



Name of the session **Mental Health & Well Being**

Length **40 minutes**

Your Facilitator Notes

In the next section, you will find the notes and instructions for running careers education training. They are very simple to use. Also, make sure you are fully familiar with them before you begin.

A few points to note before you begin...

The icons / pictures are a suggestion for the action at each stage;



Slide



Explain



Ask



Note to Trainer



Group Activity



Handout



Show Video Clip



Transition

1. Introduction to the Workshop Mental Health & Wellbeing



40 minutes

Content	Materials	Learning outcomes
<ul style="list-style-type: none">✓ What is Mental Health✓ What is Well Being✓ Keep Well Diet and Exercise✓ Case study✓ How to keep Mentally well✓ Activity Impossible task?	<ul style="list-style-type: none">✓ Presentation Slides✓ Trainer's Guide✓ Handouts 1 & 2✓ Trainer Resource 1 & 2✓ A4 paper x 6 per class member✓ Scissors (optional)	<ul style="list-style-type: none">✓ Understand how to keep well ensuring longevity in the HLT Industry✓ Understand that mistakes are part of learning and developing.



1

Have **Slides 1 & 2: Welcome to The Springboard Charity: KickStart Your Career workshop**









2

Slide showing as participants join the webinar session -

- ✓ Check visuals, video and sound system
- ✓ Ensure everyone is able to settle in comfortably
- ✓ Coats and bags out of the way (if learners are in a school classroom)
- ✓ Welcome the class and thank them for coming to today's session
- ✓ Ensure that everyone is comfortably seated and can see you & the screen (check made with teacher)

1 min

 2 min	<p>Briefly tell them a bit about yourselves and build credibility with the group. Share your role within Springboard, and your previous experience that you feel might be relevant for the programme.</p> <p>Explain that Health & safety and emergency arrangements (fire drills, nearest fire exit, evacuation procedures etc.) will be covered by their classroom teacher.</p>
	<p>Note to Trainer</p> <p>If the group size is relatively small, please allow for individual introductions</p>
 3  1 min	<p>Show Slide 3: Learning Outcomes Agenda</p> <p>Explain the agenda for the day and explain that part of your job is promoting the hospitality industry as a great place to work.</p> <p>As a result of today, our aim is that everyone here will:</p> <ul style="list-style-type: none"> ✓ Understand how to keep well ensuring a good start and career within the HLT Industry. ✓ Understand that mistakes are natural part of the learning and development process.
 	<p>Show Slide 4: What is Mental Health & Wellbeing?</p> <p>Ask the class to split into 2 groups (Teacher assistance) Ask one group the question “What is Mental Health” –</p> <p>Ask the other group “What is Wellbeing” there will likely be a variety of responses – Ask, that one person from each group should take notes of all and feedback, to the class. Thank and praise students for their ideas and understanding. They have one minute to discuss, 1 minute to feedback.</p>



2 min

Reveal the definition "Mental Health" & "Wellbeing"

Mental Health:

A state of emotional and psychological wellbeing in which an individual is able to use his or her cognitive and emotional capabilities, function in society, and meet the ordinary demands of everyday life.

Wellbeing:

'Wellbeing can be understood as how people feel and how they function, both on a personal and a social level, and how they evaluate their lives as a whole.

Read this definition aloud and then explain that Mental Health & Wellbeing, is something we all have, and looking after it is our own responsibility. It's important in the HLT Industry to keep well, so you may have a prosperous career. It's very hard to run a business, if people are ill a lot, and although a business will support you, they may have to put a time limit on that support, and will have policies and procedures in place around Sick Leave.

Explain that mental ill health can start to develop in adolescence i.e. during school years.

Explain that we are going to look at a chart that splits Mental Health and Wellbeing into Categories, to show what to keep an eye to ensure you understand how to keep well



5

Show **Slide 5: P.I.E.S.**

Before revealing the answers, ask the class, what do they think the categories are? A shout here is good to do. If no response, teacher could assist by asking someone in particular.

