



A-OK.NZ

MENTAL HEALTH AND SUICIDE PREVENTION
TRAINING



SCOPETALK

WORLDS #1 DISTRESS AWARENESS TRAINING PROGRAMME.

**LICENSE INFORMATION PACK FOR
IN-HOUSE ORGANISATIONAL TRAINERS**

FOR BUSINESSES, EDUCATION SECTOR, HEALTH SECTOR, SPORTS SECTOR
AND COMMUNITY ORGANISATIONS



A-OK.NZ



SCOPETALK

SCOPETALK

AN ESSENTIAL WORKSHOP
FOR ALL YOUR STAFF

WORLDS #1
DISTRESS AWARENESS TRAINING

LEARNING HOW TO THRIVE (NOT
JUST SURVIVE) DURING TIMES OF
DISTRESS.



PART OF THE A-OK.NZ COLLECTION
OF LICENSED PROGRAMMES, THAT
ENABLE LIFE-SUPPORTING
COMMUNITIES



WELCOME

Mental well-being is fast becoming an area of priority in almost every Health and Safety plan within organisations today. With such a vast spectrum of activities and initiatives, organisations can often find themselves quite overwhelmed with all that is available.

As a provider of well-being and wellness training, we have journeyed through this space since 1998, moving from wellness to wellbeing to suicide prevention and all the gaps in between.

Hi, my name is Caroline Westerlund-Wilson, founder of A-OK.NZ and 1 Degreeworkshops. Our two training subsidiaries provide training in the Suicide Prevention space with A-OK.NZ and Wellness and Wellbeing training with 1 Degreeworkshops both owned and administered by QC Insights Ltd.

The Wellness, Wellbeing and Suicide Prevention spaces have invited many programmes that often leave organisations and trainers feeling overwhelmed with what to do next, or most importantly where to start.

Our experiences of being in this space have revealed that most people work at either the wellbeing/well-ness end or the suicide prevention end and do not actually realise there is a critical point in a situation where a significant and often unstoppable effect or change takes place and that tipping point is called distress.

We invite you to journey with us as we provide support, direction, guidance and wellbeing solutions to organisations through the world's #1 programme in Distress Awareness, SCOPETALK.

Whether people are learning to manage their own distress or vicarious stress brought on by others around them or others in need of help, SCOPETALK is for everyone who endeavours to work or provide support in the wellness, wellbeing and suicide prevention spaces. Before learning the other programs, start with SCOPETALK.

We look forward to working with you as part of our SCOPETALK team of trainers who are working towards building life-supporting organisations that can safely respond to and thrive under stress.



Caroline Westerlund-Wilson

FOUNDER / CEO

QC INSIGHTS LTD

A-OK.NZ

1 DEGREEWORKSHOPS



SCOPETALK is the #1 distress awareness programme in the world.

Wellness, well-being, mental health and suicide prevention programmes are great but often overlook an essential component - Distress Awareness. SCOPETALK is a 1-2 hour training programme that increases awareness and provides practical responses to relieve distress and enable people to thrive and not just survive under stress. SCOPETALK is:

- A programme that alerts people to their unhelpful reactions to distress in search of helpful responses that immediately relieve distress and prevent people from moving down the mental wellness spectrum.
- An essential program that everyone needs to complete.
- An entire program for organisations to build their wellness, well-being and suicide prevention program.

It's not enough to have the right people in your team to thrive as a company. It would help if you also were healthy responders to distress to thrive continually. Everyone needs to have a healthy response to relieve distress.

The world's leading distress response training, SCOPETALK, is brought to you by A-OK Suicide prevention and mental wellness training, mental well-being training provider experts with over 20 years of experience across the mental wellness and suicide prevention spectrum.

Our program responds to people's evolving mental wellness needs to ensure they can seek help or offer support to those in distress in their times of distress.

Our program strongly focuses on relieving distress, increasing safety, support networks and coping resources whilst considering limitations to seek/offer help during their times of distress.

As a licensed trainer or training organisation with SCOPETALK, you will exclusively deliver to companies, regions, national organisations, industries and sectors to focus solely on becoming a specialist trainer or training organisation.

We believe in providing local, accessible and relevant training; the best people to do that are people who know that area exclusively.

As a licensed trainer or training organisation, you will be able to provide the following for your clients:

- Enable an organisational culture that knows how to respond to distress
- Boost employee engagement
- Improve organisational health and wellbeing
- Empower employees with health education and lifestyle skills that enable them to thrive in their work
- Positively affect employee morale and job satisfaction.
- Optimise performance and productivity.
- Be more alert to events that could escalate distress levels.
- Connect them to their local network of support and local, national and international networks of helpful resources, including those who have come through A-OK programmes.

The SCOPETALK License is a 12-month training license through A-OK.NZ training.



