SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

MENTAL WELLBEING CHAMPIONS

A PRACTICAL GUIDE FOR THE WORKPLACE

Supporting people.

Stronger connections.

Healthier workplaces.



Small actions.

Stronger connections.

Healthier workplaces.

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A practical guide to support, inspire and empower your workplace champions.

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WELCOME TO THE GUIDE



This guide has been created to support you in your role as a Mental Wellbeing Champion.

It offers practical tools, insights and resources to help you make a positive impact in your workplace.

Inside, you'll find:

- Insights into mental health and wellbeing
- Practical strategies for supporting others
- Tools to build a culture of wellbeing
- Ways to look after yourself while supporting others

Every action you take contributes to a healthier, more supportive and more resilient workplace.

Thank you for being a part of this important journey.

WHAT YOU WILL FIND IN THIS GUIDE

PRACTICAL GUIDANCE

Clear, straightforward information to support you in your day-to-day responsibilities.

TOOLS AND RESOURCES

Useful templates, tips and signposting ideas to help you take action with confidence.

REAL WORLD RELEVANCE

Examples and insights that reflect the realities of modern workplaces and mental wellbeing.

SUPPORT FOR YOU

Guidance on looking after your own wellbeing while supporting others.

YOUR IMPACT MATTERS

Small actions can have a big impact.
By showing up, listening and signposting support, you help create a healthier, more connected and more resilient workplace for everyone.

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PURPOSE & SCOPE OF THE CHAMPION ROLE



As a Mental Wellbeing Champion, your role is to help create a supportive and open culture where everyone's mental health matters.

Your purpose is to:

- Promote positive mental wellbeing in everyday conversations
- Reduce stigma and encourage openness
- Support colleagues and signpost to the right help
- Work collaboratively to improve wellbeing at work

This role is not about providing therapy or solving problems on your own. It's about being a visible, approachable point of contact and helping to build a mentally healthy workplace together.

You are a bridge between people, support and solutions.
Your influence can be small actions with a big impact.

YOUR ROLE INCLUDES

BE AWARE
Build your understanding of mental health and wellbeing issues in the workplace.

BE APPROACHABLE
Be a friendly, trusted presence that colleagues feel safe reaching out to.

SIGNPOST & SUPPORT
Guide colleagues to appropriate support services and resources.

PROMOTE & ENCOURAGE
Share information, resources and events that support wellbeing.

COLLABORATE
Work with managers and the wellbeing team to build a healthier culture.

A SMALL ROLE WITH A BIG IMPACT
You don't need all the answers.
But your time, compassion and consistency can help someone feel seen, supported and valued.

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WHAT CHAMPIONS DO EVERY DAY

Champions don't need lots of time, just a willingness to notice, support and promote wellbeing in everyday moments.

Here are some simple ways you can make a difference:

- Check in with colleagues and listen
- Start conversations about mental wellbeing
- Share helpful resources and information
- Encourage breaks, balance and self-care
- Spot signs that someone might be struggling
- Signpost to the right support
- Celebrate wellbeing wins
- Share feedback and ideas to improve wellbeing in your team



Small actions. Regularly. Consistently.
That's how we build a healthier workplace.

EVERYDAY CHAMPION MINDSET

BE PRESENT
Notice how people are doing, and show you care.

BE OPEN
Create safe space for conversations and listening.

BE INFORMED
Know where to find and share trusted support and resources.

BE INCLUSIVE
Make wellbeing something everyone feels part of.

BE PROACTIVE
Look for small ways to improve wellbeing in your team.

YOU DON'T HAVE TO DO IT ALONE

You're part of a network of Champions, supported by your wellbeing lead and wider organisation. Reach out, share ideas and support each other.

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KEY RESPONSIBILITIES, CONTINUED

Champions play an important part in creating a workplace where wellbeing is valued and supported every day.

Here are more of your key responsibilities.



5 PROMOTE WELLBEING ACTIVITIES

Help encourage and raise awareness of wellbeing activities, initiatives and resources available in your workplace.

- Share information about wellbeing events and campaigns.
- Encourage colleagues to get involved.
- Support uptake of wellbeing resources and programmes.
- Help create enthusiasm and participation.

6 BE A ROLE MODEL

Your actions and attitude can inspire others.

- Show that it's okay to talk about wellbeing.
- Be kind, respectful and supportive in your interactions.
- Demonstrate healthy habits and positive behaviours.
- Encourage others by leading by example.

7 TAKE CARE OF YOUR OWN WELLBEING

You can't support others if you're running on empty.

