHFA England

Duration: 2 days

Assessment: No formal assessment

Prerequisites: None

Validity of award: This certificate is valid for 3 years. MHFA England recommend refresher training every 3 years.

Learner-to-trainer ratio: Maximum 16 learners per trainer

Delivery formats available: Face-to-face
/ Live online

**Open courses
available**

**In-house / onsite
training available**

Mental Health First Aid

Session 3:

- Applying the mental health action plan
- What is depression?
- What is suicide?
- Crisis first aid continued
- What is psychosis?

Session 4:

- Recovery and lived experience
- Boundaries in the MHFAider® role
- Moving forward in the MHFAider® role
- My MHFA action plan

Learning outcomes

As an MHFAider® you will be able to:

- Recognise those that may be experiencing poor mental health and provide them with first-level

support and early intervention

- Encourage a person to identify and access sources of professional help and other supports
- Practise active listening and empathy
- Have a conversation with improved mental health literacy around language and stigma
- Discuss the MHFAider® role in depth, including boundaries and confidentiality
- Practise self-care
- Know how to use the MHFAider Support App®
- Know how to access a dedicated text service provided by Shout and ongoing learning opportunities with MHFA England

Included in the price:



Interactive and engaging course



A digital MHFAider® certificate



Access to the MHFAider® Support App® which has 24/7 support including a resource library full of toolkits, guidance, and animations for 3 years



A workbook to support learning throughout the course



A digital manual to refer to after completing the course



Automatic email reminders for certificate expiries



A wallet-sized reference card with the Mental Health First Aid action plan



The opportunity to be part of the largest MHFAider® community in England



Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Mental Health Champion

Mental Health First Aid (MHFA) champions are able to provide support to both management and co-workers. By having MHFA champions at all levels of the workforce, organisations will be more able to meet their goals regarding the health and wellbeing of their employees. The training is delivered by an experienced and qualified MHFA England instructor, using a combination of presentations, group discussions and workshop activities.

Who needs this qualification?

Mental Health Champion training can be beneficial for a wide range of individuals and organisations. This course is designed to raise awareness about mental health issues, reduce stigma, and provide tools and skills to support the mental well-being of individuals.

Why is this training important?

The one-day champion course enables learners to understand common mental health issues as well as the knowledge and confidence to advocate for mental health awareness. The information given will allow learners to spot the signs of mental ill health and develop skills to support positive wellbeing.

Course content

Session 1:

- About Mental Health First Aid
- About mental health and stress in the workplace
- Stigma and discrimination
- Depression
- Anxiety disorders
- Other mental health issues (eating disorders, self-harm, psychosis)
- Early warning signs of mental ill health
- Alcohol, drugs and mental health

Session 2:

- Applying the Mental Health First Aid action plan
- Action 1: Approach the person, assess and assist with any crisis
- Suicide
- Action 2: Listen and communicate non-judgementally

Certificated by: MHFA England

Duration: 1 day

Assessment: No formal assessment

Prerequisites: None

Validity of award: 3 years - MHFA England recommend repeating the course every 3 years to refresh your knowledge and skills

Learner-to-trainer ratio: Maximum 16 learners per trainer

Delivery formats available: Face-to-face / Live online

**Open courses
available**

**In-house / onsite
training available**

Mental Health Champion

- Action 3: Give support and information
- Action 4: Encourage the person to get appropriate professional help
- Action 5: Encourage other supports
- Recovery
- Building a mentally healthy workplace
- Action planning for using MHFA

Learning outcomes

As a Mental Health Champion you will be able to:

- Understand common mental health issues
- Have more knowledge and confidence to advocate for mental health awareness
- Spot the signs of mental ill health
- Use new skills to promote positive wellbeing



Included in the price:

- ✓ Interactive and engaging course
- ✓ Course manual & materials
- ✓ A certificate of attendance to say you are a Mental Health Champion
- ✓ A workbook including a helpful toolkit to support your own mental health
- ✓ A reference card for the Mental Health First Aid action plan
- ✓ Automatic email reminders for certificate expiries
- ✓ Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace
- ✓ Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Mental Health Awareness

The half-day Mental Health Awareness (adult) course is an introductory three-hour session and has been designed to raise awareness of mental health among organisations. Completing this course will provide learners with an understanding of what mental health is and how to challenge stigma.