ABOUT THIS DOCUMENT

This licensing overview explains:

- The distress response opportunity overlooked by most organisations (Section 1)
- The SCOPETALK licensing opportunity (Section 3)
- Benefits of being a Licensed Partner (Section 3)
- What's included in the license fee (Section 3)
- The investment and process for becoming a Licensed Partner (Section 3)

If, after reading this overview, you feel you're a good fit for becoming a Licensed Partner, please book on to our next trainer development at www.a-ok.nz/scopetalk

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1. ABOUT A-OK



1. About A-OK

Why are A-OK.NZ the leader in running workshops in mental wellness and suicide prevention?

Over 20 years of working in mental health, wellbeing, health, disability and suicide prevention in the education and intervention work. The insights from both research and frontline work has given our team it's special sixth sense when it comes to working with the needs of the person in distress and the needs of the helper wanting to help.

We work with both the person in distress, helping them find ways to cope, increase support and feel safe while they work through their issues. We also work with the helpers whose altruistic responses to someones cry for help is often unprotected and unsupported, leaving them with feelings of emotional distress fatigue, thus decreasing their capacity to contribute to their life-supporting workplace in the future.

With these insights, we have developed, adapted and reformatted our programmes to meet the needs of those engaging as helpers in a life-supporting workplace, school or community.

Distress Awareness Training Specialists

We are the worlds #1 provider of Distress Awareness Training.

Most of us need some positive stress to achieve goals, motivate us and get things done. Distress is when you have too much stress and this can cause anxiety, feeling overwhelmed, withdrawal and an inability to cope. Often this can lead to low morale, absenteeism, lack of positive energy and poor performance at work. These could be signs that staff are feeling distressed.

We offer training licenses on a 12 month basis to:

- **In-house trainers** to support all of their staff in your organisation
- **Independent trainers** to offer distress awareness training to their clients for SCOPETALK. - (See Information Pack For Independent Trainers)

A-OK Global

We have delivered A-OK programmes across the world in countries such as:

- New Zealand - National Delivery
- SwedenA
- Malaysia
- Singapore
- Australia
- United States
- UK
- Pacific Islands

Our international experiences have acculturated the programmes to adapt to the variety of culture to ensure its relevance and applicability to various international settings.



2. OVERVIEW OF THE 1-HOUR SCOPETALK



2. Overview of the One Hour SCOPETALK Training Course

This powerful 1 hour workshop has been successfully delivered to a wide range of teams, organisations and industries, both virtually and in-person.

THE WORKSHOP AIMS TO:

- Provide a simple, userfriendly introduction to mental wellness
- Introduce them to a Model of Holistic Wellbeing
- Become familiar with their own F-reactions to distress
- Complete a **SCOPE PLAN** to establish their safety supports and health coping activities during their recognised signals and times of distress

WHO IS IT FOR?

- All employees in your organisation. *Any organisation that has people in it.*

WHAT PROBLEMS DOES IT TACKLE?

This programme is ideal for your organisation if any of these sound familiar:

- Are we doing enough to provide mental health safety within our workplace?
- Would we be able to pick up on signs of mental distress and know how to respond?
- Are our staff able to ask us as an organisation for help, if they needed mental health support?
- What is the mental wellness spectrum?
- How do we start incorporating mental health and suicide prevention into our health and safety policies and procedures?
- How do we make it a part of our organisational culture?

HOW YOUR ORGANISATION CAN BENEFIT:

Everyone benefits, the individual, the department, the organisation, their family when they go home, their communities when they engage in community activities.

How Your Organisation Can Benefit:

When people are well, they are happier, they enjoy their work and workplace morale is boosted and people like being around each other.

What about when they are not well? What happens then? Quite the opposite!

SCOPETALK provides your organisation with the following benefits



Awareness of distress signals



Prepared responses to distress



Minimal productivity disruption during times of distress



Enable a culture of coping



Decrease perceived discrimination around mental health



People can ask for help from the right resources



Know how to relieve distress



Boost staff employee engagement and morale



Reduced absenteeism



Increase Emotional Intelligence in the workplace



Form a life-supporting culture within the workplace



People can recognise their distress signals and know how to respond



Reduce life-threatening harm / suicide.



Increased knowledge on safe / healthy coping activities

CONTENT OF THE WORKSHOP

The workshop humanises mental wellness, it gives it a language and approach that anyone can help.

The person is the worlds expert in their own mental wellness, SCOPETALK gives them the tools to respond and relieve their distress by looking at their supports and coping activities.

Section One: I am Human

Section Two: Mental Wellness Spectrum

Section Three: Wholistic Pillars of Wellbeing

Section Four: Distress Metre

Section Five: Scope Test

The workshop is flexible and can be delivered in different ways, e.g in-person or virtually



OUTCOMES FOR YOUR ORGANISATION

- SCOPETALK is your starting point in your mental health component within your health and safety approach.
- SCOPETALK starts the awareness of mental distress both for the organisation and the person themselves.
- Being able to help oneself enables them to be able to help their workmate.
- **SCOPETALK is a starting point** that introduces your organisation to mental health, suicide prevention and life-supporting workplaces.
- From SCOPETALK , people may want to put their hands up to be a part of the life-supporting network of helper roles that a life-supporting organisation can offer.

