Workplace Mental Health and Well-being Instructor Day 1

WELCOME

Hello!

I am Trainer Name
You can find me at

Today's Learning Outcomes

- Understand mental health issues, specifically ones that may be prominent in the workplace.
- Develop communication skills for supportive conversations about mental health.
- Understand the importance of and implement self-care and resilience.

Understanding Mental Health Issues in the Workplace
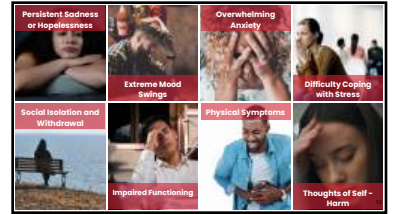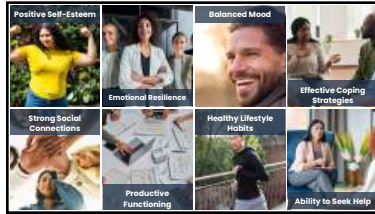

Mental Health vs Mental Illness

'Mental health is a state of mental well-being that enables people to cope with the stresses of life, realise their abilities, learn well and work well, and contribute to their community.'

- World Health Organisation

Mental Health
A person's emotional, psychological and social well-being.

Mental Illness
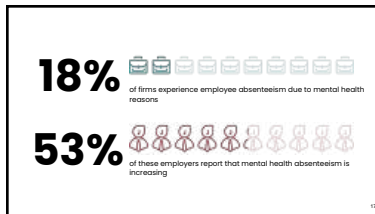Diagnosable conditions that affect a person's thoughts, emotions, behaviour and overall functioning.

Slide: Types of Mental Health Illnesses

Types of Mental Health Illnesses

- Depression
- Anxiety Disorders
- Bipolar Disorder
- PTSD
- OCD
- Schizophrenia
- Eating Disorders
- Substance Use Disorders
- BPD

Slide: Good Mental Health attributes

- Positive Self-Esteem
- Balanced Mood
- Emotional Resilience
- Effective Coping Strategies
- Strong Social Connections
- Healthy Lifestyle Habits
- Productive Functioning
- Ability to Seek Help

Slide: Diminished Mental Health attributes

- Persistent Sadness or Hopelessness
- Overwhelming Anxiety
- Extreme Mood Swings
- Difficulty Coping with Stress
- Social Isolation and Withdrawal
- Physical Symptoms
- Impaired Functioning
- Thoughts of Self - Harm

Slide: Good and Diminished Mental Health in the Workplace

Good and Diminished Mental Health in the Workplace

Slide: Good Mental Health in the Workplace

Good Mental Health in the Workplace

Slide: Diminished Mental Health in the Workplace

Diminished Mental Health in the Workplace

Slide: Workplace Mental Health Statistics

Workplace Mental Health Statistics

from Healthy Workplace Ireland 2023

Slide: Statistics

18% of firms experience employee absenteeism due to mental health reasons

53% of these employers report that mental health absenteeism is increasing

Slide: Statistics

64% of employers report that absenteeism adversely impacts business performance

Slide 19

Implications of Poorly Managed Mental Health

- Decreased Productivity
- Increased Turnover
- Poor Morale and Engagement
- Legal and Compliance Risks
- Reputation Damage

Slide 20

Implications of Poorly Managed Mental Health

- Impact on Innovation
- Safety Risks
- Lack of Growth

Slide 21

Work-Related Stress

Slide 22

Reasons for Work-Related Stress

- High Workload
- Unclear Expectations
- Inadequate Resources
- Tight Deadlines
- Poor Work-Life Balance
- Organisational Changes
- Lack of Control
- Job Insecurity
- Workplace Culture

Slide 23

Work-Related Stress Symptoms

- Emotional
- Interpersonal
- Physical
- Behavioural

Slide 24

What is Burnout?

