



Building block 4

Case study: Effective mental health training approaches

A case study from Glasgow City Council





Glasgow City Council's wellbeing project, which includes working in partnership with See Me to tackle mental health stigma and discrimination in the council, was initiated to achieve the commitment in our Employee Health Strategy to improve mental health and wellbeing, and to review our attendance policy to be fully inclusive in supporting mental health. We conducted an analysis of psychological absence statistics to determine where we would launch the pilot. This resulted in Neighbourhoods and Sustainability service (NAS) conducting the pilot at one of their operational depots and Head Office.

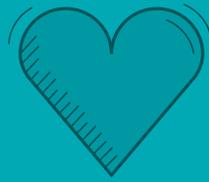
Our core aims were to raise employee awareness and open conversations on mental health at work; improve access to support, advice and guidance, and to deliver employee and management awareness training. A project working group was set up with representation from all stakeholders including senior management, human resources, and Trade Union representatives to support the development and implementation of our pilot. We then held employee engagement sessions supported by our sponsor and senior management, and we delivered strong communications to employees supported by the director.

Over 260 employees have gained important life skills through one or more forms of mental health training, including SafeTALK suicide prevention, and Mental Health First Aid training. We have a sustainable train-the-trainer model for the 'Mentally Healthy Workplace Training for Managers' resulting in 11 trainers who can deliver continued support for managers across the council.

We have developed a best practice toolkit, with step by step guidance that enables services to implement their own programme, and we have completed a review of guidance on managing employee's mental health in the workplace.

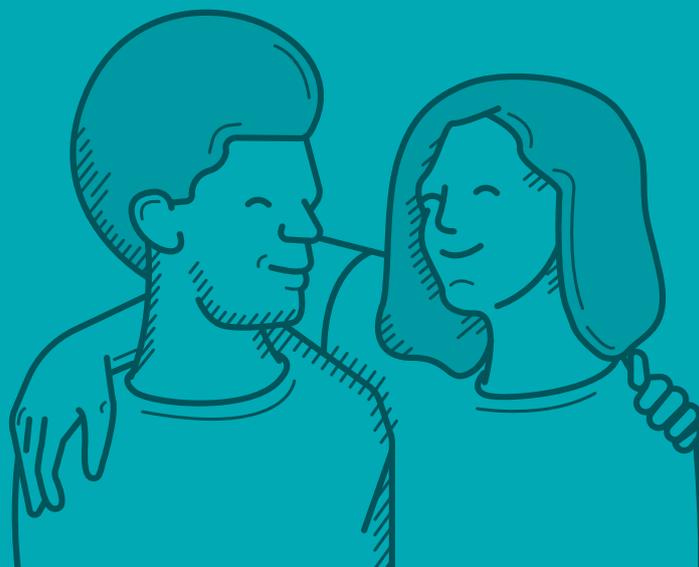
The successful corporate events linked to national campaigns like 'Time to Talk Day' helped to secure approval for the mental health strategy to be implemented council-wide from our corporate management team and elected members.





The training has already made a difference directly to our employees, their colleagues and families, our managers and human resource teams. As a result, we have had over 2,000 individual engagements, half of those face-to-face and through paper and online contact, relating to mental health and wellbeing across a number of activities. Our evaluation showed this reach to have made a difference to the way we work with employees relating to mental health and wellbeing, and in one case that we know, it's been lifesaving.

Our take-home message: Tackling mental health stigma and discrimination is foundational to driving mental health improvement in the workplace. Effective mental health training approaches are vital to provide employees, particularly managers, with advice and guidance on how to best approach conversations about mental health; respond in a compassionate and kind manner to employees who experience mental health problems in the workplace, and signpost to available support. However, training alone is not enough to drive behaviour change. Employers must communicate clearly what the training is for; how it'll benefit employees and managers, and work to create the conditions for peer support and self-reflective practice.





Contact:

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<https://www.seemescotland.org/workplace/>

for other case studies, helpful information and practical resources.

