

# Connect 5

CHANGING THE CONVERSATION ON MENTAL WELLBEING

LIVE ONLINE



## Module 1



**The aim of Connect 5 is to improve population mental wellbeing by changing the way we have conversations about mental wellbeing.**

## ***BRIEF WELLBEING SUPPORT***

The intended outcome of session 1 is to change the way you have mental wellbeing conversations so that you are confident and skilled to have brief conversations in which you help a person think about ways they can take action to improve their mental wellbeing.

### **By the end of the session you will:**

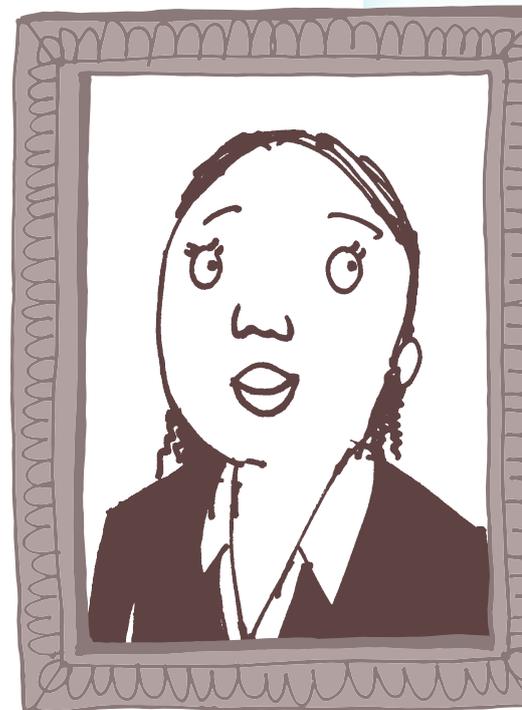
- ▶ Extend your skills and confidence so that you have mental wellbeing conversations within your everyday practice.
- ▶ Explain two public mental health models so that you can use them to frame mental wellbeing conversations.
- ▶ Describe the 3Cs of connected conversations.
- ▶ Locate mental wellbeing services and resources in your area.

# MEET DOLORES

Dolores is a 55 year old single mother with two teenage daughters. She is mixed heritage. She is very energetic and likes to keep herself active. She works as an office manager for a local charity.

At the moment she is struggling with debt. She is finding it hard to concentrate at work. She is also worried about her general health.

## WHAT DOES DOLORES SAY?



**I'm getting really worried about how I'm going to pay my debts.**

**I had a spending spree recently. I was sure I was going to make money out of the business idea I had but like everyone kept telling me it turned out to be totally unrealistic.**

**I'm feeling ok at the moment but know that worrying about money could lead to other things. I don't want it to build up, I don't want to go down hill and get into the place I did last year.**

**I feel really guilty because I can't afford to buy my girls the things they want.**

**I'm finding it hard to concentrate at work and I'm forgetting things and making mistakes.**

**I've even stopped going to my exercise class which I always really enjoy.**

# MEET RUKSHANA

Rukshana is 65 and of south Asian origin. She has been married for 40 years and has three children who have all married and live locally. Rukshana cares for her husband who had a stroke two years ago, and recently his health has got worse. She herself has recently been diagnosed with type 2 diabetes.

She doesn't see her two young grandchildren as often as she used to because she doesn't feel she can cope with them.



## WHAT DOES RUKSHANA SAY?

**I have been going to the doctors for help with my diabetes. No matter what they do I don't seem to be any better.**

**I had a talk with the practice nurse as I feel so wobbly all the time.**

**I keep crying and I don't know why.**

**Everything seems to take so long. It takes all day to clean the house and I still can't get everything done.**

**Sometimes things feel so bad I don't want to get out of bed.**

# MEET STEVE

Steve is 28 and works as a kitchen fitter. He is from a white British background. He is single and has a son, whom he has regular contact with. Steve has always enjoyed his work, but management restructuring means that he is working with a new team. He does not get on with some people in this team. There are also rumours that redundancies are planned.

He has been off work for two weeks with back pain. His doctor's note is about to run out.



## WHAT DOES STEVE SAY?

I used to like my job, now I can't imagine how I can get up in the morning and work all day.

I used to play football with my boy now I can't find the energy.

I'm finding it hard to sleep, I'm waking most days at 3am or 4am.

I'm snappy with my son and my ex has noticed and is losing patience.

It's beginning to feel hard to get out of the house, especially after last week when I felt like I was having a heart attack in the supermarket.

## *FOR EACH CHARACTER...*

- ▶ Discuss what seems to be going on for this person.
- ▶ What might be the reason for the person's troubles and problems?
- ▶ If they went to see a health professional, what might they be told?  
What might they be offered?

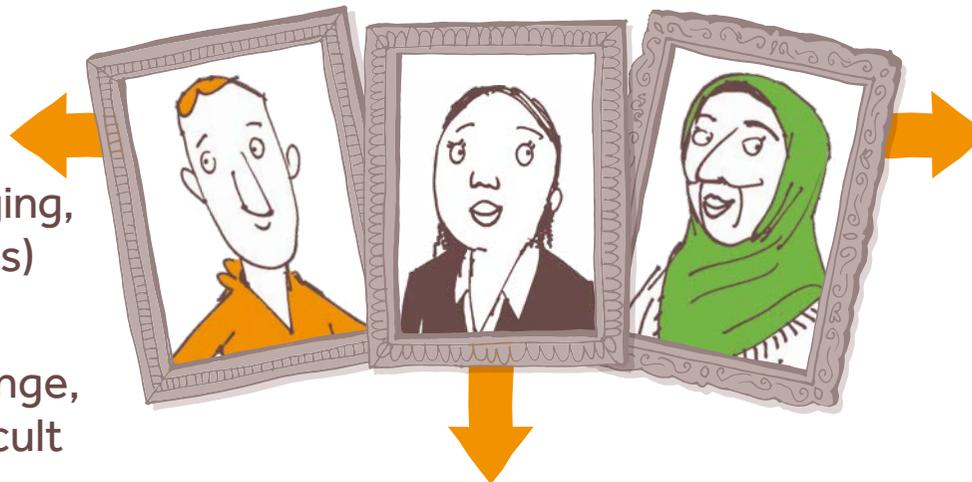


# SUMMING UP THE WHOLE PERSON

## THINGS AROUND YOU

- ▶ **Experiences**  
(adverse childhood experience (ACE), genetics and upbringing, traumatic past events)
- ▶ **Triggers**  
(transition, loss, change, challenging and difficult life events)
- ▶ **Sustaining factors**  
(debt, poverty, loneliness, violence)

