



# **WELCOME PACK**

**GET BRITAIN TALKING - THE TIME TO  
TALK ABOUT MENTAL HEALTH IS NOW**



## WHO ARE WE?

We are a team of Mental Health & allied professionals, people with business and organisational experience. We have joined forces to offer our expertise to match your business, personal and individual needs, by providing TALK-SHARE to promote the crucially important area of mental health & emotional wellbeing and **GET BRITAIN TALKING** – the time to talk about Mental Health is now!

We all have lived health – this means we experience of mental ill the past or present. We with established careers backgrounds. The team former social work and other allied medical/social work professionals, and business owners.



experience of mental ill have personal health at some point in are all professionals, from a variety of consists of therapists, professionals, nurses, and other allied medical/social work professionals, and business owners.

We use an associate network model and source experts from a wide range of niche areas, so really there is no subject we cannot support you with. If there is, we will work with you to try and source a provider, no charge!

We aim to use this unique shared & lived experience in a way that demonstrates a highly credible approach based on a solid foundation of personal & professional experience. We do not just say “we know how you feel” – “we have been there and walked around in your shoes and felt the same or similar feelings” that you have. We feel this place us strategically in a market that is at risk of becoming saturated with providers, who lack the very experience they need to successfully make real change.



## WHAT DO WE DO?

We use our combined experience to help you feel more comfortable & confident to speak about mental health, wellbeing, and those conversations you may have avoided in the past.



We use our own unique designed 5 STEP SPADE APPROACH to help you dig deeper to uncover the conversations you need to have and get to the bottom of any barriers that are preventing you from talking and sharing. The form is on the website under the tab "online forms" this will only take a few minutes and save valuable time.



This is your opportunity to give as much information as possible, about what is happening for you right now. The more information you give the better. The closer we can get to meeting your needs.



## MISSION

To be open and transparent how we work

To provide informal learning

To provide fair pricing for all

To provide post session support (after care)

To be feedback champions

We will work with you to banish any ELEPHANTS in the room you may have.

## AIMS

We aim to get you Talking & Sharing more

We aim to prepare you for any future Mental Health related training.

We aim to provide for all businesses, groups, individuals.

We will provide a “peer support service” TalkShare Friends

we aim to be a 1 stop shop for your training & well-being needs



We will ensure you are always in a safe place with the utmost confidentiality, with full facilitator support.

We will work with you to develop key skills that enable your staff to learn the art of having mentally healthy conversations.

This is key to a productive and happy workforce, one that is focused on how to increase the bottom line via the medium of Talking & Sharing.

Our aim is to be continually growing and evolving. To make this happen we will be FEEDBACK-CHAMPIONS using your feedback to critically reflect how we can improve our services to you.



## COSTS

We strive to make affordable for all.

We do not have standardised pricing. We believe the fairest & most transparent policy is to have a Flexible & Affordable pricing structure for all.

**Per person start around £20 per session.**

\*If pricing is an issue, please get in touch, you will always receive the warmest of welcomes.

# WHAT DO WE OFFER?

We offer bespoke services to all business and organisations.

As demonstration of our continued commitment to getting Britain talking, we also provide services for the following 7 key groups. We realise that Talking & Sharing does not discriminate and is for everyone.

We offer a totally bespoke and flexible service based on your business needs. Our aim is to cater for your needs and help individuals & business thrive, not just survive! Helping you towards increased productivity & profit.

We will provide services to the following, as our service grows, we will include other groups.



1. Small businesses & sme's
2. Larger businesses & corporate
3. BAME communities
4. Elderly & isolated
5. Homeless & people in inadequate housing
6. Children & young people
7. LGBT plus
8. People with learning disabilities & communication difficulties.
9. People with Mental Health challenges

# WE LISTEN TO YOU

We Fully bespoke your training and sit down explore and hear your ideas and needs, helping you to tease out the important bits, which often stay hidden!

We will communicate with you virtually or face to face or any way that is suitable.



We appreciate the need to work efficiently which means being time critically aware, we will use any type of communication which is suitable to you, to start our conversation.

# Guidance to Complete the Spade Form

**S.P.A.D.E. IS A FULLY INTEGRATED 5 STEP APPROACH THAT GUARANTEES STRUCTURE WHILST AT THE SAME TIME ALLOWS FLEXIBILITY OF DESIGN AND DELIVERY, BESPOKE TO YOUR NEEDS**



## 1. SPECIFY

We understand that for many individuals and businesses at the beginning of our working relationship you may struggle to be SPECIFIC about your needs. We will work diligently with you to focus on your initial needs, please allow for change later, we are always learning!

Being SPECIFIC at the onset significantly increases the chances of reaching your desired outcome(s).