Slide 25

Recognising Triggers and Signs of Mental Health Issues

Slide 26

Stress Triggers/Stressors

- Poor Work/Life Balance
- Financial Issues
- Health Issues
- Family Issues
- Inadequate Support
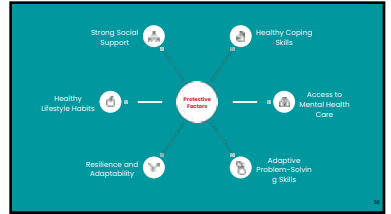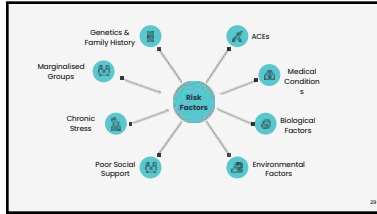- Life Changes
- Job Insecurity

Slide 27

Recognising Signs and Symptoms

- Changes in Mood
- Anxiety and Stress
- Changes in Behaviour
- Cognitive Symptoms
- Physical Symptoms
- Impaired Functioning
- Social Withdrawal

Slide 1

Factors Influencing Mental Health

Slide 2

Risk Factors

- Genetics & Family History
- ACEs
- Marginalised Groups
- Medical Conditions
- Chronic Stress
- Biological Factors
- Poor Social Support
- Environmental Factors

Slide 3

Protective Factors

- Strong Social Support
- Healthy Coping Skills
- Healthy Lifestyle Habits
- Access to Mental Health Care
- Resilience and Adaptability
- Adaptive Problem-Solving Skills

Slide 4

Cultural Beliefs and Attitudes

- Stigma and Shame
- Cultural Explanatory Models
- Help-Seeking Behaviours
- Family and Community Support
- Cultural Competence in Mental Health Care
- Language and Communication
- Cultural Trauma and Historical Context

Slide 5

Workplace Mental Health Support

Slide 6

Slide 7

Supporting Colleagues

Slide 8

Why?

- Early Intervention and Support
- Reduce Stigma and Promote Awareness
- Improve Well-Being and Productivity
- Comply with Legal and Ethical Responsibilities
- Build a Resilient Workforce

Slide 9

Do's and Don'ts

Do	Don't
Listen with Empathy	Make Assumptions or Judgements
Provide Reassurance and Support	Provide Diagnosis or Treatment
Respect Confidentiality	Minimise or Dismiss Feelings
Encourage Professional Help	Promise Confidentiality if Safety is at Risk
Promote Self-Care	Don't Force Solutions or Advice

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REMEMBER

You are **NOT** trained to diagnose or treat mental health conditions and you should **ALWAYS** signpost your colleague to professional help.

Slide 38

Difficulty with Recognising MH Issues

- Stigma and Stereotypes
- Lack of Awareness and Education
- Normalisation of Symptoms
- Cultural and Societal Factors
- Lack of Trust or Safety
- Inaccessible Resources and Support
- Poor Communication
- Mental Health Illiteracy
- Personal Biases and Assumptions

Slide 39

How to Get the Message Across

- Start Conversations
- Provide Educational Resources
- Highlight Success Stories
- Celebrate Mental Health Milestones
- Share Personal Stories
- Organise Workshops and Training
- Address Specific Concerns
- Utilise Multiple Channels

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Mental Health Training in the Workplace

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Management Training

- Mental Health Awareness Training
- Workplace Mental Health First Aid
- Stress Management and Resilience Training
- Communication and Leadership Skills Training
- Conflict Resolution and Mediation Training
- Legal and Compliance Training
- Crisis Management and Response Training

Slide 42

Employee Training

- Workplace Mental Health First Aid
- Stress Management and Resilience Training
- Self-Care Workshops
- Cultural Competence Training
- Active Listening and Communication Skills Training
- Wellness Initiatives and Programme Participation

Slide 43

Group Discussion

Slide 44

Effective Communication

Slide 45

Channel
The medium through which the message is transmitted

Message
The information, idea or emotion that the sender wishes to communicate

Barriers
Factors that hinder effective communication

Receiver
The individual for whom the message is intended

Sender
The person or entity initiating the communication

Feedback
The response or reaction of the receiver to the sender's message

Slide 1

The C's of Communication

Clarity
Communicate your message in a clear manner.

Conciseness
Convey your message with precision, avoiding unnecessary details.

Coherence
Ensure your message is logically organised and flows seamlessly.

Consistency
Maintain uniformity in your message, both in terms of content and tone, to build trust and reliability.

Courtesy
Communicate with empathy, kindness and consideration. Take the feelings and perspectives of your audience into account.

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Slide 2

Building Rapport and Relationships

Effective communication is a dynamic process that involves listening, understanding and conveying messages in a way that nurtures trust, understanding and positive connections. It is the key to building and sustaining rapport and relationships in both personal and professional life.