## MIND-BODY PARTNERSHIP



## THINGS THAT CAN BE NOTICED

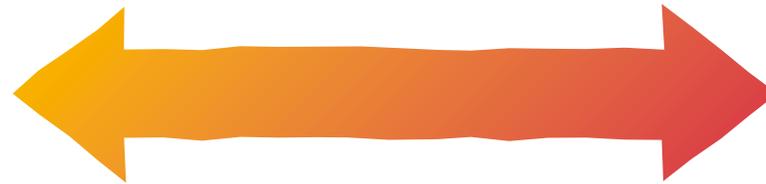
- ▶ Poor sleep
- ▶ Problem eating
- ▶ Irritability
- ▶ Lack concentration
- ▶ Lack of energy
- ▶ Struggle to solve problems
- ▶ Stop doing things
- ▶ Lack of pleasure
- ▶ Mood swings

## WAYS WE SHAPE OUR WORLD AND MAKE SENSE OF EXPERIENCE

- |                                     |  |
|-------------------------------------|--|
| ▶ Thoughts                          | ▶ Personal resource  |
| ▶ Beliefs<br>(self, world & future) | ▶ Coping styles<br>e.g. problem solving,<br>help seeking skill |

Kinderman, P. (2005) A psychological model of mental disorder. Harvard Review of Psychiatry. 13: 206-217

**No symptoms of  
mental illness**



**Many/severe  
symptoms of  
mental illness**

Keyes C.L.M. (2005). Mental illness and/or mental health? Investigating axioms of the complete state model of health. *Journal of Consulting and Clinical Psychology*, 73:539–548

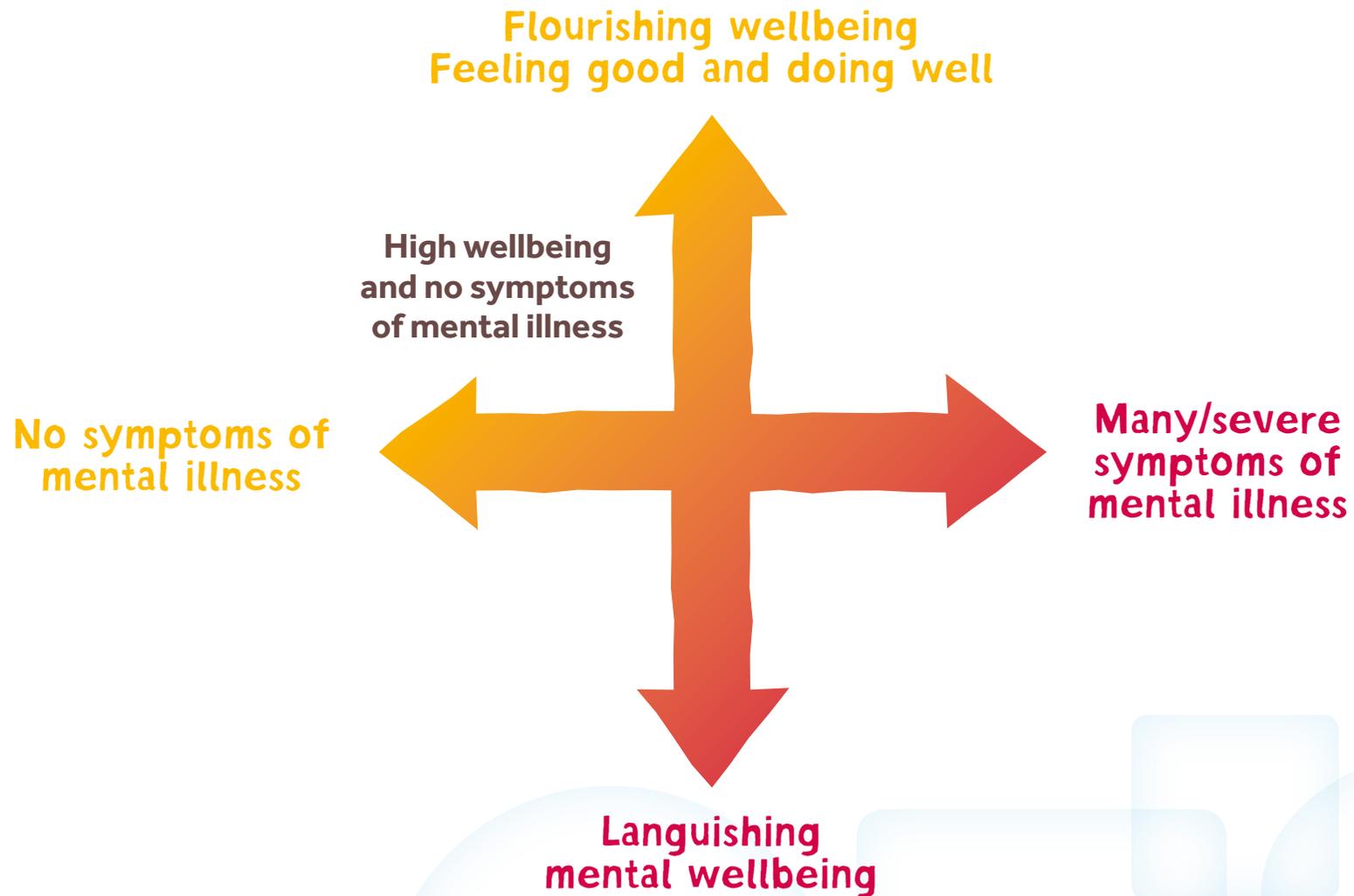
**Flourishing wellbeing**  
Feeling good and doing well