- Look after your physical, mental and emotional wellbeing.
- Set boundaries and know your limits.
- Take breaks and seek support when you need it.
- Remember: self-care is not selfish.

TOGETHER, WE MAKE A DIFFERENCE

Every conversation, every action and every act of support helps build a healthier, happier and more resilient workplace.

Small actions. Big impact.

REMEMBER: If you are concerned about someone's safety or wellbeing, follow your organisation's escalation process immediately.

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RECOMMENDED TRAINING

Training helps you feel confident, informed and prepared for your role as a Mental Wellbeing Champion.

The following learning opportunities will support your knowledge, skills and impact.



CORE TRAINING FOR CHAMPIONS

Essential learning to understand wellbeing and your role.

- Understanding Mental Health in the Workplace
- The Role of the Mental Wellbeing Champion
- Communication Skills and Active Listening
- Boundaries, Confidentiality and Signposting
- Looking After Your Own Wellbeing

ADDITIONAL LEARNING OPTIONS

Build confidence in key areas that matter.

- Supporting Colleagues Through Change
- Managing Stress and Building Resilience
- Recognising and Responding to Distress
- Suicide Awareness and Prevention
- Diversity, Inclusion and Wellbeing

FLEXIBLE LEARNING METHODS

Learn in ways that fit your time and style.

- Live webinars and virtual workshops
- Online courses and self-paced modules
- E-learning and digital resources
- In-person training sessions
- Peer learning and communities of practice

LEARNING THAT LEADS TO IMPACT

The more you learn, the more confident you'll feel. The more confident you feel, the more impact you can have.

- Stay curious
- Ask questions
- Practice what you learn
- Share and learn from others
- Keep growing

REMEMBER: You don't have to know all the answers. Your willingness to learn and support is what matters most.

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SKILLS, BOUNDARIES & SELF-CARE

As a Champion, looking after others starts with taking care of yourself.

Strong boundaries, key skills and self-care help you support others effectively and sustainably.



KEY SKILLS

These skills help you support and connect with others.

- Active listening
- Empathy and understanding
- Clear and respectful communication
- Building trust and rapport
- Recognising when to refer for additional support

BOUNDARIES

Healthy boundaries keep everyone safe and supported.

- Be clear about your role and what it includes
- Respect confidentiality and privacy
- Know your limits and when to refer
- Avoid giving personal advice or solutions
- It's okay to say you don't know

SELF-CARE

Your wellbeing matters too.

- Take regular breaks and time to recharge
- Look after your physical and mental health
- Seek support when you need it
- Connect with other Champions
- Remember: you can't help others if you're running on empty

STRONG CHAMPIONS, STRONGER WORKPLACES

When you build your skills, set boundaries and look after yourself, you can make a bigger difference and help create a healthier workplace for everyone.

REMEMBER: It's okay to reach out for support. You don't have to manage everything on your own.

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COMMUNICATION SKILLS

Great communication helps build trust, opens doors and encourages people to speak up.

These practical skills can help you have supportive and meaningful conversations.



ACTIVE LISTENING

Show you're listening and create space for others to share.

- Give your full attention
- Use open body language
- Avoid interrupting
- Reflect back what you've heard
- Show empathy and understanding

OPEN QUESTIONS

Encourage conversation and deeper understanding.

- Ask open questions that invite more than yes or no
- Show genuine curiosity
- Give the person time to think and respond
- Explore feelings and needs with sensitivity

EMPATHY AND VALIDATION

Help others feel heard, valued and understood.

- Acknowledge how people are feeling
- Validate their experience
- Avoid judgement
- Use phrases like "That sounds really tough"
- Offer support, not solutions

CONFIDENTIALITY

Protect trust by keeping conversations private.

- Only share information if you have permission
- Explain confidentiality boundaries clearly
- Know the limits of confidentiality
- Follow your organisation's policies

TOP TIPS

- **Be present**
  Focus on the person, not your to-do list.
- **Listen more, speak less**
  Give space for others to share.
- **Stay calm and patient**
  Silence is okay. It gives people time.
- **Use simple, supportive language**
  Speak in a way that feels safe and clear.
- **Check in**
  Ask how they're feeling before you finish.

GOOD CONVERSATIONS CREATE CONNECTION

When people feel heard and understood, they're more likely to seek support and take positive action.

REMEMBER: You are not expected to have all the answers. Your role is to listen, support and signpost.

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CREATING A SAFE SPACE

A safe space is where people feel comfortable, respected and able to be themselves.

You can help create an environment where wellbeing conversations can happen openly.



