



Westfield Health

# Manager Workshop Catalogue

[www.westfieldhealth.com](http://www.westfieldhealth.com)



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## About Westfield Health

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We're dedicated to making a healthy difference to the quality of life of our customers and the communities in which they live and work.

We inspire and empower each other to be the best that we can be, so we can deliver evidence-based health and wellbeing solutions that support people, communities, and workplaces to be healthier.

We're proud of our not-for-profit heritage and are passionate about making a healthy difference. We have no shareholders, so the more successful we are the more we can give back to those around us.

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# Introduction

**Our workshops deliver sustainable behavioural change that makes a real difference to your business.**

As managers, our primary responsibility is to manage the performance of our teams. Our performance levels are directly related to the levels of pressure that we are able to handle.

Stress and mental health issues are becoming the single biggest challenge we face in relation to performance on an individual, team and organisational level.

The traditional approach of 'stress management' can be overly reactive — the focus is changing to building resilience against pressure and more proactively managing the challenges we face .

Westfield Health's management training focuses on coaching managers to develop themselves and their teams to proactively be more resilient to pressure.

Our ability to be resilient can be viewed from a mental, physical and emotional perspective, that's why we've developed a range of training modules focusing on each element, as well as a module on mental health awareness.

## Team-focused training

Modules focused on building team resilience and capabilities include:

- Developing a team's ability to perform under pressure
- Developing a team's mental resilience
- High energy teams - building a team's physical resilience
- Building a team's emotional resilience
- Mental health awareness for managers

## Manager-focused training

We also provide a module focused on managers themselves – 'Building resilient leaders'.

Resilient teams need resilient leaders, someone who:

- Provides a role model for their team to follow
- Understands resilience, creating empathy with the challenges their team members face
- Has the knowledge to understand how individual team members are reacting to pressure and the capability to coach and support them in meeting those challenges

## Session format

Modules are delivered in half-day, three-hour workshops. The most effective approach to training is to deliver a full day of coaching, covering 'Building resilient leaders' in the morning and then your selected training module in the afternoon.



# Meet the experts

**Our team of over 50 coaches are experts in delivering a wide range of health and wellbeing workshops tailored to the needs of your organisation. Here are a few of our team:**



## Mark Pinches

Mark has over 20 years experience as a Performance Coach and Mentor, specialising in wellbeing, change management and leadership development. He is also a Brief Strategic Therapy and Clinical Hypnotherapy Practitioner with application experience in organisational, business and professional sport covering a 30 year period.

Mark has worked with a wide range of clients including many professional sports teams and athletes up to Team GB and National Team Captaincy level. These include Formula One (Benetton Team) and International Motor Racing (Subaru 555 WRX and Honda Touring Car Team), GB Level Rowers, teams and individual athletes and performers from the performing arts & media.



## Melissa Crate

Mel is a Coach, Mental Health Expert and trained Mindfulness-based Cognitive Therapy Teacher. She teaches on resilience, mindfulness, stress management, productivity and other personal and professional performance topics.

Mel is extremely passionate about the benefits and results of wellbeing programmes, having spent a decade working in high-pressure environments, where work/life balance and mental health were never treated as a priority. As a result she experienced and witnessed high-stress levels, exhaustion and eventually burnout, which is when she came to the conclusion that looking after employees' mental and physical health at work was the key to high performance and a thriving organisation.



### Linda Munster

Linda is a highly experienced Nutritional Therapist, Wellbeing Coach and Author. She runs a wide range of nutrition-related and wellbeing seminars and workshops, aimed at companies and organisations encouraging healthier lifestyle habits, promoting a more energised, resilient and productive workforce.

Linda is a successful author who developed the POWER Eating Plan™. She is the author of 'No Caffeine Required: What to Eat to Energise your Working Day, Naturally' aimed at helping busy people to implement a healthy eating and lifestyle plan in order to stay energised and productive throughout their day.



### Cathy Lawson

Cathy is an experienced Wellbeing Coach, Trainer and Mental Health First Aid Instructor having spent over 20 years working with managers, teams and organisations to improve resilience, emotional intelligence and performance.

Her fundamental understanding is that employees with good physical, emotional and mental health will support reduced sickness, absenteeism, presenteeism and increased levels of commitment and performance.

Cathy is also a Health Coach for the NHS's 'Healthier You' diabetes prevention course, training and coaching individuals to make lifestyle changes to avoid the risk of developing type 2 diabetes.



### Kyle Davies

Kyle is a chartered occupational psychologist, therapist, coach, trainer, and author. He is the creator of energy-flow coaching™, which provides a framework and process that can be applied to a health setting for eradicating symptoms of numerous chronic mental and physical health issues.