**No symptoms of  
mental illness**

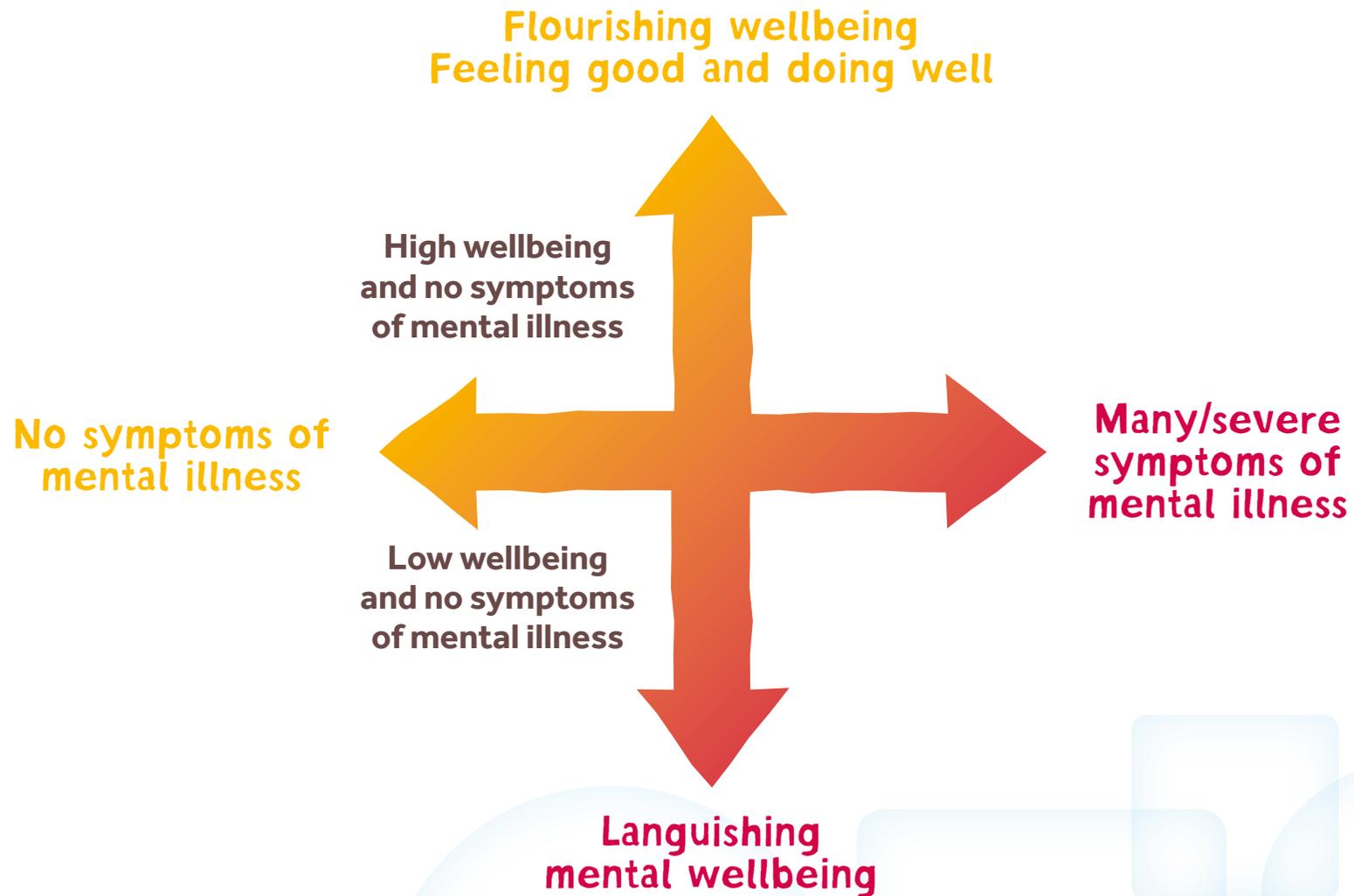
**Many/severe  
symptoms of  
mental illness**