Who needs this qualification?

This course is suitable for anyone who wants to increase their awareness in mental health for themselves or others.

Why is this training important?

Understanding common mental health issues can give learners the confidence to interact with someone in distress or who may be experiencing a mental health issue. This course also introduces how to look after your own mental health which is extremely important.

Course content

- What is mental health?
- Mental Health Continuum
- Factors which affect mental health
- Stigma
- Stress and stress management
- Spotting signs of distress
- Mental health conditions:
 - Depression
 - Anxiety disorders
 - Psychosis
 - Eating disorders
 - Suicide
 - Self-harm
- Recovery
- Take 10 Together - starting a supportive conversation
- Supporting mental health in the workplace
- Useful statistics
- Helpful resources

Certificated by: MHFA England

Duration: Half day

Assessment: No formal assessment

Prerequisites: None

Validity of award: 3 years - MHFA England recommend repeating the course every 3 years to refresh your knowledge and skills

Learner-to-trainer ratio: Maximum 16 learners per trainer

Delivery formats available: Face-to-face / Live online

**Open courses
available**

**In-house / onsite
training available**

Mental Health Awareness

Learning outcomes

- Know what mental health is and how to challenge stigma
- A basic knowledge of some common mental health issues
- Looking after your own mental health and maintaining wellbeing
- Confidence to support someone in distress or who may be experiencing a mental health issue



Included in the price:

- ✓ Interactive and engaging course
- ✓ Course manual & materials
- ✓ A certificate of attendance to say you are Mental Health Aware
- ✓ A workbook including a helpful toolkit to support your own mental health
- ✓ Automatic email reminders for certificate expiries
- ✓ Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace
- ✓ Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Mental Health First Aid Refresher

The 4-hour refresher course gives you the chance to renew your Mental Health First Aid skills and update your knowledge of mental health support. It also gives a further 3 years of access to the MHFAider® support and benefits.

Learning takes place through a mix of presentations, group discussions and workshop activities

Who needs this qualification?

This course is available to those who have previously completed a Mental Health First Aid course.

Why is this training important?

In the same way we refresh physical first aid qualifications, Mental Health First Aid training should also be kept up to date. Updating skills and knowledge allows learners to continue to perform a Mental Health First Aider role confidently and safely. It's also a great way to demonstrate your organisation's pledge to treat mental health and physical health equally.

Course content

- What mental health means
- The Stress Container Model
- Factors that influence mental health
- Sources of workplace stress
- Mental Health Continuum
- Stigma
- ALGEE
- Common warning signs of mental ill health
- Depression and anxiety
- Suicide
- Psychosis
- Workplace sources of support
- The limits of Mental Health First Aid and the importance of self-care
- Wellbeing and recovery

Certificated by: MHFA England

Duration: Half day

Assessment: No formal assessment

Prerequisites: A valid Mental Health First Aid certificate

Validity of award: This certificate is valid for 3 years. MHFA England recommend refresher training every 3 years.

Learner-to-trainer ratio: Maximum 16 learners per trainer

Delivery formats available: Face-to-face / Live online

**Open courses
available**

**In-house / onsite
training available**

Mental Health First Aid Refresher

Learning outcomes

As an MHFAider® you will be able to:

- Recognise those that may be experiencing poor mental health and provide them with first-level support and early intervention
- Encourage a person to identify and access sources of professional help and other supports
- Practise active listening and empathy
- Have a conversation with improved mental health literacy around language and stigma
- Discuss the MHFAider® role in depth, including boundaries and confidentiality
- Practise self-care
- Know how to use the MHFAider Support App®
- Know how to access a dedicated text service provided by Shout and ongoing learning opportunities with MHFA England