PARTICIPANT MATERIALS

- Information sheet for recruitment to workshop
- Wallet Cards
- Feedback Forms
- Powerpoint
- Training Manual
- Practice Videos



LEARNING FRAMEWORK

A safe wholistic approach to wellbeing and wellness, delivered in an accelerated learning framework.

The programme utilises presentation slides, group activities, wallet card, group discussions and evaluation form

WHO CAN DELIVER THIS?

This is a one hour programme that can be delivered by managers, inhouse learning and development trainers or any human being that you think has the gift to spark the humanness in others. The content is engaging, fun and user friendly with deliberate key messages carefully threaded together and delivered in the simplest way so that anyone in your organisation can pick this up and start their transition into mental wellness, health and wellbeing and suicide prevention.

At the end of the training everyone walks away with

- Wallet card
- Coping App Partnerships Connection- everyyellow for example (we get a cut everyone someone signs up)
- An opportunity to enrol into:
 - Mental health literacy programme
 - Suicide prevention helper role training - Life-supporting Network of Helpers

3. BECOME A SCOPETALK LICENSED PARTNER



3. BECOME A SCOPETALK LICENSED PARTNER

WHAT'S THE LICENSING OPPORTUNITY FOR OUR ORGANISATION?

Becoming a Licensed Partner allows you to easily and successfully address mental distress and wellness and start the journey towards enabling a life-supporting organisation that has a life-supporting network of helper roles.

As a SCOPETALK Licensed Partner your trainers can:

- Become part of our international training network
- Receive ongoing support for the 12 months of your license
- Have access to our award winning SCOPETALK materials
- Become certified to deliver the programme to all your staff.
- Deliver the SCOPETALK programme to all staff within your organisation

THE COST SAVINGS AND FLEXIBLE DELIVERY OF LICENSING ARE ALSO SIGNIFICANT:

- Direct cost savings when you use internal staff to deliver our programme rather than bringing in external trainers/consultants.
- Provide in-house training and support onsite whenever needed – fitting in well with your staff's work patterns and routines
- Your licensed in-house trainers can offer the programme and training on a non-limited basis internally – to as many staff as you wish without incurring any additional costs

BENEFITS FOR LICENSED PARTNERS

As a Licensed Partner, you can build a workforce of life-supporting helpers who are skilled to face mental distress and have life-supporting conversations during workhours. After the programme they will be able to:

- Recognise mental wellness phases
- Recognise healthy stress and unhealthy stress (distress)
- Recognise the F-reactions
- Know how to face their own mental distress
- Know how to write a SCOPE PLAN to respond to their own recognised signals of distress.
- Know how to de-escalate their own distress by engaging in healthy safe coping activities and supports.
- If they need further support our organisation has a levelled response to their mental distress needs.
- This approach will be able to promote resilience, safety, help-seeking behaviours and prevent life-threatening harm within our organisation.

SCOPE TRAINERS NEED TO HAVE THE FOLLOWING CREDENTIALS

1. Attended A-OK workshops as pre-requisite as a trainer (part of the scanning process)
2. Have three character references from work
3. Be an engaging / fun / inspiring presenter
4. Value team work and working towards a vision.
5. If they have lived mental health experience or suicide experience, are on a recovery support plan and you as an organisation are aware of it and provide in-house support for them.

TRAINING DEVELOPMENT AND SUPPORT PROCESS:

The 12 month ongoing trainer development process consists of:

1. Onboarding process for your Training Team to experience and learn the SCOPETALK programme
2. All training materials including powerpoint, trainer notes and wallet cards
3. Trainer implementation manual (feedback, assessment tools, guidelines)
4. Certification process of trainers over a 12 months trainer development programme.
5. Ongoing development programme for trainers including monthly sessions
6. Participation in the Global trainer SCOPETALK network

FIRST YEAR OF THE TRAINING DEVELOPMENT PACKAGE

If you are an approved licensee, the training development package is rolled out over the first 12 months. The first year of the license is buliding foundations, setting a high standard of delivery of the programmes as the same delivery values can be transferred into the other programmes.



HOW MUCH DOES THE LICENSE COST?

WHATS INCLUDED IN THE ANNUAL LICENSE FEE?

1. Use of the SCOPETALK training workshop materials to use with all your participants.
2. 12 month trainer development programme including use of powerpoint and participant materials.
3. Access to the trainer support portal - with materials including trainer manual, trainer videos.
4. Support for the roll out internally in your organisation (see Section 4)
5. Ongoing Trainer development process to support all aspects of implementation and delivery
6. In person Trainer Development workshops throughout the license period to address organisational issues and staff situations as they arise
7. Membership of the A-OK International Trainer Network with quarterly meetings and online support from fellow trainers worldwide.
8. Accountability frameworks to enable trainers to capture feedback, outcomes, impact of training delivered.
9. Annual conference
10. Opportunity to showcase your organisation
11. Annual SCOPETALK awards
12. Ongoing Trainer Certification - updated and renewed annually

Our license fees are structured so that organisations can build teams of wellness specialists to cover the scope of your licence.