**Languishing  
mental wellbeing**

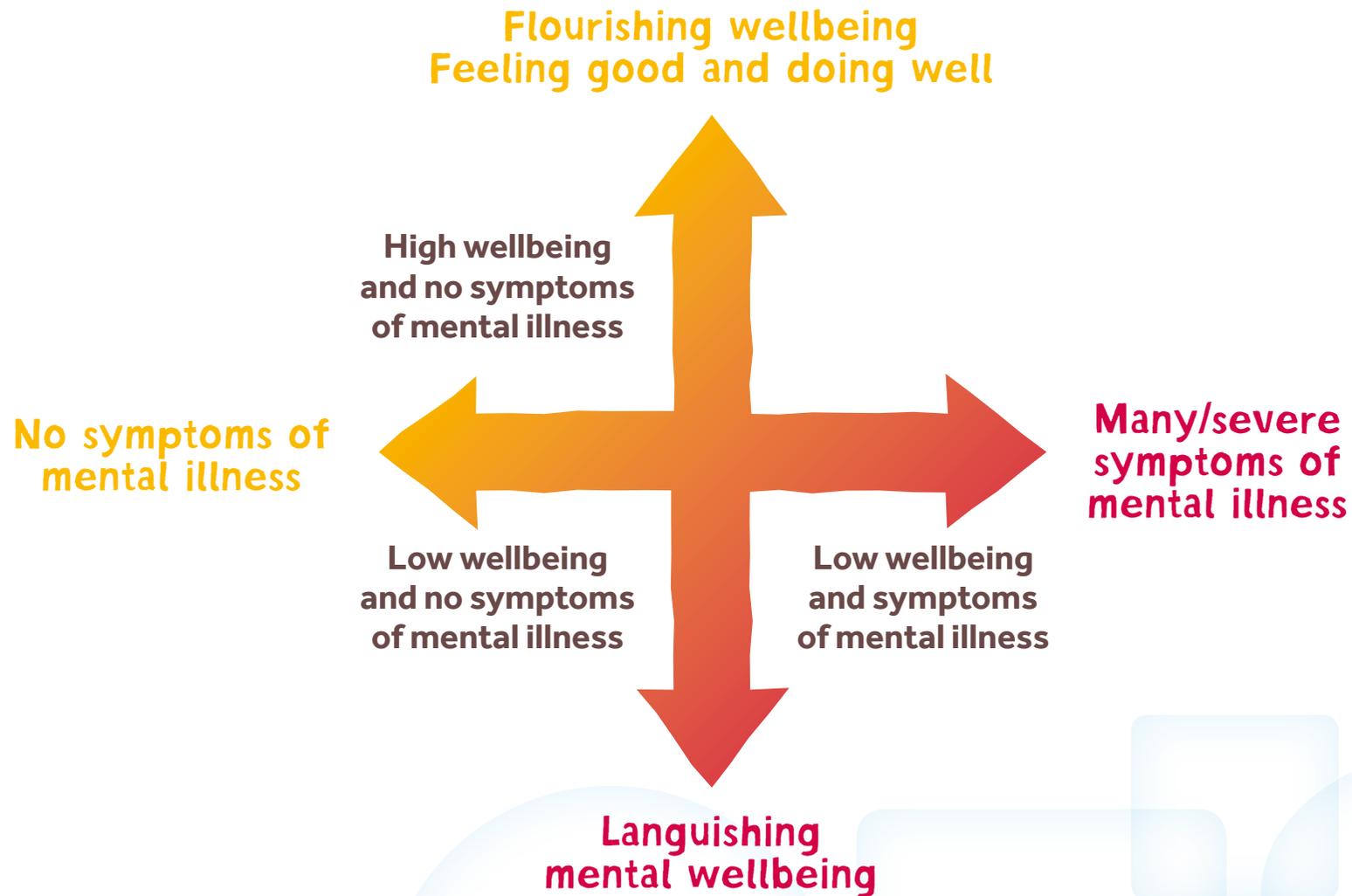
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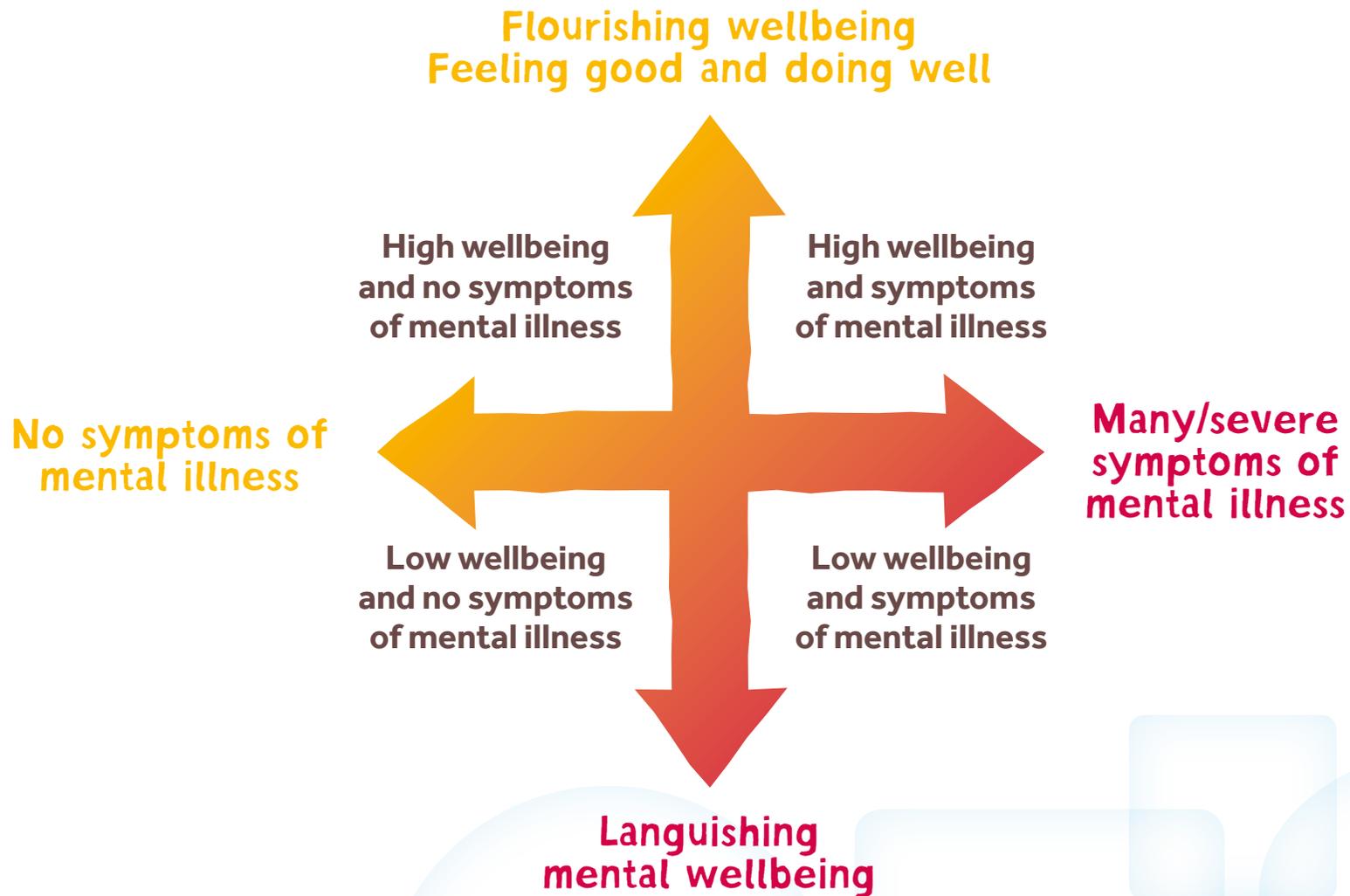
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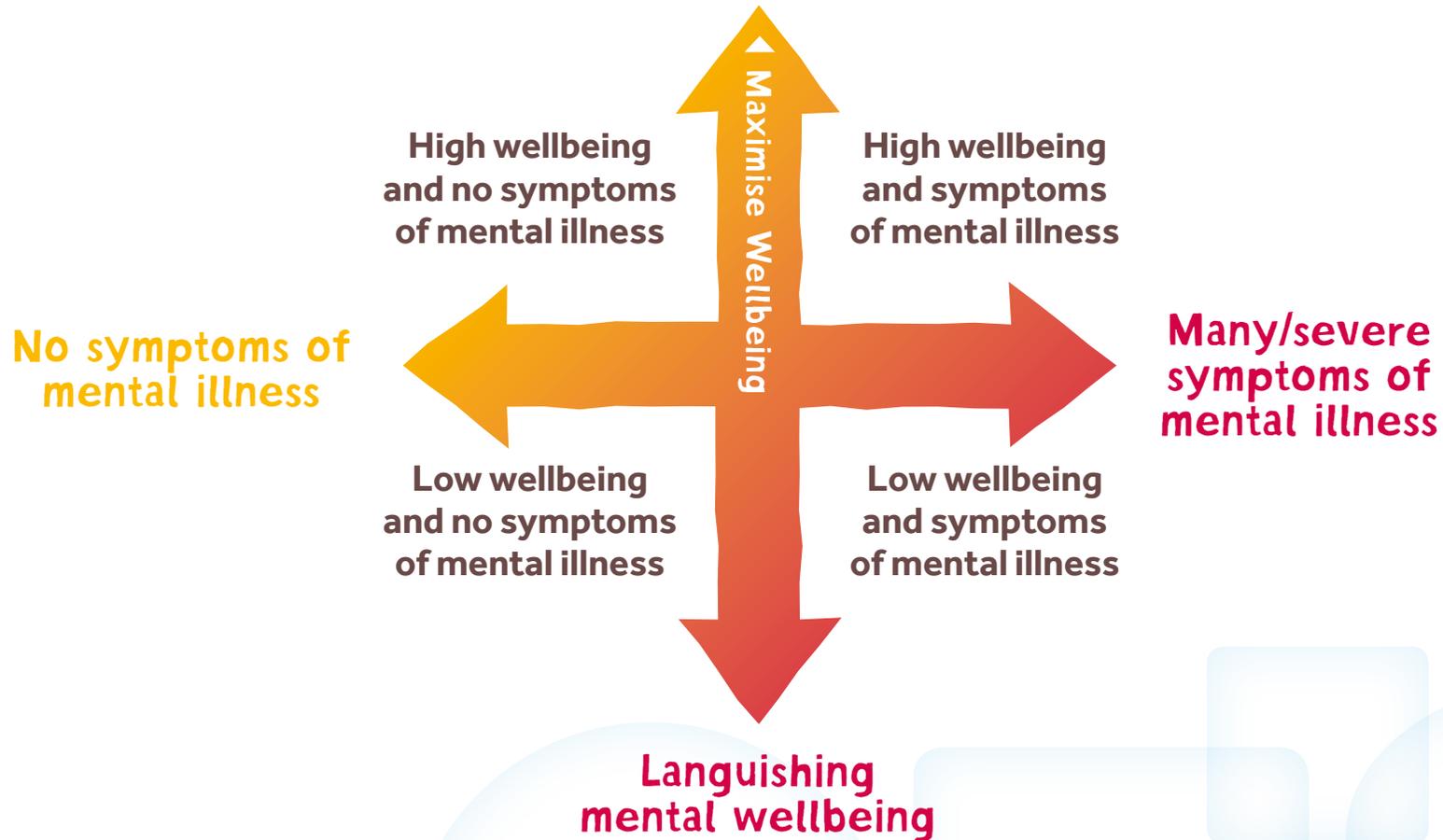