Included in the price:

- ✓ Interactive and engaging course
- ✓ A digital MHFAider® certificate
- ✓ Access to the MHFAider® Support App® which has 24/7 support including a resource library full of toolkits, guidance, and animations for 3 years
- ✓ Hard copy workbook to support learning throughout the course
- ✓ A digital manual to refer to after completing the course
- ✓ Automatic email reminders for certificate expiries
- ✓ A wallet-sized reference card with the Mental Health First Aid action plan
- ✓ The opportunity to be part of the largest MHFAider® community in England
- ✓ Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace
- ✓ Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Mental Health First Aid (Youth)

One in ten young people experience a mental health issue at any one time. Suicide is the leading cause of death for those aged 5-19.

Record levels of young people are struggling. Academic pressure, social media, bullying, poverty, lack of availability of professional mental health support – all have been named by various sources as contributing to this epidemic of poor mental health in our young people.

Key figures in a young person's life – parents, family members, teachers, tutors, carers, youth workers – can often spot when a young person is struggling but may not know how best to help.

Who needs this qualification?

Youth Mental Health First Aid (MHFA®) courses are for everyone who works with, lives with or supports young people aged 8-18. They will teach you the skills and confidence to spot the signs of mental health issues in a young person, offer first aid and guide them towards the support they need.

Why is this training important?

This course won't teach you to be a therapist, but we will teach you to listen, reassure and respond, even in a crisis - and even potentially stop a crisis from happening.

But more than that, we aim to give you the information and skills to look after your own mental health so that you can set an example for young people. By giving you the tools to have these conversations, we hope to empower you to create a mentally healthy, supportive environment in your family, school, peer group or community.

Course content

Session 1:

- About Youth Mental Health First Aid
- Context: England's child health care policy
- About mental health – facts and figures
- Risk factors for mental ill health
- Protective factors for mental health
- Preventing mental health issues and promoting wellbeing
- The Youth MHFA action plan: ALGEE

Session 2:

- About depression – facts and figures
- Signs and symptoms

Certificated by: MHFA England

Duration: 2 days

Assessment: No formal assessment

Prerequisites: None

Validity of award: This certificate is valid for 3 years. MHFA England recommend refresher training every 3 years.

Learner-to-trainer ratio: Maximum 16 learners per trainer

Delivery formats available: Face-to-face / Live online

In-house / onsite training available

Mental Health First Aid (Youth)

- Risk factors
- About anxiety disorders – facts and figures
- Signs and symptoms
- Risk factors
- The MHFA action plan for depression and anxiety: ALGEE

Session 3:

- About suicide
- Risk factors and warning signs for suicide
- First aid for suicidal crisis
- About psychosis
- Risk factors and warning signs of psychosis
- Types of psychotic disorders
- Crisis first aid for acute psychosis
- The MHFA action plan for psychosis: ALGEE

Session 4:

- About self-harm – facts and figures
- Risk factors
- Signs and symptoms
- The MHFA action plan for self-harm: ALGEE
- About eating disorders – facts and figures
- Different types of eating disorders

- The MHFA action plan for eating disorders: ALGEE
- Recovery

Learning outcomes

- Training as a Youth Mental Health First Aider (MHFAider®) gives you:
- An in-depth understanding of young people's mental health and factors that affect wellbeing
- Practical skills to spot the triggers and signs of mental health issues
- Confidence to reassure and support a young person in distress
- Enhanced interpersonal skills such as non-judgemental listening
- Knowledge to help a young person recover their health by guiding them to further support – whether that's through self-help sites, their place of learning, the NHS, or a mix – engaging with parents, carers and external agencies where appropriate
- Ability to support a young person with a long term mental health issue or disability to thrive
- Tools to look after your own mental wellbeing

Included in the price:



Interactive and engaging course



A certificate of attendance to say you're a Youth MHFAider®



A Youth MHFAider® course manual & workbook including some helpful tools to support your own mental health



Automatic email reminders for certificate expiries



Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Mental Health Awareness (Youth)

This introductory 3-hour session raises awareness of young people's mental health. It looks at some of the common mental health issues affecting young people including depression, anxiety, eating disorders and psychosis. The course also offers skills to work more effectively with young people living with mental health issues as well as ways to support them and relate to their experiences.