We have access to a range of tools such as training needs audits, wellbeing tools and many more! We can utilise these to help perfect your journey with us.



We will then move to the next stage and PLAN

## **2. PLAN**

**It is crucial that together we plan how you want things to look. We are prepared for the following:**

1. Taster sessions
2. Single, one-off sessions
3. Hourly, morning or half-day sessions
4. Individual, small, and larger groups.
5. Emergency response as and when needed.

Because we bespoke all our services, we can give you a precise, accurate and dedicated approach. Time is on our side, getting the planning right will reduce the risk of unexpected things popping up later!

We will give you an honest appraisal of what we think is best for you and what meets your needs, always being client & person-centered

We will ask you to complete online onboarding form questionnaire, it is only brief, take around 5 to 10minutes to complete, no need to be over-concerned. It will enable us to have a good idea of what we need to do and how, and if we are a good fit for you.

We will then move to the next stage ACTION

## **3. ACTION**

How does it look? What format is best? We will use the facts & findings from the online onboarding questionnaire (and any conversation prior to the session) and use these to inform how best to go forward. For example, if you tell us that you have a high percentage of absenteeism due to what you reasonably think could be mental health-related but are unsure as to why. Together we will take steps to action how it can be reduced. Of course, this is just 1 example we anticipate a wide range of issues will be presented.

We will then agree on this plan of ACTION and make sure you are satisfied.

## **4. DELIVER**

**How do you want things to look? We offer the following:**

1. Virtual sessions – we are aware that for smaller businesses some “video communication” services may be cost-prohibitive” please be assured this is not anything we can't overcome, as there is an increasing number of suitable alternatives on the market.
  2. We can conduct COVID 19 safe face to face sessions – although for now, we must limit these numbers to around 20 – we can bring PPE if you have any sourcing issues.
  3. We can accommodate other formats if that suits your needs.
- Any formats that have worked for you in the past, please feel free to let us know and will do our best to build the service around this.

## **5. EVALUATION**

Post-course evaluation is your opportunity to critically reflect and share how you feel things went for you. These will be made available at the beginning of each session.

We will provide our own feedback/evaluation forms to all attendees, with a more in-depth version for the person who commissioned the service.

**Remember we are feedback champions and**



**We welcome any feedback on your experience!**

It may be the case that one session has worked wonders and you do not need to follow up. On the other hand, this may be part of an agreed plan.

Contact: [letstalk@talkshare.co.uk](mailto:letstalk@talkshare.co.uk) 03330 11 72 72 & 0208 432 6929

# GROUND RULES

## Share responsibility for including all voices in the conversation.

If you tend to have a lot to say, make sure you leave sufficient space to hear from others. If you tend to stay quiet in group discussions, challenge yourself to contribute so others can learn from you. Being uncomfortable to a degree is inevitable, but your boundaries will always be respected.

## Listen respectfully.

Don't interrupt, use your mobile etc, or engage in private conversations while others are speaking. If you need to then you are welcome to mute yourself. Use attentive, courteous body language. Comments that you make (whether asking for clarification, sharing critiques, or expanding on a point) should reflect that you have paid attention to the previous speakers' comments.

## Be open to changing your perspectives based on what you learn from others.

Try to explore new ideas and possibilities. Think critically about the factors that have shaped your perspectives. Seriously consider points-of-view that differ from your current thinking. Reframing is a fundamental tool towards promoting positive mental health.

## Understand that we are bound to make mistakes in this space.

As anyone does when they approach complex, and emotional tasks or learning new skills, or absorbing new information. Strive to see your mistakes and others' as valuable elements of the learning process.

## **Understand that your words have effects on others.**

Speak with care. If you learn that something you have said was experienced as disrespectful or marginalizing, listen carefully and try to understand that perspective. Learn how you can do better in the future. It may be beneficial to offer an apology nearest to the time.

## **Take pair work or small group work seriously.**

Remember that your peers' learning is partly dependent upon your engagement. Try and share tasks as equally as possible.

## **Understand that others will come to these discussions with different experiences from yours.**

Be careful about assumptions and generalizations you make based only on your own experience. Be open to hearing and learning from other perspectives.

## **Understand that there are different approaches to solving problems.**

If you are uncertain about someone else's approach, ask a question to explore areas of uncertainty. Listen respectfully to how and why the approach could work. We are all here to learn from each other.

Any questions please call, or email and we will be happy to answer all your questions!

Included in this pack are the

1. Welcome information
2. Spade guidance
3. Copy of session ground rules

Thank you for choosing us on behalf of TalkShare

Marc Ewen (founder) & Team at TalkShare

A handwritten signature in black ink that reads "Marc Ewen". The signature is written in a cursive, flowing style.