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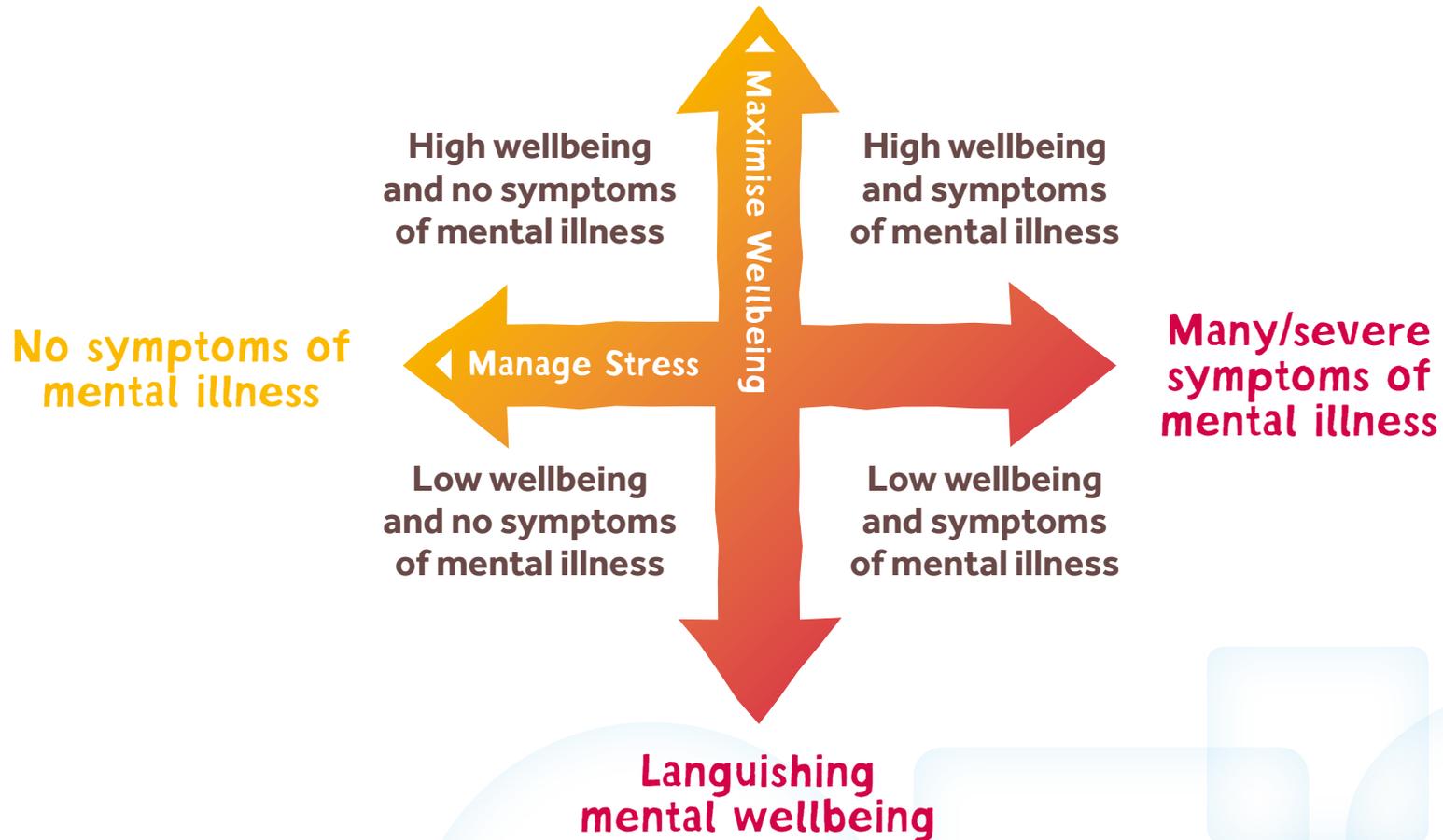
Keyes C.L.M. (2005). Mental illness and/or mental health? Investigating axioms of the complete state model of health. *Journal of Consulting and Clinical Psychology*, 73:539–548