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Slide 3

Listening Skills

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Slide 4
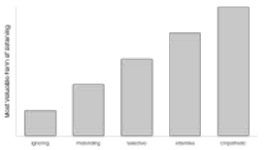
Levels of Listening

Most valuable form of listening

STEPHEN COVEY'S 5 LEVELS OF LISTENING
Each level represents the degree to which someone is listening to another person during a conversation.

ignoring   pretending   selective   attentive   empathetic

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Slide 5

Active Listening

Understanding
Enables a deeper understanding of the message.

Building Relationships
Fosters strong interpersonal relationships.

Conflict Resolution
Allows for understanding the perspectives of all parties involved.

Problem Solving
Helps to gather relevant information and identify challenges.

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Slide 6

Active Listening

Empathy and Compassion
Active listening demonstrates that you care about the speaker's thoughts and feelings.

Avoiding Misunderstandings
Helps to clarify any uncertainties.

Increased Productivity
Clear communication and understanding leads to efficient collaboration.

Leadership Skills
Leaders who listen to their team demonstrate empathy, create a supportive environment and make informed decisions.

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Slide 7

Techniques

• **Full Attention**
Focus entirely on speaker.

• **Show You Are Listening**
Use non-verbal cues.

• **Paraphrase**
Repeat what the speaker has said in your own words.

• **Reflect Feelings**
Acknowledge speaker's emotions by reflecting them back.

• **Clarify**
Ask open/closed questions.

• **Summarise**
Summarise the main points of the message.

• **Empathise**
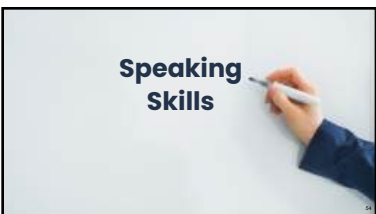Understand the speaker's feelings and perspectives.

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Slide 8

Techniques

• **Avoid Interrupting**
Wait for natural pauses before responding.

• **Provide Feedback**
Offer constructive feedback.

• **Use Minimal Encouragers**
Use short verbal cues like "yes, uh-huh or I see".

• **Maintain an Open Mind**
Avoid making assumptions or jumping to conclusions.

• **Resist the Urge to Problem Solve Too Soon**
Allow the person to fully express themselves before offering solutions or advice.

• **Be Patient**
Give the person time to articulate their thoughts.

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Slide 9

Speaking Skills

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Speaking Skills

Tone
Tone of voice conveys the speaker's emotions and attitude. It adds layers of meaning to the words spoken.

Pace
A well paced delivery allows listeners to process information effectively and follow the speaker's message.

Articulation
When words are pronounced and expressed clearly, the message is more likely to be accurately received and understood.

Questions to Ask

Closed	Short, factual answer
Open	What? Why? How?
Funnel	Start with general, drill down to more specific
Probing	Nudges prospect toward revealing more information

Answering Questions

Clarity
If a question is unclear, politely ask for clarification. This ensures you address the actual concern.

Calm & Composed
Stay calm and composed regardless of the nature of the question. This also projects confidence.

Honesty
If you don't know the answer, be honest. Offer to follow up or direct to the best person to talk to.

Positive Language
Always respond in a positive and constructive manner. This helps maintain a positive atmosphere.

Non-Verbal Communication

Non-Verbal Communication

- Posture
- Pitch of Voice
- Body Language
- Gestures
- **Types**
- Eye Contact
- Facial Expressions
- Tone of Voice
- Appearance

Body Language

Body language serves as a powerful means of non-verbal communication, enriching spoken words and influencing how messages are perceived.

- Enhancing verbal messages
- Conveying confidence
- Establishing connection
- Building trust

Facial Expressions

Facial expressions play an important role in non-verbal communication, serving as a means of conveying emotions, intentions and social cues.

- Expressing emotions
- Immediate feedback
- Dealing with ambiguity
- Guide social situations

Eye Contact

Eye contact is a powerful element of non-verbal communication. It plays an important role in building connections and establishing rapport.

- Establishing connection
- Conveying confidence
- Demonstrating interest

Difficult Conversations

Empathy and Compassion

- **Empathy** is the ability to understand and share feelings, thoughts and experiences of another person.
- **Compassion** goes beyond empathy and involves a desire to alleviate the suffering of others.

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Building Confidence in Having Difficult Conversations

- Prepare and Plan
- Develop Active Listening Skills
- Practice Empathy and Understanding
- Stay Calm and Manage Emotions
- Be Clear and Direct
- Seek Common Ground
- Practice and Role Play
- Reflect and Learn
- Seek Support and Feedback

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What to Say?