- 1 trainer/manager:** \$5000
- 2-3 trainers/managers:** \$10,000
- 4-5 trainers/managers:** \$20,000
- 6-9 trainers/managers:** \$30,000
- 10+ Each additional trainer/manager:** \$2,000

Our license fees are structured so organisations can easily build global teams of mental wellness competencies within their business. For large scale teams we can provide dedicated programmes on request. We are based in NZ but are happy to offer prices in local currency.

EXTRAS

We work internationally and are happy to offer the Programme materials in different languages, subject to translation fees. (Trainer development masterclasses are conducted in English.)

THE SCOPETALK TRAINER DEVELOPMENT PROCESS

Our in-depth trainer development process allows your trainers/managers to become experts at delivering SCOPETALK internally within your organisation.

Trainers must allocate a minimum of 20 hours for their development spread over 12 months.

The process is as follows:

NOMINATE YOUR TRAINERS:

We work closely with your trainers/managers to make sure they have the right communication skills and experience to deliver the programme effectively.

Trainer development masterclasses

Masterclass 1: SCOPE TALK – LIVE!

Participants see A-OK deliver the 1-hour SCOPETALK live to experience it first-hand. They receive unlimited access to the recording to familiarise themselves with the content and approach.

MASTERCLASSES 2 & 3:

Dynamic Delivery Participants practice delivering the workshop in groups under A-OK supervision. They mentor each other and give constructive feedback to hone their training style.

MASTERCLASS 4: ROLL OUT FOR RESULTS

Participants plan how to roll out SCOPETALK in their organisations and tailor it to their teams' needs (for example delivering it in person vs. online; reducing the length of the session for busy teams etc.) They also plan how to gather feedback and measure success.

CERTIFIED SCOPE TALK LICENSED PARTNERS

Participants leave the training development process as certified SCOPETALK trainers. They have a clear plan for how to deliver SCOPETALK internally and feel confident and comfortable with their next steps.

TRAINER AND DELEGATE RESOURCES

Our online portal contains a range of useful content to help you deliver SCOPETALK successfully and consistently in your organisation.

The portal materials include:

- Step-by-step leader guide with timings and prompts
- Presentation ready slides
- Advice for how to conduct interactive exercises and handle questions
- Engagement strategies for in-person and virtual presentations

Month One

Prior to attending SCOPETALK Trainer Development course, 3-5 SCOPETALK workshops are lined up and scheduled for delivery after the trainer development course for A-OK.NZ to support them in the preparation of their first three deliveries. Certification will be determined during this time.

Month Two

Monthly support offered at 1 hour per month. **ONGOING DEVELOPMENT SESSIONS** are offered for trainers cohort from month one onwards.

SUPPORT AREAS:

- Any issues or further supports
- Any new findings that can be given to their health and wellbeing officers to implement as a support within the organisation
- Indication of people wanting further training or support either in mental health literacy or suicide prevention.
- Learnings
- Assessment

- Attend a SCOPETALK trainer development course - 2days
- Lesson outline for SCOPETALK Trainer Development
- Provide preparation support for their first three deliveries.
- Extra support is charged per session or day rate.
- 11 support catchups are provided during the first year.
- One per month

Month Three

Monthly support offered 1 hour catch up as a trainers cohort from month one.

Month Four

Monthly support offered 1 hour catch up as a trainers cohort from month one.

Month Five

1. Quarterly review
 - a. Gather statistics / feedback
 - b. Identify trends
 - c. Identify lead trainers for coordination of SCOPETALK tasks

Month Six

1. Monthly support offered 1 hour catch up as a trainers cohort from month one.

Second trainers cohort introduced to the network of trainers.

Month Seven

Monthly support offered 1 hour catch up as a trainers cohort from month one.

Month Eight

Monthly support offered 1 hour catch up as a trainers cohort from month one.

Month Nine

Monthly support offered 1 hour catch up as a trainers cohort from month one.

Month Ten

Monthly support offered 1 hour catch up as a trainers cohort from month one.

Month Eleven

Monthly support offered 1 hour catch up as a trainers cohort from month one.

Month Twelve

Monthly support offered 1 hour catch up as a trainers cohort from month one.
Celebrations / Awards Evening

ONGOING SUPPORT, FEEDBACK AND MONITORING

We want to make sure SCOPETALK has a long-lasting and positive impact on your organisation – your success is our success. So we also offer a range of different touch-points for your SCOPETALK trainers/managers to get the most from their license fee.