**Flourishing wellbeing**  
Feeling good and doing well



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*BE ACTIVE*



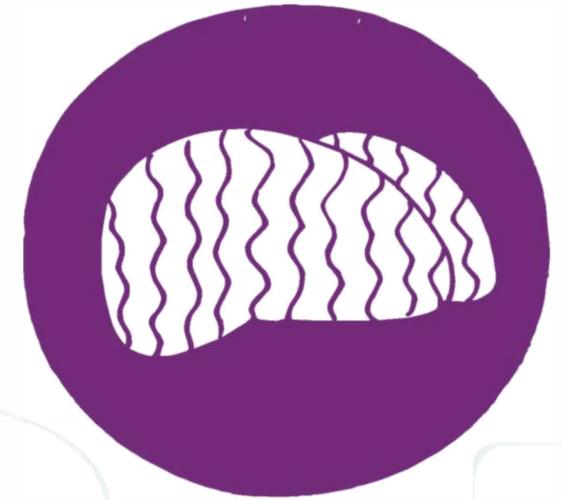
*CONNECT*

*TAKE NOTICE*

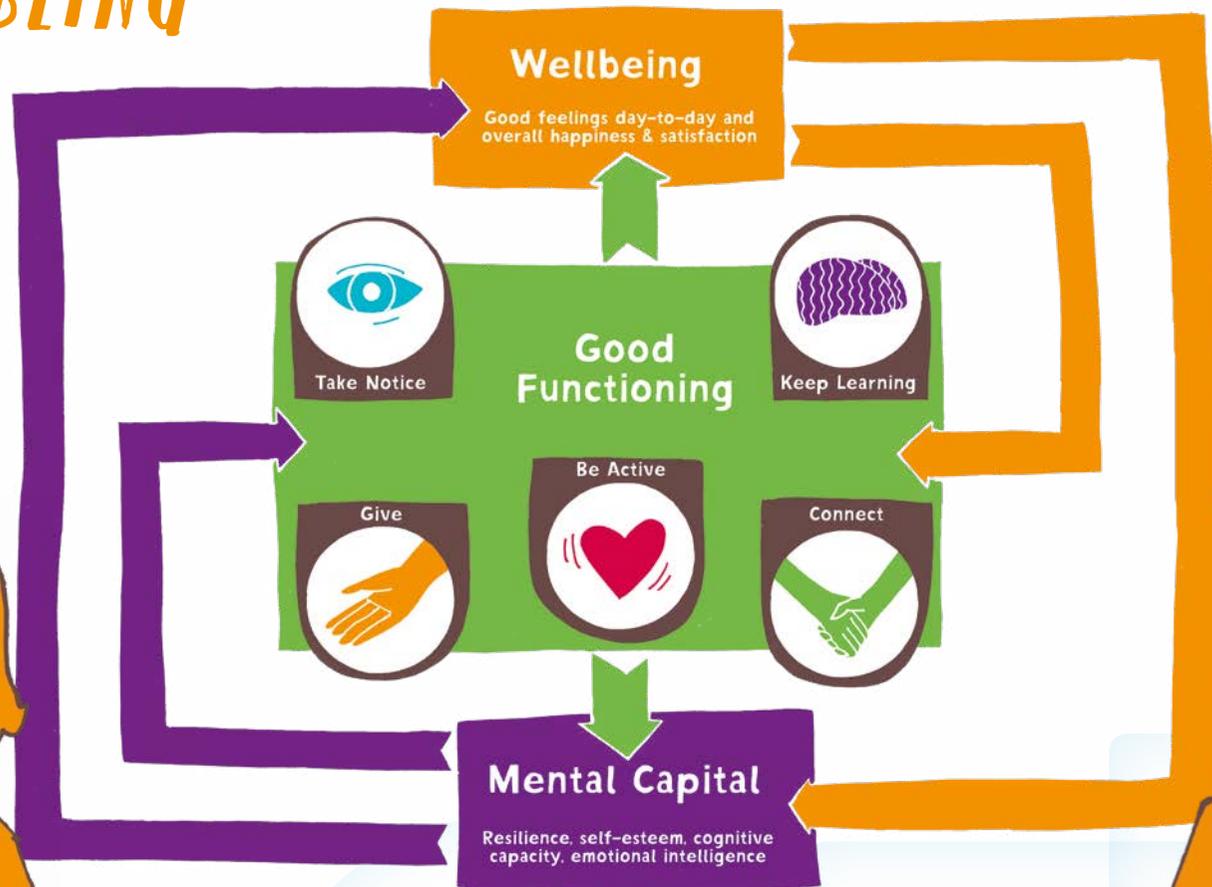


*GIVE*

*KEEP LEARNING*



# 5 WAYS TO WELLBEING



Foresight Mental Capital and Wellbeing Project (2008). Final Project report. The Government Office for Science, London



## *ACTIVE INGREDIENTS OF ACTIVITY*

### *APPS*

- ▶ Achievement
- ▶ Pleasure
- ▶ Physical
- ▶ Social



# Vicious Cycle

From the:  
Understanding your feelings/  
Why do I feel so bad  
resources.

What's going on? Describe the situation:

My thoughts:

My feelings:

