



FREE TASTER

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Mental Health for Managers

A practical first step from the course: being clear about your role in supporting your team's mental health

About 20 minutes. You will need to think about your team and the support your organisation offers.

Name

Date

STARBUCK & ASSOCIATES

COACHING & LEADERSHIP DEVELOPMENT

WHAT THIS IS

For managers who want to get this right

Mental Health for Managers is a video programme for managers and team leaders. It builds the confidence to notice when someone may be struggling, start a supportive conversation, point them to the right help and shape a team where it is okay to talk.

It helps when you are worried about saying the wrong thing, when someone in your team seems different, or when you are not sure what support is available or where your role ends.

How it works

Ten short video lessons, each with a practical tool in the course workbook and a workplace task. Knowledge checks help the ideas stick, and you receive a certificate of completion. About 6 learning hours, with 12 months' access.

What is inside

LESSON	WHAT YOU GET
01 The manager's role in mental health	Your role and its limits: the Manager's Role Map.
02 Mental health as a spectrum	A shared language: the Spectrum Check.
03 Spotting signs of change	Noticing without labelling: the Signs of Change Log.
04 Starting a supportive conversation	A good first minute: the Conversation Opener Planner.
05 Listening without fixing	Hearing before helping: the Listening Practice Sheet.
06 Signposting and getting support	Where to point people: the Support Map.
07 Adjustments and returning to work	Practical changes, with HR advice: the Adjustments and Return Plan.
08 Work-related causes and prevention	Looking at the work itself: the Work Pressure Scan.
09 Looking after yourself as a manager	Your own wellbeing: the Manager's Support Plan.
10 A team where it is okay to talk	Openness as a habit: the Okay to Talk Team Plan.

The manager's role in mental health

As a manager you are not expected to diagnose anyone, offer therapy or know the name of every condition. Your role is simpler and just as important.

YOUR ROLE	WHAT IT MEANS
Notice	Spot changes from someone's usual pattern.
Ask	Check in privately, simply and kindly.
Listen	Let them feel heard before you try to fix anything.
Signpost	Point them to support you cannot give yourself.
Adjust	Make work as manageable as it can be.

Why you make a difference

You are often the person who sees someone most regularly at work, and you shape workload, deadlines, flexibility and tone. People rarely remember the exact words you used. They remember whether you noticed, whether you cared and whether you followed through.

Know your boundaries

Good support has edges. You can be kind and available without becoming someone's only source of help. Clear boundaries protect the person, and they protect you.

EXAMPLE

Sam notices Priya has seemed tense for a few weeks, and wonders whether it is a manager's place. Then Sam remembers the role: notice, ask, listen, signpost. Sam asks Priya for a coffee, listens, and shares the employee assistance programme details. Sam does not need to know what is wrong to help.

Your Manager's Role Map

PART OF MY ROLE	NOT MY ROLE
Noticing changes and checking in	Diagnosing or naming a condition
Listening without judgement	Offering therapy or counselling
Signposting to support	Being someone's only source of help
Making work as manageable as I can	Promising total secrecy
Involving HR or occupational health when needed	Making legal decisions on my own

Step 1: Where am I now?

HOW CONFIDENT AM I TO	NOT YET	A LITTLE	FAIRLY	VERY
Notice when someone is struggling	☐	☐	☐	☐
Start a supportive conversation	☐	☐	☐	☐
Know where to signpost	☐	☐	☐	☐
Keep clear boundaries	☐	☐	☐	☐

Step 2: Who else can I involve?

SUPPORT	NAME OR CONTACT	WHAT THEY CAN HELP WITH
HR		
Occupational health		
Employee assistance programme		
Mental health first aiders		

The one thing I will find out this week is:

From noticing to a team where it is okay to talk

This taster helps you get clear on your role. The full course takes you through every step of supporting someone, and of shaping the work and the team around them.

- 1 Notice.**
Lessons 2 and 3: the spectrum, and spotting changes without labels.
- 2 Talk and listen.**
Lessons 4 and 5: opening a supportive conversation and listening without fixing.
- 3 Signpost and adjust.**
Lessons 6 and 7: the Support Map, adjustments and a good return to work.
- 4 Prevent.**
Lesson 8: looking at the work itself, using the six HSE Management Standards areas.
- 5 Sustain.**
Lessons 9 and 10: looking after yourself, and building a team where it is okay to talk.

Who gets most from it

- New managers who want to feel ready before they need to be
- Experienced managers who worry about saying the wrong thing
- Team leaders preparing for face-to-face Mental Health First Aid training

HOW PEOPLE USE IT

A practical rhythm is one lesson a week, with the workplace task done before the next lesson. Organisations can follow it with face-to-face Mental Health First Aid training with Starbuck & Associates.

This is learning material, not medical advice. If someone is at immediate risk, stay with them if it is safe, call 999, and Samaritans are available on 116 123.

What I am going to do

Two or three small changes that you actually make will do more than a long list you never start.

My three actions

WHAT I WILL DO	WHEN	WHO I WILL TELL

Coming back to this

Put a date in your diary about a month from now and answer these three questions.

What has changed since I did this taster?

What did I not get to, and what got in the way?

What am I carrying forward?

READY FOR THE FULL COURSE?

Mental Health for Managers

Ten short video lessons, each with a practical tool and workplace task, to help you notice, ask, listen, signpost and build a team where it is okay to talk.

£149 per person, per year, inc. VAT

Enrol at academy.starbuckassociates.com/courses/mental-health-for-managers

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