Do Say	Don't Say
• I'm concerned, I noticed you have been quiet this week, are you ok?	• What's wrong with you?
• How are you doing?	• Why are you acting strangely?
• I haven't caught up with you in a while, how are you feeling?	• What's with the low energy?
• Work has been full on, how are you managing?	• Is it the time of the month?
• How's life? How are the family?	• You are not the same person we took on, what's wrong?
• What's new? What have you been doing?	
• What would be helpful for you right now?	

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Things to Keep in Mind

- You are not there to diagnose or fix
- Your role is to support and signpost
- Be prepared with helpful information
- Be non-judgemental and compassionate
- Avoid making assumptions
- Give time and space

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Challenging Situations

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Handling Challenging Situations

- Stay Calm and Centered
- Practice Active Listening
- Show Empathy and Validation
- Respect Boundaries
- Use Non-Judgemental Language
- Offer Support and Resources
- Know When to Refer
- Maintain Confidentiality*
- Practice Self-Care
- Follow Up

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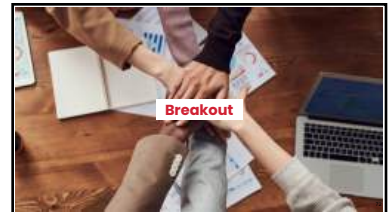## Barriers to Communication

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Boundaries

It is important to acknowledge the scope of your abilities in relation to dealing with mental health issues, always liaise with the HR department for any queries and continue to signpost to professional help.

Remember if you are unsure of what to do, always liaise with your workplace policies, manager or HR department.
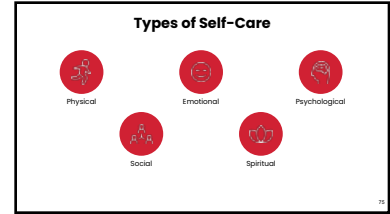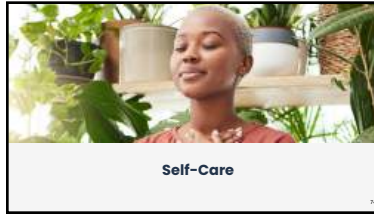

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Breakout

Self-Care and Resilience

Self-Care

Types of Self-Care

Physical
Emotional
Psychological
Social
Spiritual

Practising Self-Care

- Set Boundaries
- Prioritise Sleep
- Eat Nutritious Foods
- Stay Hydrated
- Engage in Physical Activity
- Practice Mindfulness and Relaxation
- Engage in Hobbies and Activities You Enjoy
- Connect with Supportive Relationships
- Unplug and Disconnect
- Practice Self-Compassion
- Get Outside and Enjoy Nature
- Seek Professional Help When Needed

Stress Management Techniques

- deep Breathing Exercises
- Mindfulness Meditation
- Yoga
- Regular Physical Activity
- Healthy Lifestyle Habits
- Time Management and Prioritisation
- Social Support and Connection
- Limiting Exposure to Stressors
- Seeking Professional Help

Time Management and Work/Life Balance

- Set Clear Goals and Priorities
- Use Time Management Techniques
- Create a Schedule
- Set Boundaries
- Learn to Say No

Time Management and Work/Life Balance

- Delegate and Outsource
- Practice Time Management Skills
- Take Regular Breaks
- Make Time for Self-Care
- Reflect and Adjust

Resilience Building

- Self-Awareness
- Develop Coping Strategies
- Set Realistic Expectations
- Establish Boundaries
- Seek Supervision and Support
- Practice Self-Compassion
- Develop Problem-Solving Skills
- Maintain Perspective
- Reflect and Learn

Self Reflection

- Critical Thinking and Problem Solving
- Personal Growth and Development
- Enhanced Emotional Intelligence
- Improved Self-Regulation
- Enhanced Problem-Solving Skills
- Increased Resilience
- Improved Relationships
- Alignment with Values and Goals
- Continuous Learning and Adaptation

Case Study

Assessment

Assessment 3: Skills Demonstration

Recap

- Understanding Mental Health Issues in the Workplace
- Recognising Triggers and Signs of Mental Health Issues
- Building Confidence and Communication Skills
- Self-Care and Resilience

Time For Questions!

Thank You!

