

# TRAINING COURSES BROCHURE 2024



Centre for Mental Health has been at the heart of implementing high-quality IPS in the UK for over two decades. We run a variety of training courses for employment specialists, team leaders, treatment teams and managers to help embed good IPS practice and achieve better outcomes for people with a variety of health barriers into employment.

Our open courses are a great opportunity to meet, train and share information with people from other IPS services. Visit [centreformentalhealth.org.uk/training](https://centreformentalhealth.org.uk/training) to see upcoming dated. Please contact us if you would like a group booking for your organisation. Prices are correct February 2024.

COURSE	DELIVERY METHOD	PRICE
Doing What Works: Training for Employment Specialists	Live online	£370 + VAT (£444 total) per person
Employer Engagement	Live online	£210 + VAT (£252 total) per person
In-Field Employer Engagement	Face-to-face	£1,400 + VAT (£1,680 total) per group of 8
Leading for Excellence: Training for IPS Supervisors	Live online	£280 + VAT (£336 total) per person
Conducting IPS Supervisions	Live online	£210 + VAT (£252 total) per person
Supporting What Works: Essential Training for Teams Hosting IPS	Live online	£210 + VAT (£252 total) per person
Motivational Interviewing	Live online	£230 + VAT (£276 total) per person
Employment and Equality Law	Face-to-face	Price on request
IPS Team Leader Training	Live online	No direct fee to services, application required
Developing Effective Employer Engagement in Your Team	Mix	No direct fee to services, application required

# DOING WHAT WORKS: TRAINING FOR EMPLOYMENT SPECIALISTS

This course is perfect for new IPS workers and will give you the knowledge and tools to support people into paid work using the IPS model.

Within the span of two days, you'll learn the intricacies of the IPS model, from the initiation of a referral to vocational profiling, engaging employers, job placement and providing ongoing support, among other key steps. We explore the relevance of each of the 25 fidelity items and what best practice looks like.

The course thrives on active participation, delivered in small groups of up to 16 delegates. Everyone gets involved. We use a mixture of presentation, group work, discussion, breakout rooms, polls and homework to create an engaging, authentic learning experience.

## The training will cover:

- ⦿ The 8 principles of IPS
- ⦿ Integration with treatment teams
- ⦿ The evidence for IPS
- ⦿ The fidelity scale
- ⦿ Overcoming barriers to employment
- ⦿ Marketing and generating referrals
- ⦿ Motivational tools
- ⦿ Benefits advice
- ⦿ Vocational profiling and action planning
- ⦿ Disclosure
- ⦿ Collaborating with other employment agencies
- ⦿ Employer engagement
- ⦿ Interview and job start preparation
- ⦿ Ongoing support for employer and service user
- ⦿ Case studies
- ⦿ Ongoing personal development as an employment specialist



An interactive course, delivered live online over 2 days with regular breaks and one hour for lunch



This course is accredited and certified by the CPD Certification Service as conforming to continuing professional development principles.  
Certificate number  
A014503

## Testimonials:

"A very clear journey through the IPS process, a good balance of interactive content. It was helpful to have the training regularly relate back to fidelity scale."

"The whole employer engagement section was extremely helpful and has given me more confidence."

"Very worth while training, especially if you are new to the role, it gives a great overview of the job as an employment specialist as a whole."



An interactive course,  
delivered live online over 1  
day with regular breaks  
and one hour for lunch

Level-up your employer engagement with this course.

Are you hearing things like “apply online” or “we’re not hiring”? Are you making initial contact, but things don’t progress? No problem! This course has you covered. And that’s not all - we’ll show you how to navigate the common obstacles people face when out and about meeting local employers. We understand the challenges of employer engagement and we’re here to help you overcome them.

This course is perfect for employment specialists, supervisors, occupational therapists and vocational support workers who support IPS clients into work.

### The training will cover:

- ⦿ The challenges of employer engagement
- ⦿ Myth busting: the misconceptions of employer engagement
- ⦿ Making the perfect introduction
- ⦿ Progressing past the initial introduction
- ⦿ Managing employers’ concerns (and yours)
- ⦿ Building relationships that feel natural
- ⦿ How IPS benefits employers
- ⦿ Sharing personal information with employers (disclosure)
- ⦿ ... and more

### Testimonials:

“Now, I will engage in meaningful conversations with employers without overthinking it in my head”

“The part of the training experience that I found most helpful was overcoming employer concerns, introducing yourself to the employer (first stage) and asking questions to build that initial rapport with the employer.”

