



COURSE

Mental Health & Wellbeing Insight Courses 2021

with Nick Elston

South West Contact Centre Forum and Call North West are delighted to share the work of a highly successful collaboration, a unique opportunity to become informed and well-prepared for your teams to best manage mental health and wellbeing.

Make sure you and your teams are prepared for the 'new norm', feeling confident to deal with personal and employee wellbeing.

10 great sessions – all designed to ensure they deliver maximum insight, including interactive Q&A throughout as well as an 'Expert Guest Speaker' who will join Nick on each session.

**Hurry,
Book
Now!**

	Forum Members	Non-members
Single Course	£120+VAT	£150+VAT
10-Series Course	£850+VAT	£1250+VAT

Different delegates can attend each of the 10 insight sessions, offering maximum value and learning for all as per your business needs.

For more information and to book, please contact
jane@swcontactcentreforum.com

SESSION 1

Mental Illness v Mental Health -What's the difference?

April 12th 2021 – 11am- 12 noon

Learn how to identify the difference between Mental Health & Mental Illness and begin to remove the stigma from the term 'Mental Health' in your organisation. How this can be the key to unlocking wellbeing in your workplace and increasing engagement.

SESSION 2

Grief & loss

April 19th 2021 – 11am – 12 noon

How our sense of loss can impact our Mental Health and what we can do to come back.

During the pandemic, there has been a sharp rise of experiences of grief and loss, not necessarily attributed to a loss of human life. We will dissect the subject of grief and give you empowering tools to help people in that position.

SESSION 3

Adversity to Excitement - how to harness the power of our experiences

April 26th 2021 – 11am – 12 noon

Nick says 'It takes the same energy to destroy as it does to be that catalyst to drive forward' - in this powerful session, we will look to empower you and those you know by harnessing the energy of our experiences to create positive change.

SESSION 4

Resilience 101 - how to keep on - keeping on!

May 10th – 11am – 12 noon

Proven tools, tips & techniques on how to build and boost resilience for when we are not feeling life right now.

SESSION 5

Who looks after the people, who looks after people?

May 17th 2021 – 11am – 12 noon

How we can and cannot help other people? One of the biggest challenges right now is how we can help people around us whilst maintaining our own mental health and emotional wellbeing. This session will inspire a mindset change to empower you to have more conversations whilst protecting yourself.

SESSION 6

Depression & low mood. How to shift our state when we encounter the 'Black Dog'.

May 24th 2021 – 11am – 12 noon

As one of the fastest rising challenges in the workplace, but also in the wider world - this 'deep dive' into depression and low mood will give you a better understanding of the subject whilst giving you insights and advice into how we can help ourselves and others who are experiencing this.

SESSION 7

Vulnerability to Bulletproof! How we can use vulnerability to develop deeper relationships.

June 14th 2021 – 11am – 12 noon

If we want to have better relationships, in any context, we need to get good at being vulnerable - in a hugely positive way! Based on one of Nick's most powerful sessions - he will showcase why the power is always in the comeback - and that by showing more of yourself, you can achieve greater success - by your own definition!

SESSION 8

Reclaiming 'choice'. Why the key to unlocking our success is the first thing we give away!

June 21st 2021 – 11am – 12 noon

When we struggle with mental health, with low self esteem or lack confidence - the first thing we give away is 'choice' - when it's actually the only thing we have! This empowering session will give you personal and professional development tools to help you reclaim your 'choice' in life and in business!

SESSION 9

High Performing Day. How to structure your day for success, by your own definition!

June 28th 2021 – 11am – 12 noon

This coaching tool that Nick uses with his clients is his trademark move when helping to develop people. For the first time, Nick will be taking you through what your HPD looks like and how it can positively impact that Groundhog Day feeling that we have had for so long!

SESSION 10

Communication is key! How to inject your story, your personality into every conversation you have!

July 12th 2021 – 10am – 11am

As a Transformational Speaking Coach, Nick uses his unique 'Emotional Storytelling' toolkit to empower people to harness the power of their stories to create a better future - personally and professionally. In this final session in the series, we look at how YOU can deliver emotion and start to wrap your story around your goals, your work, your life - this will knock your socks off!

For more information and to book,
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