

C-TO-BE

THE COACHING COMPANY



MENTAL HEALTH

LOOKING OUT INSTEAD OF LOOKING AWAY

First Aid in the Workplace

AGENDA

- 01 | Training Objectives
- 02 | The First Aid Approach Using P-O-L-E
- 03 | Training Content
- 04 | Target Audience
- 05 | Training Overview

01. TRAINING OBJECTIVES

Mental health challenges are widespread in the workplace — yet they often remain invisible. This training equips employees with the confidence and practical skills to respond appropriately: recognizing early warning signs, approaching colleagues with empathy, and acting as a bridge to professional support.

The training specifically aims to:

- Reduce stigma and foster an open culture of communication
- Recognize and understand psychological stress and mental health challenges
- Identify early warning signs
- Conduct supportive conversations with confidence (POLE)
- Remain capable of taking action in crisis situations
- Guide individuals towards appropriate support services
- Maintain personal boundaries and self-care



02. THE FIRST AID APPROACH USING P-O-L-E

Four steps for conversations with employees showing signs of mental health difficulties

- P Prepare & Assess:**
Observe, evaluate, and assess the level of risk (e.g., risk of harm to self or others, crisis situations). Take appropriate action based on the situation.

- O Openly Listen:**
Listen with empathy and remain non-judgmental. Ask supportive questions, allow for silence, and express genuine concern.

- L Link to Support:**
Provide guidance and support through information, immediate practical help, and assistance with taking the first steps towards further support.

- E Encourage Further Help:**
Encourage access to professional support and help activate additional resources and support networks.

03. TRAINING CONTENT

Module 1 – Foundations & Awareness

- Mental health basics: what is normal, what may be a concern?
- Recognizing common mental health challenges in the workplace, such as depression and anxiety
- P-O-L-E – The conversation model

Module 2 – Recognizing Signs & Having Conversations

- Conversation practice: noticing – approaching – staying engaged (Part 1)
- Understanding further mental health challenges, such as substance misuse and psychosis

Module 3 – Crisis Intervention

- Conversation practice (Part 2)
- Recognizing and responding to crises
- Suicidal thoughts: asking safely and guiding to support

Module 4 – Support Resources & Reducing Stigma

- Exploring the support map and available resources
- Case workshop: real-life scenarios
- Breaking the stigma around mental health



04. TARGET AUDIENCE

The training is aimed at employees at all levels who work closely with colleagues in their daily roles and want to take responsibility for fostering a healthy and supportive workplace environment.

MANAGERS AND TRAINERS

**WORKPLACE HEALTH
LEADS**



**PARTICULARLY
RELEVANT FOR:**

HR PROFESSIONALS

TRUSTED CONTACTS

05. TRAINING OVERVIEW



FORMAT

From a short impulse workshop to a two-day in-person or online training – structured into four modules



PARTICIPANTS

Employees at all levels, ideally 8–12 participants



METHODS

Short input sessions, case work, reflection rounds, role plays, small-group activities, and practical exercises



TRAINER

Marion Kaiser, C-TO-BE.
THE COACHING COMPANY
[Trainer profile](#)

Optional Follow-up Session

6–8 weeks after the training: reflection, refreshment, and self-care for those providing support

- Setting boundaries and avoiding diffusion of responsibility
 - Micro self-care after challenging conversations
 - Establishing a team “buddy system”



Thank you for your interest in our services. We look forward to working with you and supporting you in achieving your goals.

Jutta Portner

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