Who needs this qualification?

Youth Mental Health First Aid courses are for everyone who works with, lives with or supports young people aged 8-18. Key figures in a young person's life – parents, family members, teachers, tutors, carers, youth workers – can often spot when a young person is struggling but may not know how best to help.

Why is this training important?

One in ten young people experience a mental health issue at any one time. Suicide is the leading cause of death for those aged 5-19.

In an average group of 30 15-year-olds:

- Seven are likely to have been bullied
- Six may be self-harming
- One could have experienced the death of a parent

Record levels of young people are struggling. Academic pressure, social media, bullying, poverty, lack of availability of professional mental health support – all have been named by various sources as contributing to this epidemic of poor mental health in our young people.

Course content

- Higher or lower activity
- What is mental health?
- Protective and risk factors
- Stigma and discrimination
- Mental Health Continuum
- Protective and risk factors case studies
- Self-harm and suicide
- Signs and symptoms of mental ill health in young people
- Stress Container
- Hand Model of the Brain
- Take Time Together

Certificated by: MHFA England

Duration: Half day

Assessment: No formal assessment

Prerequisites: None

Validity of award: This certificate is valid for 3 years. MHFA England recommend refresher training every 3 years.

Learner-to-trainer ratio: Maximum 16 learners per trainer

Delivery formats available: Face-to-face / Live online

In-house / onsite training available

Mental Health Awareness (Youth)

- Safeguarding
- Recovery
- Self-awareness and self-care
- Action for Happiness: GREAT DREAM
- Personal pledge
- Wider perspective

Learning outcomes

Training to be Youth Mental Health Aware will enable you to:

- Understand some of the common mental health issues affecting young people, including depression, anxiety, eating disorders and psychosis
- Gain skills to work more effectively with young people living with mental health issues
- Learn ways to support young people with a mental health issue and relate to their experiences



Included in the price:



Interactive and engaging course



A course manual to keep and refer to whenever you need it



A certificate of attendance to say you are Youth Mental Health Aware



Automatic email reminders for certificate expiries



Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Driver CPC Mental Health & Wellbeing Awareness

Lorry, bus, and coach drivers must complete 35 hours of periodic training every 5 years to keep their Certificate of Professional Competence (CPC). This course has been approved by the DVSA and qualifies for 7 Driver CPC hours. This course raises awareness of common mental health conditions, aims to reduce the stigma surrounding mental health and provides tools for well-being management. Each driver's details will be uploaded to the DVSA database within 5 working days of completing the course.

Who needs this qualification?

Any potential, new or existing bus, coach or lorry drivers requiring Driver CPC Mental Health and Wellbeing Awareness training.

Why is this training important?

The aim of Driver CPC training is to reduce road casualties by ensuring and maintaining all bus, coach and lorry drivers are up to date with legislation and trained to a high standard. Drivers experiencing mental health illness, or a low level of wellbeing can lead to unsafe driving. Having a proactive approach to looking after their mental health will enable them to perform safely and at their best.