“As a result of the training... I will not be afraid to book, face to face visits with employers”

“This built my confidence to continue with face-to-face EE.”

# IN-FIELD EMPLOYER ENGAGEMENT



Delivered face-to-face, up to 8 delegates per day

A typical day will train 4 delegates in the morning, and 4 in the afternoon

Each delegate will have half a day's coaching with the trainer

You know the theory, and now it's time to try it out!...

Delivered face to face, this practical training takes delegates out in their local community to meet employers, to practice employer engagement.

Delegates will meet with the trainer for a 30-minute briefing to plan the approach to employers, then it will be straight out, introducing themselves to local employers. The trainer will firstly demonstrate employer engagement with a real employer, before delegates try it for themselves, coached by the trainer.

Delegates are asked to complete some pre-work and are given a workbook in advance which includes useful information and tips that build on the teachings from our 'Doing What Works' course. The preparation includes updating an introductory script to use during the in-field training.

This training can follow our live online Employer Engagement course, or you can undertake this practical course on its own.

## The training will cover:

- ⊙ Visiting local employers
- ⊙ A demonstration of employer engagement by the trainer in a real-life situation
- ⊙ A chance to try it yourself with real employers, guided by the trainer
- ⊙ Personalised feedback, tips and recommendations from trainer

## Testimonials:

"I was able to watch/shadow the training leader and watch him go into different shops and engage with different employers. It helped me to gain a lot of vital knowledge and understand how you should come across and approach an employer."

"The part of the training experience that I found most helpful was knowing what to say if the employer tries to shut down the conversation.

"[The trainer] was excellent and was very good at communicating to employers and teaching how to do it."

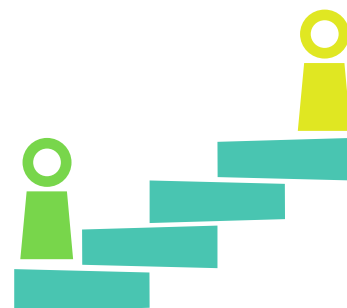
# LEADING FOR EXCELLENCE: TRAINING FOR IPS SUPERVISORS

Designed for new IPS supervisors and team leaders, this course will lead you towards effectively managing and growing IPS services.

Building on our 'Doing What Works' course, we delve deeper into role of the IPS supervisor. We will explore how to best support employment specialists, to jointly achieve high fidelity. The goal is superior service quality, leading to great job matching for clients and sustainment in their preferred roles - the IPS vision.

## The training will cover:

- ⦿ The key success factors in IPS
- ⦿ Roles and responsibilities of the IPS supervisor
- ⦿ Applying a strengths-based approach in IPS
- ⦿ Coaching & supervision of employment specialists
- ⦿ Managing difficult conversations
- ⦿ Quality & performance management
- ⦿ Partnership working



An interactive course, delivered live online over 1.5 days with regular breaks and one hour for lunch

## Testimonials:

"[The trainers] were both clearly very knowledgeable on both IPS and leadership. I feel inspired now to go on and take lots of things forward from their training."

"The part of the training experience that I found most helpful was learning about supervision, handling difficult conversations, field mentoring & the resources shared. Also loved hearing others' thoughts on things and how I can adapt these into my role."

As an additional offering, our 'Conducting IPS Supervisions' course focuses on the specifics of supervising employment specialists.

# CONDUCTING IPS SUPERVISIONS



An interactive course, delivered live online over 1 day with regular breaks and one hour for lunch



Are you new to providing supervision or are you looking to enhance your supervision skills?

Conducting supportive and effective client-based supervision can increase overall job satisfaction of those you supervise, and in turn work towards achieving a high-fidelity IPS service, where IPS clients are successfully supported to secure and maintain jobs they want.

This course will help you develop your skills in providing excellent supervision to motivate and support employment specialists, giving structure and direction in how they can support IPS clients into work.

This course is aimed at anyone who carries out client-based supervisions to support employment specialists and provides the knowledge, understanding and practical tools required to deliver effective IPS supervision.