6

Show **Slide 6 Table explaining categories**



2min

- ✓ Physical: In HLT business, you will see that the staff are mostly on their feet, usually for a full shift, so physical health and stamina are important. That means sleeping well, having a good diet and exercising is important. Some food and drink can alter your thinking and emotions. For example, caffeine can help you focus, but too much and it can make you nervous, jittery and anxious. Exercise releases endorphins called "feel good" hormones, so is good for your self-confidence and self-esteem.
- ✓ Emotional: Your thoughts and feelings drive your behaviour, so keeping a positive mental attitude will help you in many aspects of your life. If you think "I can" you most probably will, however if you think "I can't" you probably won't. This can be referred to as Growth Mind Set of Fixed Mindset. Someone who has a Growth Mindset, will be confident in their abilities and apply them along with the attitude that with hard work and determination most things can be achieved. Someone with a Fixed Mindset, doesn't believe in themselves and their abilities. Their attitude is to think that they will never get better at things even if they try hard. Employers in the HLT business Hire for Attitude and Train for skill.
- ✓ Intellectual: Our brain is such a complex computer and can do many things. Learning and development at a young age, is when your brain is most perceptive to learning. However a huge part of learning, is making mistakes, I could tell you all sorts of mistakes I made in my early career, that would make you cringe, like spilling red wine over someone with white trousers on, and many more, however I learnt from these mistakes, and went on to become the Manager of that Restaurant. I am so glad I did not give up; I just dusted myself down, apologised (profusely) and continued learning how to do it without spilling again.
- ✓ Social: Having supportive friends around improves your Mental Health and wellbeing, research shows it even increases your life expectancy. Trying something new, getting involved in the community and joining groups are great ways to make friends. If you enjoy meeting new people then HLT is for you. If you look at people who work in hospitality, you will see they are cheerful, friendly and get along well with colleagues, customers and Managers; they are called good team players. There is not much you can do in Hospitality without working together in a team; we need many hands to deliver exceptional food, drink and a wonderful experience for the customers who are spending their hard-earned cash in our venues.

In Short working in the HLT Industry can be good for Mental Health and Wellbeing!



Transition

Check if anyone has questions for now...



Show **Slide 7: Case Study activity**



Trainer Resource 1

Note to teacher, Handout 1 This will help the class with the case study. Split the groups again, these can be the same groups as before, or you can split them by giving them a number i.e. go around the room telling each class member they are either number one or number two, this works even if there is an odd number, one extra person in the team won't make much of a difference. The latter sometimes help with the dynamic in the group. - Give the class 7 minutes, with 3 minutes reserved for feedback



Show **Slide 8 Sarah**

This is Sarah. Sarah has a good circle of friends, she doesn't smoke, she normally eats a healthy balanced diet, and enjoys school, especially English and Art, However Sarah has had some setbacks recently, which have made her anxious. As a result of this Sarah, is finding it hard to concentrate, she has lost her appetite, and is not sleeping well, she has very low energy levels



What could Sarah do to help herself?



Feedback can come by asking a couple of class members what their thoughts are. They can also write down and hand in to the teacher. Praise for the feedback

10 mins

So far we have learnt about the 4 factors of Mental health and wellbeing. Other factors that can help improve this are Mindfulness, being Kind, being grateful, and learning to be resilient. So What is resilience? Dictionary Definition the capacity to recover quickly from difficulties; the ability of a substance or object to spring back into shape; .The song that's lyrics are "I get knocked down but I get up again, nothings ever going to keep me down, ring true to Resilience Example Celebrities you may know that have overcome adversity and went on to success are:

Michael Jordan: Most people wouldn't believe that a man often lauded as the best basketball player of all time was actually cut from his high school basketball team. Luckily, Jordan didn't let this setback stop him from playing the game and he has stated, "I have missed more than 9,000 shots in my career. I have lost almost 300 games. On 26 occasions I have been entrusted to take the game winning shot, and I missed. I have failed over and over and over again in my life. And that is why I succeed."