Workplace Mental Health and Well-being Instructor Day 2
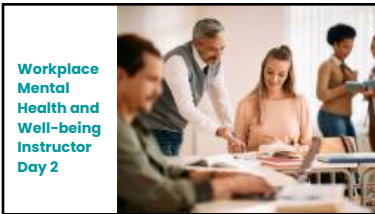
Yesterday We Covered

- Understanding Mental Health Issues in the Workplace
- Recognising Triggers and Signs of Mental Health Issues
- Building Confidence and Communication Skills
- Self-Care and Resilience

Today We Will Cover

- What is a Workplace Wellness Instructor?
- Development of Workplace Wellness Programmes
- Engagement with Stakeholders
- Analysing Training Needs for Workplace Mental Health
- What are Learning Aims, Objectives and Outcomes?

What is a Workplace Mental Health and Well-Being Instructor?

Defining the Role of a Workplace Mental Health and Well-being Instructor

The Role
- Promoter
- Developer
- Deliverer
- Provider
- Collaborator
- Advocator

Suitable Qualities
- Empathetic
- Non -Judgemental
- Trustworthy
- Emotionally Intelligent
- Resilient

Key Skills for the Role
- Mental Health Awareness
- Training and Facilitation
- Communication
- Interpersonal
- Leadership

Key Considerations for Workplace Mental Health Training

Needs Assessment	Inclusive Content	Expert Involvement
Practical Skills	Continuous Support	Leadership Involvement

Workplace Policies and Professional Help

Examples Workplace Policies
- Employment Policies
- Code of Conduct/Ethics Policies
- Anti-Discrimination and Harassment Policies
- Health and Safety Policies
- Equal Employment Opportunity (EEO) Policies
- Leave and Attendance Policies
- Information Technology (IT) and Data Security Policies
- Performance Management and Discipline Policies
- Compensation and Benefits Policies

Can you guess which of those policies Mental Health may fall under?

Legal Requirements at Work (Ireland)

- Safety, Health and Welfare at Work Act 2005
- Equality Acts 1998-2015
- European Communities Regulations 2007
- Code of Practice on Bullying at Work
- Data Protection Legislation

Legal Requirements at Work (UK)

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Equality Act 2010
- Data Protection Act 2018
- The Mental Health (Discrimination) Act 2013

Good Practice

- Employee Assistance Programmes (EAPs)
- Mental Health Awareness and Training
- Mental Health Policies
- Flexible Work Arrangements
- Wellness Initiatives
- Peer Support Networks

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Reasonable Adjustments

- Flexible Work Arrangements
- Reduced Workload or Adjusted Deadlines
- Workspace Modifications
- Regular Breaks and Rest Periods
- Access to Mental Health Support Services
- Flexible Leave Policies
- Regular Check-Ins and Supportive Supervision
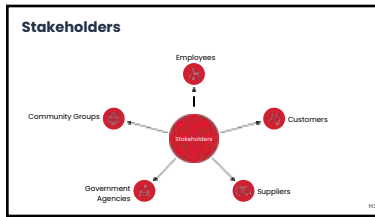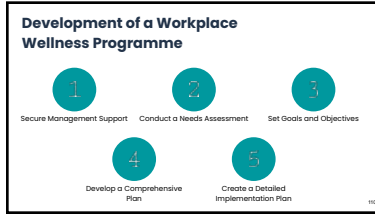
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Confidentiality and Privacy

Confidentiality

Refers to the ethical and legal obligation to keep sensitive information private and secure. In mental health settings, confidentiality ensures that personal information shared by individuals during therapy sessions or counselling remains protected from unauthorised disclosure.

Privacy

Refers to an individual's right to control access to their personal information and maintain boundaries around their personal space and belongings.

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Boundaries

Access to Professional Help

- Employee Assistance Programmes (EAPs)
- Occupational Health Referrals
- Counselling and Therapy Services
- Mental Health Hotlines and Helplines
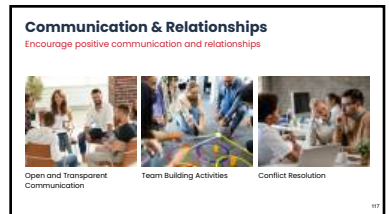- Workplace Wellness Programmes
- Health Insurance Coverage

Case Study

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What is a Workplace Wellness Programme

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Slide 109

Workplace Wellness Programme

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Slide 110

Development of a Workplace Wellness Programme

1. Secure Management Support
2. Conduct a Needs Assessment
3. Set Goals and Objectives
4. Develop a Comprehensive Plan
5. Create a Detailed Implementation Plan