Altered  
Thinking

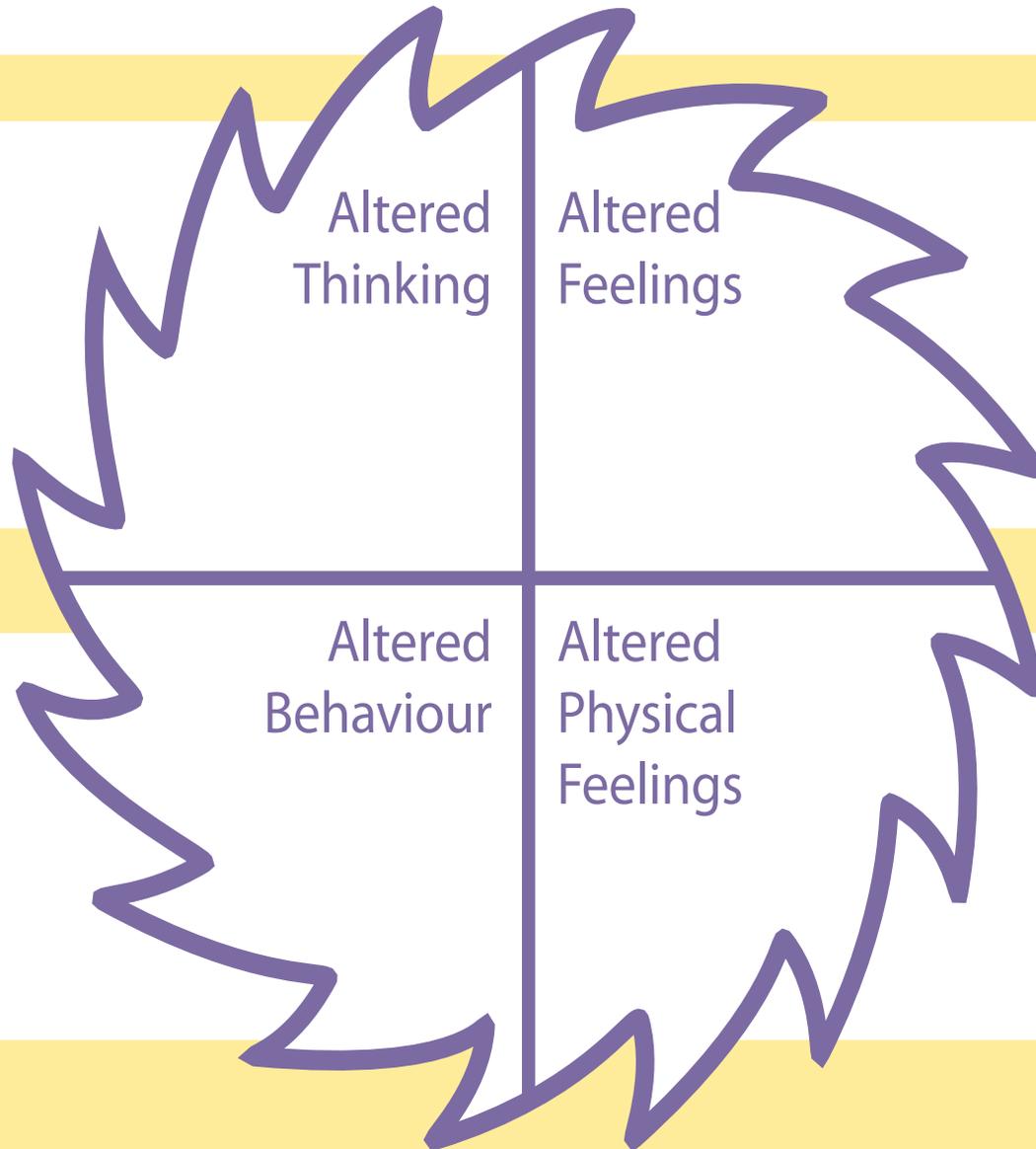
Altered  
Feelings

My behaviour:

My body:

Altered  
Behaviour

Altered  
Physical  
Feelings



**Pet dog has gone missing**

**Starting a new job**

**Have to speak in public**

**Got the flu**

**Had a minor car accident**

**Can't find anywhere to park**

**Running low on money**

**Lose keys**

**Late for work**

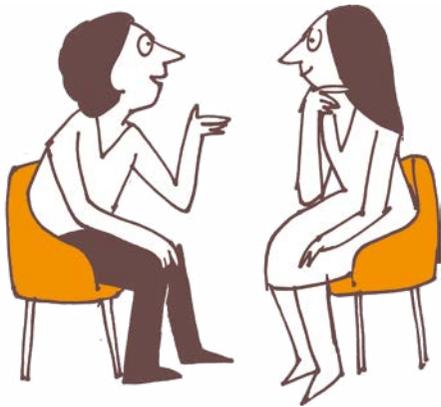
**Failed driving test**

**Moved to a new area**

**Row with neighbour**

# REFLECT ON A TIME YOU WERE STRUGGLING OR HAD DIFFICULTIES WITH YOUR MENTAL WELLBEING

What are the things people did or didn't do that influenced whether you talked about what was going on for you?



- ▶ What did people do that made it more likely that you would talk openly.



- ▶ What did people do that made it less likely that you would talk openly.

# CREATING THE BEST CONDITIONS FOR MENTAL WELLBEING CONVERSATIONS





## *MOVING AWAY FROM CONTROLLED DISCUSSION TOWARD AND OPEN DISCOVERY DIALOGUE*



**Controlled discussion** is designed to get a person to choose between one or two alternatives.

- ▶ Aims to fix a problem.
- ▶ Tends toward either/or thinking.
- ▶ Focuses on closure and completion.
- ▶ The agenda is controlled by the worker.
- ▶ Only sees parts of a person .

**Open discovery dialogue** helps to surface the alternatives and lay them side by side, so they can be seen in context.

- ▶ Reaches new understanding, from which to think and act.
- ▶ Evokes new insight (reordering knowledge and assumptions).
- ▶ Power is shared: people think together, the content is co-produced and unfolds within the space.
- ▶ Sees the whole person.



## COMPASSION



a sensitivity to others or your own suffering

a commitment to try and relieve and prevent suffering



Notice and engage



Act (do something about it)  
Develop your understanding and skills (e.g. doing Connect 5)



## CONNECTED CONVERSATIONS: COMPASSIONATE COMPONENTS



Resisting judging a person's pain, distress or situation and simply accepting and validating their experience

Emotional aspect recognise another's feelings, motivations and intentions; thinking aspect make sense of another's feelings and our own responses to them

our ability to bear difficult feeling in others and ourselves

Motivation/commitment (care of others): to be caring, supportive and helpful to others

the capacity to maintain an open attention, enabling us to notice when others need help

The ability we all have to be moved emotionally by another's distress



## **CONNECTED CONVERSATIONS:** *THE SKILLS THAT MAKE IT POSSIBLE*

### **KEEPING IT OPEN**

Using open questions invites in the persons experience as it is for them.

**Who What When Where Why**  
(use 'Why' sparingly).

### **PICKING UP AND EMPATHICALLY RESPONDING TO THE CUES**

Maintaining an open non-judgemental attention enables you to pick up and respond to cues beyond words; to be present, to listen and help work out with the other person what's helpful to them.