Course content

- What is mental health?
- Useful statistics
- Stigma
- Driver's stress vulnerability and stress container
- Mental Health Continuum
- Mental health conditions
- Suicide / ITESS
- Wellbeing (age, diet, physical health, exercise)
- Recover Take Ten Together toolkit
- Helpful resources

Certificated by: Ouch Learning and Development – approved by DVSA

Duration: 1 day (7 CPC hours)

Assessment: No formal assessment

Prerequisites: A CPC card or valid driver's licence for buses, coaches, or lorries

Validity of award: 3 years

Learner-to-trainer ratio: Maximum 12 learners per trainer

Delivery formats available: Face-to-face

In-house / onsite training available

Driver CPC Mental Health & Wellbeing Awareness

Learning outcomes

- Know what mental health is and how to challenge stigma
- A basic knowledge of some common mental health issues
- Looking after your own mental health and maintaining wellbeing
- Confidence to support someone in distress or who may be experiencing a mental health issue



Included in the price:



Interactive and engaging course



Automatic email reminders for certificate expiries



Qualification & digital certificate



Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace



Course manual & materials



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees



Driver CPC hours uploaded to DVSA

Stress Awareness

Work-related stress, depression and anxiety are the most common causes of work-related ill-health and absence in UK businesses. But the adverse effects of harmful stress don't end there; it can also affect vital business functions, such as staff retention, collaborative working, customer satisfaction, quality, and creativity. This interactive half day workshop introduces delegates to a risk-based approach to the management of work-related stress. The course provides line managers and supervisors with the confidence and skills to proactively contribute to an organisation's stress management policies and procedures. Throughout the session, delegates will participate in interactive and engaging quizzes and individual and group exercises, enabling them to understand how they can contribute to their organisation's overall and local approach to work-related stress reduction.

Who needs this qualification?

This course has been designed to meet the needs of those responsible for the supervision or management of teams. Typically, an organisation will have developed a stress management strategy, but implementing stress policies and procedures can be challenging. Educated and skilled line managers and supervisors are in an excellent position to recognise the presence of unmanaged and negative stress risk factors, enabling them to spot the early signs and symptoms of negative work-related stress and implement local solutions and support where possible.

Why is this training important?

A large portion of employee absence is a result of stress or stress-related illness. Stress Awareness training in the workplace can create a healthier and more supportive work environment, benefiting both employees and employers. Stress Awareness training is essential because it empowers individuals with the knowledge and skills needed to identify, manage, and reduce stress effectively, leading to improved mental and physical health, better relationships, and increased overall well-being.

Course content

- What is stress?
- Business, legal, and moral cases for the management of work-related stress
- The physiological and psychological signs and symptoms of stress
- How stress may affect mental health and influence workplace performance

Certificated by: Ouch Learning and Development

Duration: Half day

Assessment: No formal assessment

Prerequisites: None

Validity of award: 3 years

Learner-to-trainer ratio: Maximum 12 learners per trainer

Delivery formats available: Face-to-face / Live online

In-house / onsite training available

Stress Awareness

- A risk-based approach to the management of stress
- Introduction to the HSE stress management standards
- Recognising and engaging with key stakeholders
- Communicating with stakeholders

Learning outcomes

Upon completion of the course, learners will be able to:

- State the meaning of the term work-related stress and understand its relationship with employee wellbeing
- Understand the business, legal and moral case for effective management of work-related stress
- Understand how the HSE's stress risk factors can impact individual and team, health, and workplace performance
- Provide early recognition of adverse stress risk factors within their own area of responsibility
- Contribute to the organisations overall work-related stress policies and procedures



Included in the price:



Interactive and engaging course



Digital Certificate



Course manual & materials



Automatic email reminders for certificate expiries



Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Stress Management

For over 30 years work-related stress, depression, and anxiety has been one of the leading causes of employee ill-health and absence in UK businesses. But the negative effects of harmful stress don't end there, it can also affect vital areas, such as staff retention, collaborative working, customer satisfaction, quality, and creativity amongst others. This interactive workshop introduces delegates to a risk-based approach to the management of work-related stress. Throughout the session, learners will take part in interactive and engaging quizzes, individual and group exercises enabling them to reflect on how the learning outcomes could be implemented within their organisation.

Who needs this qualification?