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Slide 111

Development of a Workplace Wellness Programme

6. Engage Employees
7. Provide Training and Resources
8. Monitor and Evaluate
9. Adjust and Improve
10. Report and Celebrate Successes

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Slide 112

Stakeholder Management

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Slide 113

Stakeholders

Employees
Customers
Suppliers
Government Agencies
Community Groups
Stakeholders

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Slide 114

Stakeholder Management

Identify › Prioritise › Communicate › Expectations › Feedback

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Slide 115

Benefits of Good Stakeholder Management

Support and Engagement	Alignment with Organisational Goals	Effective Implementation
High Participation Rates	Measurable Impact	Continuous Improvement

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Slide 116

Creating a Positive Workplace Culture

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Slide 117

Communication & Relationships

Encourage positive communication and relationships

Open and Transparent Communication
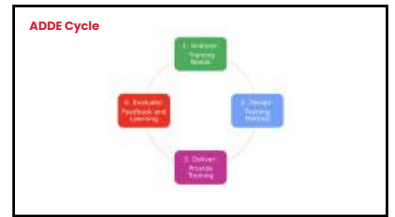
Team Building Activities

Conflict Resolution

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Fostering Inclusivity & Diversity

Recognising & Rewarding Positive Behaviour

Activity
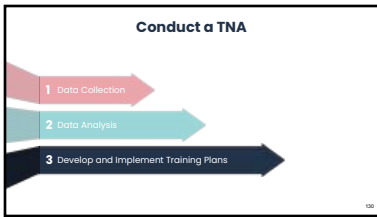
Analysing Training Needs for Workplace Wellness

The Purpose of Training Needs Analysis

ADDE Cycle

Purpose?

Identify

Increase

Improve

Promote

Highlight

Methods for Conducting Training Needs Analysis

Conduct a TNA

1 Data Collection

2 Data Analysis

3 Develop and Implement Training Plans

Steps of Data Collection

1 Define Objectives
2 Select Methods
3 Develop Tools
4 Collect Data
5 Comply with GDPR

Conduct a TNA

1 Data Collection
2 Data Analysis
3 Develop and Implement Training Plans

5 Steps of Data Analysis

1. Organise the Data	2. Review and Clean the Data	3. Analyse Data to Identify Gaps
4. Prioritise Training Needs	5. Develop Actionable Insights	

Conduct a TNA

1 Data Collection
2 Data Analysis
3 Develop and Implement Training Plans

Competency Gaps

Competency Gaps

Skills
Knowledge
Abilities

W5H Framework

Who?
What?
Where?
When?
Why?
How?

Learning Aims

Learning Aims

- Review Identified Training Needs
- Formulate Learning Aims
- Draft Learning Aim Statements
- Align Learning Aims with Training Methods
- Communicate Learning Aims

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Things to Avoid

Being Too Vague | Overloading with Jargon | Setting Unrealistic Goals | Ignoring Feedback

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Learning Objectives

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Learning Objectives

Expectations | Guidance | Motivation

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Examples of Learning Objectives

"To provide an understanding of the principles of mental health and well-being."

"To familiarise trainees with effective workplace wellness strategies and initiatives."

"To develop skills in facilitating supportive and engaging mental health and well-being sessions."

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Benefits of Learning Objectives

Enhanced Learning Outcomes | Increased Accountability | Personalised Learning

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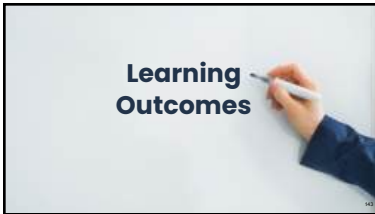
Common Pitfalls

Being Too Vague | Overloading Objectives | Ignoring Practical Constraints

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Learning Outcomes

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Learning Outcomes

Specific | Aligned | Measurable

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Examples of Learning Outcomes

"Learners will be able to identify various mental health conditions and adapt support methods to accommodate individual needs."

"Learners will be able to implement strategies for encouraging participation and maintaining engagement in sessions."

"Learners will be able to design and use evaluation tools to measure the effectiveness of their mental health and well-being programmes."

What to Avoid

Being Vague

Overloading with Multiple Objectives

Ignoring Alignment with Course Content

Neglecting to Review or Revise

Not Consulting Stakeholders

Case Study

Recap

- What is a Workplace Mental Health and Well-being Instructor?
- Development of Workplace Wellness Programmes
- Engagement with Stakeholders
- Analysing Training Needs for Workplace Mental Health
- What are Learning Aims, Objectives and Outcomes?