*"That sounds really difficult, I can hear how upset you are."*

### **COLLABORATE (KEEP SHARING THE POWER)**

Checking out with the person at every step, helps maintain safety and involvement ensuring you only go where the person wants you to.

*"Are you OK talking about this with me today?"*

*"Would you like us to think together about where you might get some more help with this?"*

### **REFLECTION & SUMMARY**

These skills keep the dance of the communication going. They help co-create a new understanding, keeps you checking-in whether you are hearing accurately and help the person get an outside perspective on their experience.



## COMPONENTS OF A CONNECTED CONVERSATION



## FREE TO ACCESS WELLBEING RESOURCES

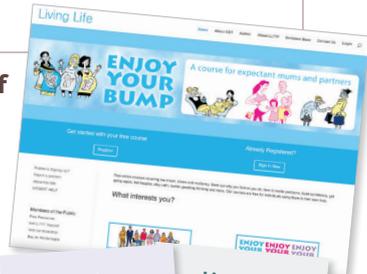
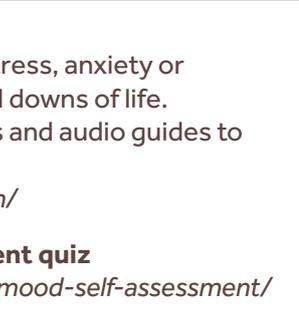
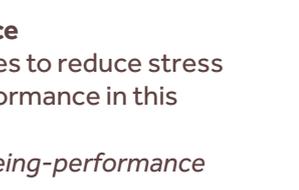
### Download the new economics five ways to wellbeing cards

[https://issuu.com/neweconomicsfoundation/docs/five\\_ways\\_to\\_well-being](https://issuu.com/neweconomicsfoundation/docs/five_ways_to_well-being)

 <p><b>NHS</b> choices www.nhs.uk</p>	<p><b>Five steps to mental wellbeing</b> Evidence suggests there are five steps we can all take to improve our mental wellbeing.</p> <p>If you give them a try, you may feel happier, more positive and able to get the most from life.</p> <p><a href="https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/">https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/</a></p>
 <p><b>Wheel of Well-being</b></p>	<p>Body. Mind. Spirit. People. Place. Planet. Welcome to the Wheel of Well-being. If you're interested in health and happiness - from a personal or a professional perspective - we hope you'll find the WoW website a good place to start, and you'll come back and visit often.</p> <p><a href="http://www.wheelofwellbeing.org/">www.wheelofwellbeing.org/</a></p>
 <p><b>Greater Good in Action</b> SCIENCE-BASED PRACTICES FOR A MEANINGFUL LIFE</p>	<p>Build happiness, resilience, connection and more with research backed tools.</p> <p><a href="http://ggia.berkeley.edu/">http://ggia.berkeley.edu/</a></p>
 <p><b>Mindkit</b></p>	<p>Some top tactics for implementing the five ways to wellbeing in your life, right now.</p> <p><a href="https://www.mindkit.org.uk/5-ways-to-wellbeing/">https://www.mindkit.org.uk/5-ways-to-wellbeing/</a></p>
 <p><b>ACTION FOR HAPPINESS</b></p>	<p>Action for Happiness helps people take action for a happier and more caring world.</p> <p><a href="http://www.actionforhappiness.org/">www.actionforhappiness.org/</a></p>



## FREE TO ACCESS SELF-HELP RESOURCES

 <p><b>every mind matters</b></p> <p><b>ONE YOU</b></p>	<p><b>Every Mind Matters</b> How are you taking care of your mental health? Get expert advice, practical tips and a personalised action plan with Every Mind Matters. <a href="http://www.nhs.uk/oneyou/every-mind-matters/">www.nhs.uk/oneyou/every-mind-matters/</a></p> <p><b>Watch the advert</b> <a href="http://www.youtube.com/watch?v=h6aC02Hyi1I">www.youtube.com/watch?v=h6aC02Hyi1I</a></p>	
 <p><b>living life to the full</b> <a href="http://www.llutf.com">www.llutf.com</a></p>	<p><b>Living Life to the Full : helping you help yourself</b> Free online courses covering low mood, stress and resiliency. Work out why you feel as you do, how to tackle problems, build confidence, get going again, feel happier, stay calm, tackle upsetting thinking and more. <a href="http://www.llutf.com/">www.llutf.com/</a></p>	
 <p><b>Mental Health Foundation</b></p>	<p><b>A range of self-help guides from the mental health foundation</b> <a href="http://www.mentalhealth.org.uk/publications">www.mentalhealth.org.uk/publications</a></p>	
 <p><b>NHS Northumberland, Tyne and Wear NHS Foundation Trust</b></p>	<p><b>Self Help Leaflets - Northumberland, Tyne and Wear NHS Foundation</b> Self help guides produced by Northumberland, Tyne and Wear NHS foundation Trust titles cover a range of mental health issues. <a href="http://www.web.ntw.nhs.uk/selfhelp/">www.web.ntw.nhs.uk/selfhelp/</a></p>	
<p><b>READING WELL</b></p>	<p><b>Reading Well</b> Reading Well helps you to understand and manage your health and wellbeing using self-help reading. The books are all endorsed by health experts, as well as by people living with the conditions covered and their relatives and carers. Available in all libraries. <a href="http://www.reading-well.org.uk/">www.reading-well.org.uk/</a></p>	
<p><b>Moodzone</b></p>	<p><b>NHS Choices Moodzone</b> Whatever you need to know about coping with stress, anxiety or depression, or just the normal emotional ups and downs of life. It offers practical advice, interactive tools, videos and audio guides to help you feel mentally and emotionally better. <a href="http://www.nhs.uk/conditions/stress-anxiety-depression/">www.nhs.uk/conditions/stress-anxiety-depression/</a></p> <p><b>Check your mood with our mood self-assessment quiz</b> <a href="http://www.nhs.uk/conditions/stress-anxiety-depression/mood-self-assessment/">www.nhs.uk/conditions/stress-anxiety-depression/mood-self-assessment/</a></p>	
 <p><b>Future Learn</b></p>	<p><b>Mindfulness for Wellbeing and Peak Performance</b> Free 4 week course. Learn mindfulness techniques to reduce stress and improve your wellbeing and work/study performance in this online course. <a href="http://www.futurelearn.com/courses/mindfulness-wellbeing-performance">www.futurelearn.com/courses/mindfulness-wellbeing-performance</a></p>	

# Thankyou

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