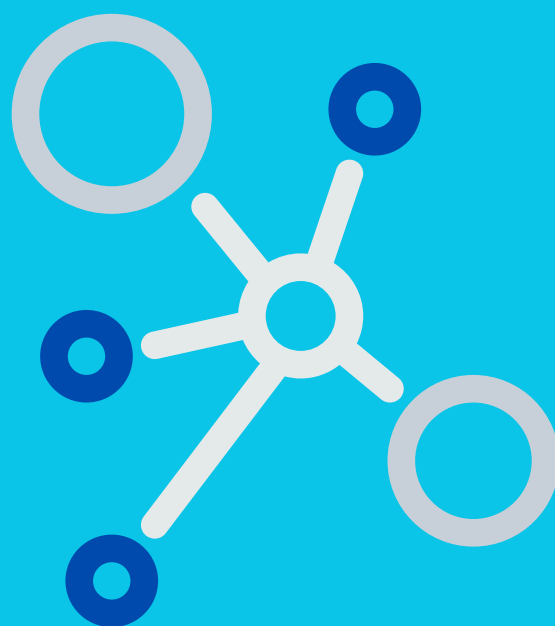
This includes:

- Support offered by A-OK.NZ in their first three deliveries
- Review the internal roll out of SCOPETALK across your organisation
- Measure and review its results and impact so far
- Solidify its success in the future
- Trainers/managers provide a quarterly report to measure the effectiveness of the Programme and to identify any new challenges
- One hour meetings a month with their organisational trainers
- Quarterly one hour meetings with national and international trainers to share ideas and learnings

ACCESS TO THE SCOPETALK GLOBAL COMMUNITY

We offer quarterly 60 minute Zoom calls with our international network of Licensed Partners to problem solve, share best practices and answer questions.

These informal and friendly calls are a fantastic opportunity to crowdsource further ideas for how to creatively deliver your Programme across your organisation.





A-OK.NZ SCOPETALK TRAINING CALENDAR 2022

If you would like to run one for your team, please contact us directly on pule@a-ok.nz

BOOK ONLINE:

www.a-ok.nz/scopetalk

1. Select A Course / Date / Time
2. Register your details online
3. Booking confirmed via email

Prices included on booking website

Contact us on

0800 AOK.NZ | 0800 265 069 | info@a-ok.nz

Access the information License pack online

 ONLINE TRAINING 28 JULY 2022 12PM - 2PM	 ONLINE TRAINING 25 AUGUST 2022 12PM - 2PM	 ONLINE TRAINING 22 SEPT 2022 12PM - 2PM	 ONLINE TRAINING 20 OCT 2022 12PM - 2PM	 ONLINE TRAINING 17 NOV 2022 15 DEC 2022
 LICENSED TRAINER DEVELOPMENT 23/24 AUG 2022	 LICENSED TRAINER DEVELOPMENT 25/26 OCT 2022	 LICENSED TRAINER DEVELOPMENT 5/6 DEC 2022	 LICENSED TRAINER DEVELOPMENT 17/18 JAN 2023	 LICENSED TRAINER DEVELOPMENT 21/22 MAR 2023



SCOPETALK - 2 hour Interactive workshop online

Learn about DISTRESS AWARENESS

1. Learn about the wellbeing spectrum
2. Learn about our humanness to emotion, stress and distress
3. Learn about our reactions to distress
4. Learn how to thrive instead of just survive with our **SCOPEPLAN**
5. Leave with a SCOPE PLANNED response to DISTRESS

Available as an online workshop

Also available as a

Licensed Trainer Programme

It STARTS with SCOPETALK...



GETTING STARTED -

BEFORE WE START, WE NEED TO SIGN AN AGREEMENT FOR THE 12-MONTH TRAINERS PROGRAM.

1. You book your places for the SCOPETALK Programme via the booking form at www.a-ok.nz/scopetalk confirming the number of places and dates you would like.

We can run this in-house for your team if **you have a group of 10 or more.**

2. We confirm that your desired dates and places are available.

3. We will send you your licensing agreement and invoice.

(Please see www.a-oknz.com/scopetalk for the full schedule of dates.)

If you would like to talk about the Programme before booking, please email info@a-ok.nz to set up a call.

FAQs

Is trainer development conducted online or in person?

We conduct trainer development masterclasses live via Zoom to make sure we can accommodate Licensed Partners from all over the world. This adds to the richness and diversity of the Programme.

For organisations with 10 or more trainers, we can do this in-house and face to face.

Can our trainers watch recordings of the masterclasses instead of attending live?

No. Our trainer development is interactive so all participants must attend live.

How much time do trainers/managers need to dedicate to trainer development?

Trainers/managers should allow a minimum of 20- 30 hours for the process throughout the year.

What happens if one of our trainers leaves our organisation?

If a trainer/manager who's undergone trainer development leaves your organisation, their replacement can go through the process for free as part of your yearly license (for the remaining life of the license)

What's the duration of my license?

All licenses are for one year, effective from the start of your licensing agreement.

Can we customise SCOPETALK for our organisation?

SCOPETALK has been proven to deliver transformational value for organisations across the world.

Therefore, you can't insert additional modules, exercises, add or delete slides, or introduce concepts or techniques that conflict with the programme's core messaging and approach.

However, you will find areas within SCOPETALK that encourage customisation based on your audience (e.g. sales, HR, finance)

You'll learn where those areas are, and how to bring in your own examples and personality, and how to adapt the content without changing the proven effectiveness of the programme.