Time For Questions!

Thank You!

Workplace Mental Health and Well-being Instructor Day 3

Yesterday We Covered

- What is a Workplace Mental Health and Well-being Instructor?
- Development of Workplace Wellness Programmes
- Engagement with Stakeholders
- Analysing Training Needs for Workplace Ment(al)
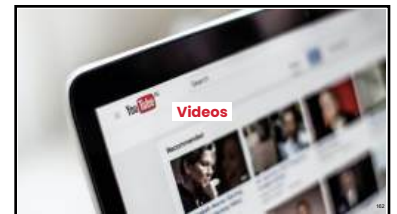- What are Learning Aims, Objectives and Outc(omes)

Today We Will Cover

- Tailoring Training for your Organisation
- Creating Content for Workplace Mental Health and Well-being Training
- Universal Design for Learning
- How to Effectively Deliver Your Training
- Evaluating Your Training
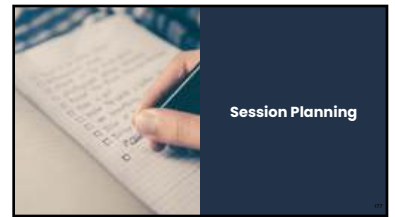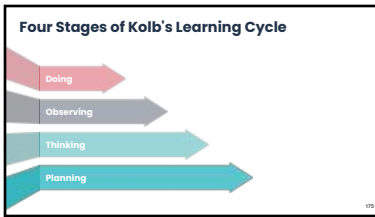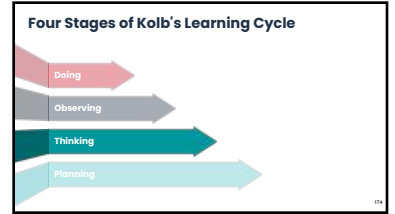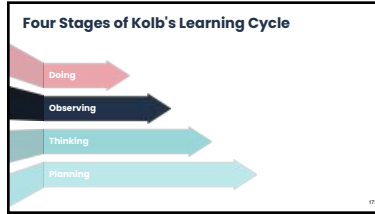- Course Assessments

Tailoring Training for Your Organisation

What Does it Mean?

VARK

VARK

Visual · Auditory · Reading · Kinesthetic

How do you learn best?

PowerPoint

Flip Charts

Videos

Roleplays

Breakouts

Brainstorming

Gamification

Storytelling

Handouts

Whiteboard

KOLB

Four Stages of Kolb's Learning Cycle

- Doing
- Observing
- Thinking
- Planning

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Creating Content

Session Planning

Session Planning

- Define Objectives
- Structure & Flow
- Timing
- Activities & Engagement
- Resources & Materials

Session Plan Template

Importance of Research

Research Sources

Academic Journals

Online Databases

Government Agencies

Books

Research Institutes

Universal Design for Learning

What does it mean?

Benefits

Inclusivity

Flexibility

Improved Learning Outcomes

Engagement and Motivation

Enhanced Accessibility

Implementation

Training Delivery and Evaluation

Presentation Skills

Engaging Learners

Create an interactive learning environment

Use real-world examples and relatable content

Personalise the learning experience

Foster a collaborative learning atmosphere

Maintain enthusiasm and motivation

- Clarity and Structure
- Engaging Delivery
- Visual Aids
- Interactive Elements
- Storytelling
- Confidence and Enthusiasm
- Adaptability
- Feedback Incorporation

Verbal Communication for Presenting

Non-Verbal Communication for Presenting

Using Visual Aids

Emotional Intelligence

Self-Awareness

Social Skills

Self-Regulation

Emotional Intelligence

Empathy

Motivation

Benefits

Enhanced Engagement

Improved Learning Outcomes

Increased Adaptability

Positive Learning Environment

Leadership and Influence

Cultural Intelligence (CQ)

Developing CQ

Education and Training

Self-Reflection

Exposure to Diversity

Feedback

Continuous Learning

Group Discussion

Engagement Strategies

Engagement for Learning
> Feedback

Benefits

Improved Retention and Understanding   Increased Motivation   Enhanced Skill Application   Positive Learning Environment

Higher Participation   Adaptability and Flexibility   Long - Term Benefits

Facilitation Techniques

Managing Group Dynamics

Encourage Participation   Manage Conflict   Build Rapport   Balance Contributions

Managing Difficult Learners

The Dominator
The dominator learner tends to take over discussions.