Kyle is an Associate Fellow of the British Psychological Society, and author of the recently published book, 'The Intelligent Body' (WW Norton & Co). Kyle has presented at workshops, seminars, and conferences in the UK, USA, New Zealand, and Europe; he has trained and supervised coaches and therapists in the UK and overseas. Kyle has been a regular contributor to ITV Wales News, and is frequently heard on radio and podcasts.



### Jaimie Shires

Jaimie is a highly qualified and experienced Life and Wellbeing Coach and Psychotherapeutic Counsellor. She delivers effective mental health training and coaching at personal and organisational level in order to improve employee wellbeing and performance.

Jaimie has a skill in assisting individuals make sense of their difficult circumstances and enable them to change their perspectives, beliefs, emotions and behaviours in order to facilitate positive transformation. She adopts a holistic approach to mental health and works collaboratively with individuals to provide support that meets that individuals specific needs at each stage of their development.

# Building resilient leaders

**Ideal number of attendees: 12-25**

**Workshop duration: 3 hours with a 15-minute break**

**Everyone at sometime will feel the pressure, particularly those responsible for others. Resilient teams need resilient leaders.**

Why is it that some people can handle pressure better than others? Evidence has shown that there are common traits of those who can cope well and even thrive under pressure and specific traits of those who can't.

How we handle and respond to our own pressures sends a powerful message to our team.

As leaders, we need to develop our own personal resilience in order to understand, have empathy for and support our teams in building their resilience.

## Content

- Personal stress awareness and control
- Being aware of the signals we send out
- Making stress your friend: the surprising facts about stress physiology
- Building resilience and managing pressure
- Mental toughness: strategies and behaviours to thrive under pressure
- When to use relaxation techniques at work
- Working in challenging environments: personal effectiveness in difficult conditions
- Optimal shift working: staying productive on shifts and during long working hours
- Achieving equilibrium: a healthy mind and body in a healthy business
- The importance of keeping hydrated: impact on workplace performance
- Healthy sleep patterns and their impact on workplace performance



## Managers will:

- Achieve greater self awareness as a means to developing personal resilience
- Learn practical ways to develop their own resilience and thrive under pressure
- Manage stress better and identify strategies to improve personal performance
- Use their own experience to gain a better understanding of how their team members will react to pressure

# Performing under pressure

**Ideal number of attendees: 12-25**

**Workshop duration: 3 hours with a 15-minute break**

Evidence shows there's a direct relationship between the amount of pressure we are under and our performance. We perform best when we are in our stretch zone, but, if we stay in the stretch zone too long, the pressure gets too high, we slip into the strain zone and our performance suffers.

To maintain consistent performance, we need to learn how to move into the stretch zone at the right time, how to pick up the signs that we've been in the stretch zone too long and strategies for moving back into the comfort zone to recover and re-focus.

This workshop provides a clear understanding of the relationship between pressure and performance, how to understand when people are under strain and practical measures to help teams perform at their best and even thrive when under pressure.

## Content

- Understanding the relationship between pressure and performance
- Understanding individual's reactions to pressure
- How to prioritise the importance of wellbeing in relation to performance
- Re-framing negative pressures into opportunities for the team to grow and thrive
- Manage team energy for optimal performance
- Understand the FLOW Model as a means to intrinsic motivation
- Delegate effectively and manage staff according to their needs and skills
- Help a team oscillate between areas of the pressure/performance curve
- Manage the team's transition into a new way of thinking and operating



## Managers will:

- Plan practical changes to increased resilience and personal balance by knowing how they perform under pressure
- Learn to motivate teams to navigate their own pressure/performance curves
- Help teams know their own 'tipping points' and how to manage them better
- Adopt new perspectives and commit to realistic behaviour changes that will serve to minimise the impact of high-pressure events in the workplace and beyond



# Your team's mental resilience

**Ideal number of attendees: 12-25**

**Workshop duration: 3 hours with a 15-minute break**

**We are asking our teams to do more with less — and usually faster too. Our days can often feel as though we're jumping from one high pressure situation to another.**

The net result is that we are spending longer and longer in our stretch and strain zones without time to recover.

No matter how well your team already copes with high-pressure situations, everyone has the capability to build their resilience to pressure, and that's what this workshop is all about.

## Content

- The difference between pressure and stress
- Understanding the relationship between pressure and performance
- The importance of self-awareness: identifying signs and symptoms of the strain zone
- Techniques for managing the actions and performance of your team to help them escape the strain zone
- How to shift focus towards managing the team's resilience
- The art of effective delegation
- How to pace team performance and take control
- Practical tips for developing the team's mental coping strategies
- Working towards 'FLOW' states
- Ideal performance and recovery states
- De-cluttering unwanted and unnecessary tasks



## Managers will:

- Learn how to fully utilise the innate resilience of the team
- Understand how to enable others to achieve greater self awareness as a means to developing resilience
- Feel empowered to take control of life
- Break old habits and see things in new ways
- Manage personal pressures better and identify strategies to improve personal performance
- Manage team pressures better and identify strategies to improve overall performance and wellbeing



# High-energy teams

**Ideal session number: 12-25**

**Workshop duration: 3 hours with a 15-minute break**

**Our physical energy levels (physical resilience) underpin our ability to focus, concentrate, be creative and think clearly. To handle pressure and maintain consistent performance levels, we need to be physically resilient.**

Low energy can be a vicious cycle. Tired employees tend to boost energy levels in the wrong way with caffeine or snacks, then fuel up late in the evening when energy isn't needed, impacting nutrition and sleep.