How do we address more specific wellness / wellbeing issues within our different departments?

The other programmes that A-OK offer such as mental health literacy and suicide prevention should be considered as the next training opportunities for your trainers.

It builds on the core programme and allows you to link the programme to your existing organisational strategies and objectives around health and wellbeing, mental health, wellness, harm reduction, suicide prevention which all sit under health and safety outcomes for your organisations.

What can I expect from the Quarterly Licensed Partner calls?

These informal and friendly calls are a fantastic way for you to gather best practice around mental wellness / wellbeing and suicide prevention pathways and help-seeking / scoping toolkit from a variety of organisations around the world.

They are a community sharing platform for tackling specific distress within the workplace challenges, group problem solving and crowd sourcing ideas, while refining your trainers development.

What online support is included in the License fee?

As well as your trainer development, you get year-long access to our portal which contains a variety of materials to help you successfully deliver SCOPE TALK within your organisation. This includes:

- Step-by-step leader guide with timings and prompts
- Presentation ready slides
- Advice for how to conduct interactive exercises and handle questions
- Engagement strategies for in-person and virtual presentations
- Feedback and assessment tools
- Videos of A-OK team delivering the workshop
- Summary handout for participants after the workshop

How do you help us measure the impact of SCOPETALK and ensure its ongoing success?

Included in your License fees are templates for feedback and assessment tools as well as guidance for compiling quarterly impact reports.

You send these reports to us each quarter for review so together we can make sure the programme is delivering the desired impact for your organisation.

Do all our trainers need to be in the same location?

Not at all. Training development can also be done via Zoom (or face to face) to give you maximum flexibility.

Consider building a team of Scope Talk experts within your organisation to cover all your geographical locations, departments and specialities.

What do staff receive when they attend a SCOPE TALK workshop?

Your trainers/managers will give them the SCOPETALK wallet card.

As a Licensed Partner you can also access some of the **Ever Yellow app** to measure the wellbeing within your own organisation at live time.

**4.
WHAT CHALLENGES
DOES SCOPETALK
ADDRESS?**



WHAT KEY CHALLENGES DOES THE PROGRAMME ADDRESS?

The SCOPETALK Programme helps you tackle some of the biggest challenges in mental health today.

Challenge #1: Thrive in uncertain times

The pandemic has certainly increased societal and environmental uncertainty, keeping people in states of wellness that are easily triggered because the ongoing changes keep changing.

With the variety of information channelling and lack of consistency, people are further left in states of uncertainty where people treat each day as though it was their last day.

Mental, physical, spiritual, relational are all directly impacted.

SCOPETALK provides information about how one processes distress. Awareness, support and coping skills will support people through these turbulent and uncertain times, thus giving people strategies to minimise disruption to their mental wellbeing and to find ways to thrive and not just survive.

Challenge #2: Thrive in hybrid world

Hybrid working re-shaping human engagement and relationship dynamics.

With fewer face to face meetings, water cooler chats and incidental interactions, many more conversations need to happen through a screen or a device.

As people lose human interaction and isolate themselves from human connection, the human brain and social capacity naturally re-orders itself.

This however, does come at a cost. Grief! People are working hard to adapt to a changing world, and this could certainly add to their already high workloads both at work and at home.

If people are constantly asked to adapt to the digital platforms of connection, human connection is lost, this causes grief and for some despair especially if they need social connections to thrive.

Online connection is tampered with through wifi connections, sound and video quality, people reaction to both seeing themselves online and those they are connecting with.

While they lose human to human in the physical world, online, this is disintegrating even more.

SCOPETALK reminds us that we need a human being to help us work through some of our distresses or that we need them to hold up some of those weakened wellbeing pillars.

WHAT KEY CHALLENGES DOES THE PROGRAMME ADDRESS?

The SCOPETALK Programme helps you tackle some of the biggest challenges in mental health today.

Challenge #3: Mental Health Discrimination

People discriminate because they are mostly uninformed or they have had experiences that have not helped them understand what mental health is really all about.

SCOPETALK highlights some of our natural reactions to the shock that someone is in a place of distress.

This allows everyone to scope their own values, past experiences and attitudes and also question whether it is helpful in relieving ones distress or not.

SCOPETALK will reduce mental health discrimination and increase ones capacity to be empathetic, be compassionate and to know who can help them and how they can be helped based on their needs at the time.

Challenge #4: Enables life-supporting not life-saving

The greatest help someone who is mentally distressed can receive is a life-supporting conversation. A conversation that is non-judgemental, intends to understand and is supportive.

People want to feel safe before they express their distress.

People want to talk to someone but fear it won't make sense because in their head it doesn't make sense in that moment.

People want to be heard and understood

People who are mentally distressed in that moment are hoping for help or guidance to get help

You don't have to be qualified to have a life-supporting conversation with someone who is mentally distressed. You only need time, willingness and a sense of preparedness.

People don't want to be saved, just supported. Life-saving vs Life-supporting have very different responsibilities. Most people want to help and the most we can do is provide support or find supports to increase their sense of safety.