The Distractor
The learner who is the distractor often veers off topic.

The Cynic
The cynical learner might challenge your ideas with negativity.

The Silent Participant
The silent learner finds it hard to get involved and participate.

Why is Evaluation Important?

Ensuring Training Effectiveness

• Assessment of Learning
• Learner Insights
• Identifying Gaps
• Real-time Adjustments

Accountability and Transparency

• Tracking Progress
• Justifying Costs
• Documenting Outcomes
• Reporting Results

Enhancing Learner Motivation

• Recognition of Progress
• Interactive Methods
• Continuous Learning Culture
• Motivational Feedback

Continuous Improvement

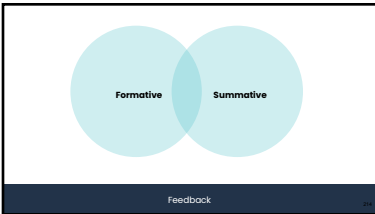KPI

Delivering Feedback

Formative   Summative

Feedback

Formative Feedback

• Ongoing Feedback
• Planned during Design
• Focused on Improvement
• Supports Learners
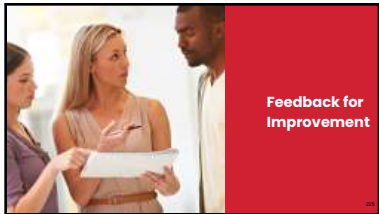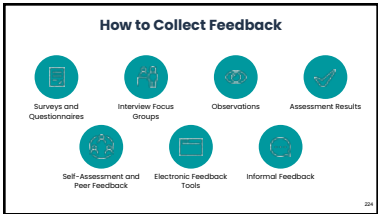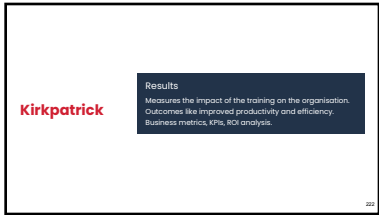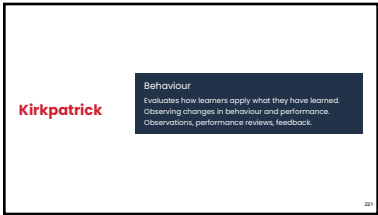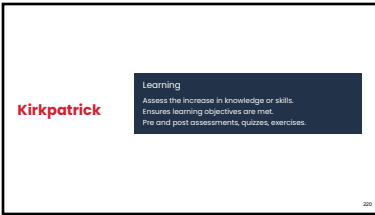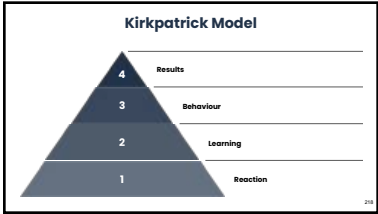• Frequent and Immediate
• Interactive Techniques

Summative Feedback

• Feedback at End
• Informs Future Training
• Comprehensive Assessment
• Formal Techniques
• Not as Supportive
• Evaluates Learning Outcomes

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Traditional Evaluation Model

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Kirkpatrick Model

4	Results
3	Behaviour
2	Learning
1	Reaction

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Kirkpatrick

Reaction
Measures how participants respond to the training.
Capturing learners immediate impressions.
Surveys, feedback forms, participant interviews.

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Kirkpatrick

Learning
Assess the increase in knowledge or skills.
Ensures learning objectives are met.
Pre and post assessments, quizzes, exercises.

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Kirkpatrick

Behaviour
Evaluates how learners apply what they have learned.
Observing changes in behaviour and performance.
Observations, performance reviews, feedback.

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Kirkpatrick

Results
Measures the impact of the training on the organisation.
Outcomes like improved productivity and efficiency.
Business metrics, KPIs, ROI analysis.

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Collecting and Analysing Feedback

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How to Collect Feedback

- Surveys and Questionnaires
- Interview Focus Groups
- Observations
- Assessment Results
- Self-Assessment and Peer Feedback
- Electronic Feedback Tools
- Informal Feedback

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Feedback for Improvement

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Case Study

Time for the Exam!

EXAM

Assessment

dcm

Workplace Mental Health and
Well-being Instructor
Assessment Brief

Course Wrap-Up

Time For Questions!

Thank You!

For any further information or questions please contact
admin@dcmlearning.ie