



CWMT Workplace training

Our trainers and what we ask of you

Thank you for your interest in our workplace training programme.

This document outlines what you can expect of your Waller Trainer, and also what Waller Trainers need from your organisation to make their input effective and valuable for everyone involved.

Waller Trainers

All Waller trainers have expertise in mental health and are clinicians, academics, teachers, business people, or have lived experience of mental health problems. We aim to match our trainers carefully to each organisation, based on the trainer's experience, background and personality, and on the organisation's specific needs.

We work to the recognised evidence base and standards laid out by relevant organisations including NICE, Health & Safety Executive, Mindful Employer, Business in the Community and Acas. This ensures that our trainers deliver safe, evidence-based and supportive sessions.

Our training is delivered on a 'needs led' basis so, whilst we offer suggested session titles and content, our trainers will consult with you, in advance, on your specific needs and levels of existing knowledge amongst your people, to ensure that the content is effectively tailored to your organisation.

Our trainers understand that elements of the training content may have a triggering effect, so they will always encourage attendees to take responsibility for their own self-care, to take a break from the sessions if needed. Whilst our overall offer does not include one-on-one support for employees, our trainers will always build in time for individuals to approach them after the sessions and will offer general advice and signposting as appropriate. If anything of concern about specific individuals arises during a session, that information may need to be discussed with senior leadership within your organisation and also with the safeguarding lead within CWMT.

Our work depends on mutual respect between trainers and attendees. We understand the pressures of a work setting but we will also convey to attendees the importance of giving their full attention to the topic, and of looking after themselves and each other respectfully during the sessions. We will ask that mobile phones are turned off and that staff do not multitask e.g. answer emails during the sessions.



Length of sessions

Our trainers often travel considerable distances to deliver sessions, so we are sometimes unable to justify short sessions in isolation.

Furthermore, we believe that the subject matter of our training requires the appropriate amount of time for it have the maximum impact on your employees and organisation. For that reason, we may not be able to agree to requests for sessions to be significantly shortened from their intended duration.

Please do not be offended by this. We simply need to ensure that we are making the most effective use of our charitable resources, in order to maximise both our impact and the ongoing sustainability of our work.

In outline terms, you should allow the following amount of time for our training:

Line Manager training	Full day ideally (6 hours minimum)
All-staff training*	2 hours ideally (90 minutes minimum)
'Train the Trainer' sessions	2 days

* *These sessions can be delivered during the working day, at lunchtime, or as twilight sessions. We can of course accommodate longer sessions, including day-long events, depending on the needs of each organisation.*

Numbers of attendees

We look for a minimum and maximum number of attendees for a training session. This is, again, to ensure that we are making most effective use of our trainer resources but also to ensure the best dynamic within a training session. As a guide we suggest:

Line Manager training	Min 12* / Max 16
All-staff training	Min 20 / Max 80
'Train the Trainer' sessions	Min 6* / Max 16

* *If a small enterprise wishes to train Line Managers or Trainers but has insufficient staff in these groupings it may be able to combine with others in the local area or in the same business sector.*



All-staff training

If you wish to arrange all-staff training sessions, we have some simple suggestions to ensure that these sessions are delivered to best practice guidelines:

- Line managers and/or welfare staff should already have received some basic mental health training - either from CWMT or from another reputable organisation. This ensures that, once the all-staff sessions are completed, there are identified staff available who are equipped to respond to individual issues which may only come to light in the days or weeks afterwards.
- CWMT input should enrich what is already being delivered – meaning that all-staff sessions are delivered not as 'one-offs' nor as the only input around mental health that staff receive. With this in mind, we may ask you about how you are planning to support staff before and after sessions.

Facilities, etc.

We do not provide or own training premises. Training will normally be delivered on your premises, or at another appropriate venue, should you wish to arrange this at your own cost. The chosen venue should be one where staff will feel most at ease.

Our trainers will need IT equipment with internet connectivity, screen and adequate speakers for video clips. IT arrangements will need to be checked with the most appropriate person in your organisation in advance, simply to avoid any last-minute problems on arrival.

Donations

The cornerstone of CWMT's offer to organisations is that training should be free of charge – this has been a key element of our offer since the charity's inception in 1997.

We are not directly funded by local authorities or CCGs however, so the majority of our work is enabled through fundraising, and many organisations either make corporate donations or engage with workplace fundraising activities for CWMT to enable our work to continue.

As a guide, £750 enables us to provide a training event.



In case of cancellation

We recognise that sometimes, for unavoidable reasons, planned sessions may need to be postponed or cancelled after having been booked. **To help minimise this we ask that organisations only confirm bookings once everything is in place and agreed through senior leaders within your organisation.** Unfortunately, late notice cancellations may mean that another organisation is unable to benefit from the trainer's time allocated for that day.

If you do need to cancel or rearrange a booking, we ask that:

- At least two weeks' notice is given to enable that slot to be offered to another organisation;
- As well as contacting your allocated trainer, you also inform training@cwmt.org – this will ensure you are responded to as swiftly as possible.

In the unlikely event that CWMT may need to cancel a session, for example due to a trainer's sickness, we will endeavour to give organisations as much notice as is practically possible, arrange for another suitable trainer to deliver the agreed sessions as planned if available, or rearrange the booking for another date convenient to you.

Contacts

If you have any questions, please do contact your allocated Waller Trainer, or either **June Dent** or **Annabelle Martin**, either on **01635 869754** or via email:

June Dent Director of Workplace Programme june.dent@cwmt.org

Annabelle Martin Resource Officer annabelle.martin@cwmt.org