Life-saving is a very big task and one person can not always do that safely.

It requires everyone to participate and activate their own helper roles to be able to support someone in a place of distress.

WHAT KEY CHALLENGES DOES THE PROGRAMME ADDRESS?

The SCOPE TALK Programme helps you tackle some of the biggest challenges in mental health today.

Challenge #5: Everyone has a helper role

Not everyone is comfortable standing in a space where someone is distressed. This can really concern people and make them feel unsafe.

In a life-supporting community, everyone has a helper role even if you are not engaging with the person, you can still help by alerting the different helpers



Each of these helpers reflect the different helper capacities people have in the moment they are confronted with someone else's distress.

Each helper provides a different level of support for the person in distress based on what the person in distress needs and also based on what the helper feels safe to do.

However, at any time they feel unsafe, they can alert another helper to intervene.

Everyone has a helper role even if you are the one helping the helper to stay safely in that conversation.

With a community of helpers around the person in distress, we can offer a variety of support to both of them.

Challenge #6: Helping starts with helping myself during my times of distress.

Some people love helping others. However, when they find themselves in distress are unable to seek help for themselves. They often engage in unsafe coping activities and unsafe connections to buffer their lack of ability to ask for help during their time of distress.

SCOPE Talk teaches people to ask for help when the distress metre starts to increase, not waiting until it is at the max end.

Prevention is better than intervention and help-seeking allows people to relieve their distress earlier than leaving it linger for too long where people then begin to search for increasingly harmful means to manage their increasing distress levels, sometimes not even realising that it could harm them.

Challenge #7: Helper is able to manage vicarious distress.

In the midst of helping others, you can find that their distress is transferred on to you. This immediately takes a toll on you and quite often disrupts the help you are trying to offer the person.

SCOPETALK provides tools for the helper to be able to recognise vicarious distress and respond to it immediately as a way to keep the helping process in alignment with the needs of the person you are responding to.

5. Benefits of SCOPETALK for different SECTORS

A LIFE-SUPPORTING PROGRAMME FOR EVERYONE



Regions



Health Sector



Global



Businesses



Faith-based Organisations



Sports teams



Education Sector



Communities

HOLISTIC MODELS OF WELLNESS ARE APPLIED TO ENSURE A CULTURAL SAFETY

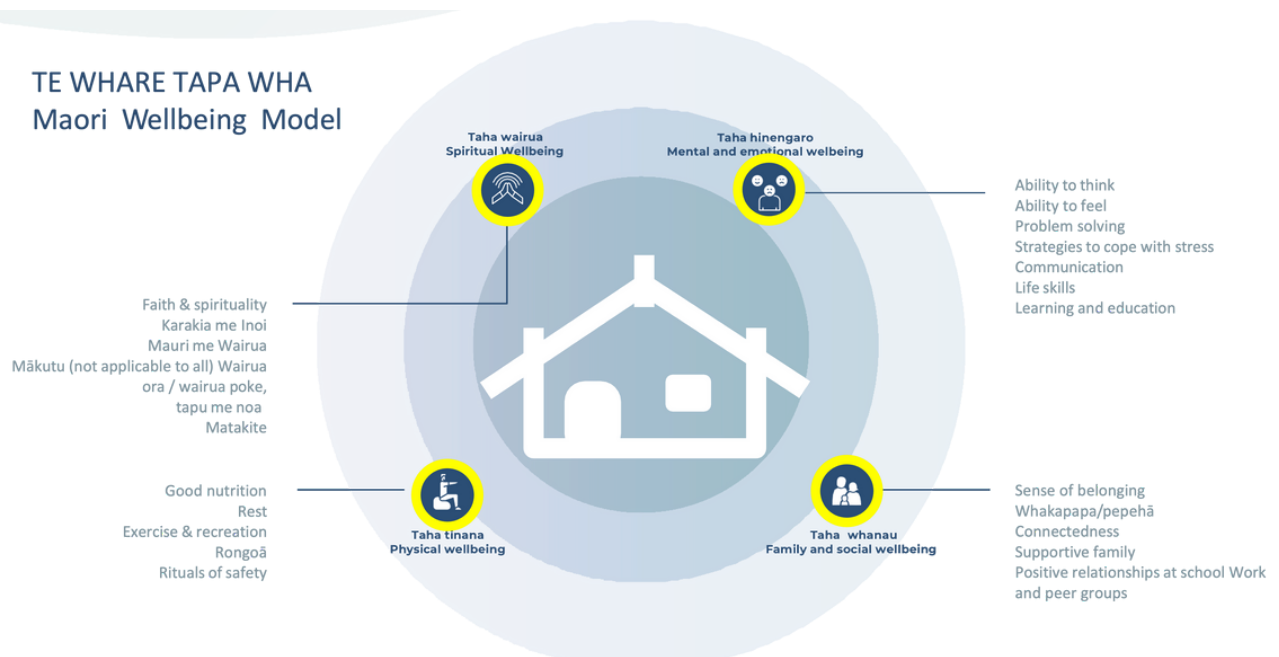
The programmes incorporate a range of Holistic Models of Wellbeing to ensure the programmes are culturally safe and incorporate a holistic approach to wellness and suicide prevention.