This workshop is for managers who want to develop their ability to create a working environment where they and their teams can thrive under pressure.

It introduces a blueprint to improve performance by learning to view pressure in a different light and effectively managing and building team energy levels to fuel performance.

## Content

- Managing team energy: balance energy in and out
- Building team resilience and managing pressure
- Emotional Intelligence: the impact of emotions on team resilience
- Developing strategies that harness and magnify the intellectual and emotional energy, commitment and resilience of the team
- Ideal performance & recovery states: oscillation between natural states to achieve flow
- Creating and managing a positive change in perspective on stress
- Achieving equilibrium: a healthy mind and body in a healthy business



## Managers will:

- Understand how to harness personal and team energy levels and physical resilience
- Plan practical changes to increase team awareness of stress and how to reduce its impact at work
- Learn how to help their team know their own 'tipping points' and how to manage pressure
- Adopt new perspectives and commit to realistic changes in behaviour that will minimise the impact of high-pressure days in the workplace and beyond.

# Building a team's emotional resilience

**Ideal number of attendees: 12-25**

**Workshop duration: 3 hours with a 15-minute break**

Emotional resilience refers to how our feelings are linked to our wellbeing and performance. In the workplace EQ (a measurement of Emotional Intelligence) has been shown to be up to 4 times a better predictor of job performance and effectiveness than IQ.

This workshop introduces ways of further understanding and managing our emotions and how this can lead to improved performance and sense of personal fulfillment.

The workshop includes practical tips and strategies to enable managers to develop greater 'Emotional Intelligence' as a means to increase the engagement, wellbeing and performance of their teams.

## Content

- Defining emotional wellness and emotional intelligence
- The importance of understanding and managing emotions
- Cultivating an increased awareness of emotions
- The importance of communication in understanding emotions in others
- Practical tips and positive habits to improve emotional awareness and how they can be used to reduce anxiety and work better under pressure
- Re-framing negative emotions and learning not to react negatively
- Cultivating positive emotions



## Managers will:

- Develop greater self-awareness and a stronger 'sense of self' to improve overall personal emotional wellness and understanding of others
- Increase 'emotional intelligence'
- Understand the benefits of sharing feelings and emotions at work
- Develop a progressive personal plan to incorporate emotional intelligence and emotional wellness into everyday life
- Understand how to develop a workplace culture focused on the 'human element'

# Mental health awareness

**Ideal number of attendees: 12-25**

**Workshop duration: 3 hours with a 15-minute break**

**Stress and pressure related mental health challenges appear to be more prevalent than ever in the modern workplace.**

Culture is a key part of creating a supportive work environment. Creating a supportive culture is not always easy and can take time, but with commitment across the business, mental health issues can be significantly reduced and stigma can be eliminated.

This workshop raises managers' awareness of mental health issues, helping them to promote awareness in their teams. It provides practical tips on developing an action plan to maintain their own mental wellbeing and to change the way they think about and provide support for their teams.

## Content

- Understand why we need to know about mental health
- Identify the early signs of a range of mental health conditions
- Open up channels to enable people to talk about pressures
- Gain confidence to intervene and help someone experiencing mental health challenges
- Guide someone towards the right help
- Reduce the stigma of mental health problems
- Know how to reduce the risks of developing mental illness
- Maintain your own mental wellbeing by creating time for yourself and making time for others
- De-clutter and simplify processes and life in general



## Managers will:

- Be open to new perspectives on mental health
- Show empathy and use emotional intelligence
- Know the appropriate level of involvement when supporting others
- Be confident enough to start a crucial conversation when needed
- Understand the need to look after their own health and enable others to look after theirs
- Feel empowered to reduce the stigma around mental health issues

# Our team of experts are here to help

From picking the right workshop to building your health and wellbeing strategy, we're here to support you.

Visit our website to download our free Health & Wellbeing Toolkit. It contains all the information you need to create your company's health and wellbeing strategy, featuring help and advice on everything from building the business case and exploring supplier options to implementing and evaluating the process.

For more information or to enquire about any of our workshops, please get in touch with our team of experts who are available 8am-6pm, Mon-Fri (except Christmas Eve and public holidays).



## Get in touch

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