

Mental Health First Responder

(Complimentary Discovery)

Day 1: LIFT Skillset

Mental Wellbeing vs Mental Illness

Psychological Safety

Understanding Emotions

Emotional Pulse

Listening with AI

Inquiring to Discover Needs

Finding Ways to Support Needs

Thanking and Acknowledging
Character

Day 2: ACT Skillset

Using Emotional Pulse Software

ACT: Personal Crisis Support

Noticing Personal Crisis

Trust + Confidentiality

Assessing Risk

De-Escalating Emotions

Collaborate on a support plan

Take Time to Support

Day 3: Mental Health Frameworks in Organisations

Cost of Mental Health

Best Practice Mental Health
Frameworks

Self-Care + Wellbeing Plans

Recognising Burnout + Conflict

Planning Implementation

Certification Process

Review Outcomes