## The training will cover:

- ⦿ The different types of individual supervision and how to provide them
- ⦿ Group supervisions; how to prepare for and run them
- ⦿ Working with different personalities
- ⦿ Adapting your approach to suit each employment specialist's background/experience
- ⦿ Field mentoring, tailored to match each employment specialist's needs
- ⦿ How to deliver effective feedback
- ⦿ Modelling IPS good practice and helping supervisees overcome challenges/barriers to achieving it
- ⦿ Harnessing help from multidisciplinary team members
- ⦿ Providing additional in-the-field support

## Testimonials:

"I feel that I have been given the missing piece of the jigsaw to support my ES's more effectively, allow them time to identify solutions, monitor their performance and plug any gaps in our IPS service delivery",

"Trainers were lovely and explained subjects well, while giving great ideas to open our minds."

"I would definitely recommend the training to anyone else conducting supervisions."

# SUPPORTING WHAT WORKS: ESSENTIAL TRAINING FOR TEAMS HOSTING IPS

This course provides information and skills to mental health staff to enable them to support IPS workers in achieving successful client employment outcomes.

An IPS worker is typically the only person in such a role in their team, often new to health systems and will only work effectively if the team have a good understanding of their role.

An effective IPS service needs the involvement, support and understanding of the whole care team including clinicians, managers and the organisation in which it takes place.

This course can help new areas starting IPS as the course prepares the ground for a new IPS service. This course can also help existing areas where integration is proving difficult, which could have been highlighted in a fidelity review.

## The training will cover:

- ⦿ What is IPS and why does it work?
- ⦿ How does an IPS employment worker support somebody with mental ill health into work?
- ⦿ How can the rest of the team (and organisation) support each phase of IPS involvement?
- ⦿ How does employment fit into recovery-oriented mental health work?

## This course is aimed at:

- ⦿ Recovery leads
- ⦿ Occupational therapists
- ⦿ Managers (mental health team managers, occupational therapy managers, service managers, recovery service team managers)
- ⦿ Team members (peer support workers, CPNs, social workers, support workers)
- ⦿ Psychologists
- ⦿ IAPT teams
- ⦿ Primary care mental health teams
- ⦿ Dual diagnosis teams (substance misuse and mental health) and other teams providing ongoing clinical support
- ⦿ This course is not appropriate for areas where employment support is not integrated with clinical support



An interactive course, delivered live online over 1 day with regular breaks and one hour for lunch



## Testimonials:

"Excellent learning tool for mental health practitioners and should be considered as part of preceptorship programme."



# MOTIVATIONAL INTERVIEWING

An individual's motivation and self-confidence is a key factor for people with mental health conditions to actively engage in seeking employment.

This training course teaches motivational interviewing techniques to significantly improve motivation in people who find it hard to overcome barriers to returning to employment.

The techniques focus on reducing internal barriers and negative attitudes, improving confidence and raising awareness of the benefits of employment to wellbeing by empowering the person and helping them to access their own resources. Research has demonstrated that motivational interviewing can significantly improve employment outcomes.

## The training will cover:

- ⦿ The principles of motivational interviewing
- ⦿ Working with resistance
- ⦿ Barriers to change
- ⦿ Developing advanced listening skills
- ⦿ Use of strategic questions to elicit behaviour change
- ⦿ Role play demonstration from trainer
- ⦿ Role play exercises

## This course is aimed at:

- ⦿ Employment specialists and team leaders
- ⦿ vocational support workers
- ⦿ Secondary care mental health staff
- ⦿ Occupational therapists and health professionals
- ⦿ Human resource managers and occupational health staff



An interactive course,  
delivered live online over 2  
half-days



## Testimonials:

"I liked how active listening was broken down. I found it very useful and will aim to use open questions, reflection and validation more in my future conversations."



# EMPLOYMENT AND EQUALITY LAW

Are you looking to gain a better understanding of the laws that protect and help your IPS clients?

This course is delivered by a highly experienced employment lawyer and mediator and offers practical advice and knowledge to enhance your understanding of employment law and disability rights.

This course will help you assist clients to retain work, overcome barriers arising from long term health conditions and to build your confidence in providing effective on-going support.