This programme is delivered by your in-house trainers and department leads who want to help their internal teams harness the power help-seeking skills during times of distress, life-supporting conversations that connect people to safety supports and a scope toolkit with healthy coping skills to relieve their distress before it becomes harmful to them and potentially those they work with.

Everyone has the following wellbeing supports (see image below) and this programme ensures people know about them and know how to maintain them and strengthen their supports.

During times when life pressures increase, people also need to know where to turn for support or what key coping activities to access to help relieve some of the distress and emotions that come from these accumulated pressures, to keep them standing while help arrives.

Here is an example of a Holistic model of wellness that we use to illustrate health and wellbeing.





Benefits For Businesses

- Workplace examples and case studies for practice are provided.
- Workplace language and context is provided for example: workmates helping workmates.
- The life-supporting workplace approach fits in with the workplace health and safety policies, health and wellbeing policies.
- The approach involves key workplace officers such as the Health and Safety, Human Resources for example to be a part of the delivery.
- The approach connects workplaces with community help and resources.
- An opportunity to centralise a regional workplace network of helpers available to all businesses.



Benefits For Education Sector

- Education based examples and case studies for practice are provided
- Education based language and learning context is provided for example: 'teachers helping students' or 'mates supporting mates to connect with a trusted adult'.
- The life-supporting schools approach fits in with:
 - The NZ Ministry of Education Resource Kit For Schools - Preventing and Responding to Suicide
 - Wellbeing in schools
 - Emergencies and traumatic incidents in schools
 - Risk Identification assessment and management toolkit
- The life-supporting schools has a fifth programme aimed at equipping and preparing families to respond to their child's safety needs when the school contacts them
- Opportunity to collaborate with communities of learning to collaborate and share helpers specific to students and teachers.



Regional Sports Teams

- Sports based examples and case studies for practice are provided
- Sports based language and learning context is provided for example: Supporting coaches and trainers / players / families
- The life-supporting sports teams approach encourages sharing of best practices for suicide prevention and mental health promotion, and a coordinated effort to leverage the positive cultural influence of sport to promote mental wellness and support for those who are struggling within the sports community.
- Its an opportunity to advocate for suicide prevention initiatives at the national level through regional capacity building.



Benefits For Regional Churches / Faith-Based Communities

- Faith-based examples and case studies for practice are provided.
- Faith-based language and context is provided for example: Pastor, Bishop, Rabbi, Imam and congregation, churches, mosque.
- The life-supporting faith-based community approach fits in with the faith-based belief systems and values, including their spiritual coping activities to strengthen safety for their community.
- The approach involves their faith-based leaders in terms of configuring a pathway of support that caters to their faith-based values and beliefs.
- The approach
- Creating a network of faith-based helpers that can make themselves readily available and accessible to the people within their communities



Benefits For Regional Communities



- Community-based videos are provided
- Community-based examples and case studies for practice are provided
- Community language and learning context is provided for example: 'mates helping mates', 'whanau supporting whanau'.
- The life-supporting communities approach fits in with:
 - Community collaborations providing a centralised network of helpers that are readily available and accessible to mental distress needs and helper support needs.
 - Extended collaborations that provide a scaffold network of support for communities to be able to respond to high level crisis needs.
- The life-supporting communities has a fifth programme aimed at equipping and preparing families to respond to their whanau's safety needs and mental distress needs.



Benefits For National / Worldwide Networks

- All trainers have an opportunity to connect and learn from other regions and sector trainers across New Zealand through our Global database.
- Global opportunities to travel and connect with other trainers in other regions are made available through our trainers network.
- An opportunity to extend our skills and learning as trainers across the A-OK trainers network

6. Other Programmes We License





EVERY A-OK.NZ PROGRAMME HAS A PURPOSE, A PLACE IN THE LIFE-SUPPORTING WORKPLACE & A HELPER ROLE THAT IT WAS DESIGNED TO ENABLE.

EVERY PROGRAMME IS DESIGNED TO INFORM YOUR HEALTH AND WELLBEING / MENTAL WELLNESS / SUICIDE PREVENTION APPROACH

Starting the transition into mental wellness, health and wellbeing, and suicide prevention can often be seen as a cultural transformation, that at first glance looks expensive, time consuming, labour intensive, but the benefits only speak for themselves.

A workplace that allows staff to feel human and to know that mental health is just as important as physical health. Recognising their varied levels of performance and knowing when to get support, when to relook at coping activities, when to ask for formal support, these are skills that optimise performance, drive engagement in the workplace.

After 20 + years in the mental wellness, health and wellbeing and suicide prevention spaces, we recognise that people don't just jump into mental wellness / suicide prevention or health and safety programmes and embrace them immediately. There needs to be a supported, guided and inclusive approach that enables transition, transformation, a culture that optimises performance and engagement.