J. K. Rowling: Rowling The author of Harry Potter empire today, but before she published the series of novels she was nearly penniless, severely depressed, divorced, trying to raise a child on her own while attending school and writing a novel. Rowling went from depending on welfare to survive to being one of the richest women in the world in a span of only five years through her hard work and determination.

Explain: Everyone has setbacks – small things like spilling soup/red wine on a guest or breaking a glass can feel terrible but an employer looks for someone who can go back and try again (and learn from their mistakes). Resilience in the workplace is a 'hot topic' at the moment. Remember - we're all human and all have stories to tell of things that have happened at work which we'd rather forget –even Managers/Celebrities! You'll all be looking to go into the workplace quite soon. It can be quite scary, and we might make mistakes. Remember – resilience is everything. You can't really do anything wrong - other than not turn up, not keep in touch and not try your best! Are you worried about breaking a plate or doing something 'wrong'? Every single hospitality worker has done this. No one cares - as long as you apologise, dust yourself down and try again – with a smile on your face.

Activity: The Impossible Task, I'll give you a tip, that's a lie, it might seem impossible, but I promise you it's not.

Class teacher See Trainer Resource Impossible Task. For activity instructions

From this Task: Ask Who at the start of this task felt like it was impossible?

Ask; who asked for help?

You will be glad to know, that 8 times out of ten no one asks for help, why? Because they don't want to appear needy, some may think it's not cool to ask for help, they may think that they know best, they may fear feeling stupid in front of their peers/colleagues/friends, some want to work out for themselves, some want to give up, become frustrated, shout "it's impossible." Resilience is about trying new things, and not



15mins

giving up, even when it seems impossible, the Resilient people ASK FOR HELP. Did you? When you were given help, was it easier? Of course, it was. Please don't feel like you can't ask for help **any time you need it, in any situation, at school, at home** or a new job, of course in a new job it will be important to listen and retain information you've been given. However, if you're struggling with something, you will get help if you ask for it. We always say talk don't walk, that's the easy option, the hard option is to ask for help, learn from it, develop and go on to learn some more.

Even though things may seem impossible at times, we must remind ourselves of all the challenges we have faced in the past and congratulate ourselves for overcoming them, remembering them when you feel overwhelmed and out of your comfort zone, will help to spur you on.

Is there something you hope to achieve, but it seems too hard? Take stock of your achievements so far, you might like to do this with a friend who will support you. Count every triumph, it could be passing a test or reaching a fitness goal. When you feel like you'll never progress, remember how much you've already achieved. Then ask yourself what do I need to do to realise my dreams? Who could help me? **Don't be afraid to ask for help.** The trick is to make one small step and start off in that direction. All of this improves your all-round Health and Wellbeing, by making you more self-confident, increases your self-esteem. With these intact you can go on to achieve mostly anything you desire.



10

2 mins

Show **Slide 10: Did we meet the objectives**

- ✓ Understand how to keep well ensuring a good start and career within the HLT Industry.
- ✓ Understand that mistakes are natural part of the learning and development process.
- ✓

Show **Slide 11: Conclusion Evaluate the Learning**



11

What have you learnt today?

QUIZ

1. What are the four categories of Mental Health and Wellbeing?
2. Too much caffeine can make you nervous, jittery and anxious. True or false
3. Resilience can be like "I get knocked down.....
 - A) I stay down,
 - B) but I get up again
 - C) now I'm going to give up
4. People in HLT are cheerful, enthusiastic and willing to learn from their mistakes True or False
5. Some Food, drink, along with exercise can alter your mood true or false

12

Show **Slide 12: Thank you**

Thank you I hope you've enjoyed the session today Happy Mental Health and Wellbeing, look after yourselves.

Further reading at <https://www.mind.org.uk>

<https://careerscope.uk.net/support/health-wellbeing/>

Further reading 10 ways to develop resilience