This course is particularly beneficial to those with the responsibility of designing and managing an organisation's work-related stress management program. It is anticipated that senior managers, HR, and health and safety professionals will benefit from clarifying their existing knowledge and build upon that knowledge with tools to assist in the development of their organisation's approach to the management of work-related stress.

Why is this training important?

The course highlights the benefits of utilising the HSE stress management standards and provides delegates with the confidence and skills required to implement a stress management program based on those standards.

Course content

- What is stress?
- Business, legal, and moral case for the management of work-related stress
- The physiological and psychological signs and symptoms of stress
- How stress may affect mental health
- How stress can influence workplace performance
- Recognising stress in ourselves and others
- Risk-based approach to the management of stress
- Introduction to the HSE stress management standards and the 6 common stress risk factors
- Implementation of the HSE stress management toolkit
- Recognising and engaging with key stakeholders
- Methods of gathering data and communicating with stakeholders

Certificated by: Ouch Learning and Development

Duration: 1 day

Assessment: No formal assessment

Prerequisites: None

Validity of award: 3 years

Learner-to-trainer ratio: Maximum 12 learners per trainer

Delivery formats available: Face-to-face / Live online

In-house / onsite training available

Stress Management

- Stress risk assessments
- Stress and wellbeing

Learning outcomes

- State the meaning of the term 'work-related stress' and its relationship with wellbeing
- Understand the business, legal and moral case for effective management of work-related stress
- State the differences between acute and chronic stress and how stress can influence workplace performance
- Understanding how stress can affect both individuals and teams
- Contribute to the planning and implementation of a stress management program based on the HSE's stress management toolkit including the following areas:
- Recognition, understanding and appreciation of the HSE's 6 stress risk factors
- Methods of gathering and interpreting data

- Carryout and support others during the stress risk assessment process
- The development of short, medium, and long-term strategies for the management of work-related stress



Included in the price:



Interactive and engaging course



Digital certificate



Course manual & materials



Automatic email reminders for certificate expiries



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Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Conflict Resolution

This qualification provides employees with a foundation in conflict resolution. Emphasis is placed on the importance of personal safety when assessing risks, managing escalation, and de-escalating confrontational behaviour in a workplace situation.

Who needs this qualification?

This qualification is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and who would like to gain more confidence in being able to deal with conflict situations.

Why is this training important?

Conflict Resolution training aims to improve communication skills and teamwork among employees which helps to build strong and long-lasting work relationships. Conflict Resolution training is essential for fostering a positive work environment, improving relationships, reducing disruptions, and enhancing the overall effectiveness of individuals and organisations. By investing in conflict resolution training, individuals and organisations can proactively address conflicts and create a more harmonious and productive environment.

Course content

- Positive communication
- Managing customer expectations
- The difference between assertiveness and aggression
- Human responses in conflict situations including effects of fear, the “fight” reaction, triggering an angry response in others
- Assessing and reducing the risks in conflict
- De-escalating conflict in emotive situations
- Confronting unacceptable behaviour
- Good practice following a conflict situation

Certificated by: Ouch Learning and Development

Duration: 1 day

Assessment: No formal assessment

Prerequisites: None

Validity of award: 3 years

Learner-to-trainer ratio: Maximum 12 learners per trainer

Delivery formats available: Face-to-face / Live online

In-house / onsite training available

Conflict Resolution

Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the communication cycle, body language, tone of voice and whether the behaviour demonstrated, is assertive, aggressive or passive
- Recognise the different human responses to conflict and how to manage them
- Identify potential triggers to conflict
- Assess and reduce the risks in conflict situations
- Identify the different phases in behaviour
- Identify levels of threat from people, the environment, and weapons
- Know how to put their own safety first in a conflict situation including exit routes and attitude
- De-escalate conflict in emotive situations- including non-verbal communication
- Know how to resolve conflict and good practice following any conflict situation



Included in the price:



Interactive and engaging course



Digital Certificate



Course manual & materials



Automatic email reminders for certificate expiries



Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

Other Courses offered by Ouch



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