## The training will cover:

- ⦿ Understanding how the Equality Act 2012 protects employees and workers with a disability
- ⦿ Dealing with disclosure – how to help clients weigh up the pros and cons
- ⦿ Opening up communication with the employee and employer: an interactive conversation
- ⦿ Workplace internal policies and procedures – why they are important to you
- ⦿ Dismissal procedures and unfair dismissal
- ⦿ Mediation - reducing conflict and resolving disputes
- ⦿ Using mediation skills to maximise outcomes for clients
- ⦿ Thinking about reasonable adjustments: Your role in enabling employers and employees to understand and find reasonable adjustments
- ⦿ Employment protection rights
- ⦿ Employee's written terms and conditions of employment
- ⦿ Zero-hour contracts, guaranteed hours and the gig economy
- ⦿ Pay, sick pay and statutory entitlements
- ⦿ A brief introduction to the Equality Act 2010

Delivered face-to-face  
over 2 days



## Testimonials:

"[The trainer] was a wealth of information and I could tell she was very experienced and knowledgeable in her field."

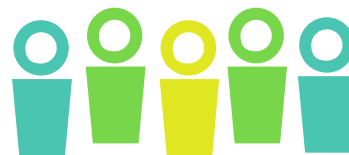
"Really raised my awareness around all the topics covered".

# IPS TEAM LEADER TRAINING

This 4-day IPS leadership training course is funded by NHS England and designed for IPS team leaders or supervisors working in secondary mental health services.

Developed by Centre for Mental Health, Social Finance and IPS Grow, this course focuses on the core knowledge and key skills required to establish and lead high performing IPS services.

Delivered live online across 4 days, this course uses a mixture of presentation, group work, digital breakout rooms, polls, coursework, action learning sets, self-directed learning and individual learning logs.



## The training will cover:

- ⦿ The leadership role of employment supervisor/team leader
- ⦿ Specialist skills development for employment specialists and the wider team
- ⦿ Measuring and improving outcomes for clients
- ⦿ Managing culture, reducing stigma, and addressing bias
- ⦿ Coaching, supervision and support for employment specialists and the wider team, including peer supervision
- ⦿ Building personal relationships with clients and colleagues
- ⦿ Multi-disciplinary team working
- ⦿ Dealing with challenges and problem solving in IPS
- ⦿ Working across teams, services, and organisations
- ⦿ Understanding the IPS client base and assessing/managing risks.
- ⦿ Evaluating impact of the IPS service, governance, planning and development
- ⦿ Research, evaluation, and development of the IPS service

An interactive course, delivered live online over 4 days with regular breaks and one hour for lunch

## Eligibility

As this course is funded by NHS England you will need to be a team leader in an NHS trust delivering an IPS service for people in secondary mental health services. This course is open to both NHS staff and third sector providers. Application required via our website



# DEVELOPING EFFECTIVE EMPLOYER ENGAGEMENT IN YOUR TEAM

Are you a team leader looking to develop your team's skills in employer engagement?

Are you looking for ways to motivate your team to go out and meet local employers?

This training is designed for team leaders and senior employment specialists and will provide you with the tools to grow your team's skills and confidence in how they approach employers and build relationships in order to make the perfect job match. The training will explore techniques used in mentoring and coaching to help you develop your team's approach to employer engagement.



This 3-part training programme is funded by NHS England and has been developed by Centre for Mental Health, Social Finance and IPS Grow and comprises:

## **1. Interactive live-online course:**

- ⦿ What prevents an employment specialist from doing employer engagement and how to overcome this
- ⦿ Gaining buy-in from your team
- ⦿ Techniques to help your team engage with employers
- ⦿ The psychology of engaging and influencing employers
- ⦿ Mentoring and coaching your team to create employment specialist champions
- ⦿ Why we do employer engagement

## **2. A half-day in the field:**

- ⦿ You will practice the techniques of employer engagement, mentoring and coaching, guided by an expert trainer.

## **3. Live-online group coaching session:**

- ⦿ Working through challenges, devise solutions and share successes of the training programme.

### **Eligibility**

As this training programme is funded by NHS England you will need to be a team leader in an NHS trust delivering an IPS service for people in secondary mental health services. This training is open to both NHS staff and third sector providers. Application required.