BE WELCOMING AND INCLUSIVE

Make everyone feel valued and respected.

- Greet people warmly and make eye contact
- Use inclusive language
- Be mindful of different backgrounds and experiences
- Treat everyone fairly and with respect

RESPECT PRIVACY AND CONFIDENTIALITY

People need to feel they can speak openly.

- Keep conversations private and secure
- Only share information if you have permission
- Explain confidentiality boundaries clearly
- Follow your organisation's policies

ENCOURAGE OPENNESS AND TRUST

Build trust by showing you're reliable and approachable.

- Listen without judgement
- Keep your promises
- Be honest and transparent
- Encourage others to share their views

CREATE A POSITIVE ENVIRONMENT

Small actions can make a big difference.

- Be calm, friendly and approachable
- Show kindness and empathy
- Acknowledge people's efforts
- Celebrate diversity and inclusion

A SAFE SPACE MEANS...

- People feel listened to
- People feel respected
- People feel supported
- People feel able to speak up
- People feel they belong

SAFE SPACES HELP WELLBEING GROW

When people feel safe, they are more likely to share, seek support and look out for others.
Together, we create a stronger, kinder workplace.

REMEMBER: You set the tone. When you create a safe space, you help others feel safe too.

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ASKING OPEN QUESTIONS

Open questions encourage conversation, build trust and help people explore their thoughts and feelings.

They help you understand more and support better.



WHY OPEN QUESTIONS MATTER

They invite more than a yes or no answer.

- Encourage people to share more
- Help uncover how they are really feeling
- Show you are genuinely interested
- Build stronger, more trusting relationships

GOOD EXAMPLES

Try questions that start with:

How	What	Tell me	Can you tell me

Examples:

- How are you feeling about things at the moment?
- What has been on your mind recently?
- Can you tell me more about that?
- What would help make things better for you?

QUESTIONS TO AVOID

These can feel too direct or put people on the spot.

- Why are you upset?
- Don't you think you should...?
- Why didn't you...?
- Calm down.

TOP TIPS

- Ask one question at a time.
- Give time and space for a response.
- Listen fully without interrupting.
- Follow up with another open question.
- Reflect back what you hear.

OPEN QUESTIONS OPEN DOORS

They help start meaningful conversations, build connection and make it easier for people to get the support they need.

Ask. Listen. Understand. Support.

REMEMBER: You don't need all the answers.
Your role is to listen, explore and support.

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CONFIDENTIALITY & BOUNDARIES

Confidentiality builds trust. Boundaries keep conversations safe and sustainable for everyone.

Knowing what to share, what to protect and where your role ends helps you support with confidence.



KEEP CONVERSATIONS PRIVATE

People share because they trust you.

- Keep what you hear confidential
- Only share information if you have permission
- Explain confidentiality at the start
- Follow your organisation's policies

EXPLAIN CONFIDENTIALITY CLEARLY

Set the right expectations from the beginning.

- Say what you will keep confidential
- Explain the limits (see right)
- Reassure they can talk openly
- Check they understand

KNOW THE LIMITS OF CONFIDENTIALITY

There are times when you must share information.

- Risk of harm to self
- Risk of harm to others
- Abuse or neglect
- Legal or safeguarding requirements

SET AND RESPECT BOUNDARIES

Healthy boundaries protect you and the people you support.

- Be clear about your role and what it includes
- Avoid giving personal advice or solutions
- Don't share too much about yourself
- Signpost to the right support when needed

LIMITS OF CONFIDENTIALITY

You must share information if there is:

- A risk of serious harm to themselves
- A risk of serious harm to others
- Suspected abuse or neglect
- A legal requirement to do so

You are not alone. When in doubt, seek guidance from your Line Manager, HR or a safeguarding lead.

CONFIDENCE COMES FROM CLARITY

Clear boundaries and consistent confidentiality help you support others safely and build a culture of trust.

Protect. Respect. Support.

REMEMBER: You don't need all the answers.
Your role is to listen, support and signpost.

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CLEAR BOUNDARIES

Clear boundaries protect you, the people you support and the conversations you have.

They create trust, reduce confusion and help you stay in your role with confidence.



KNOW YOUR ROLE

Stay within the boundaries of a Champion.

- You are not a counsellor or therapist
- You are here to listen, support and signpost
- Focus on your role and responsibilities
- Refer on when needed

AVOID DUAL RELATIONSHIPS

Avoid relationships that could compromise your role.

- Do not support close friends or family
- Avoid socialising with people you support
- Be mindful of power and influence
- Keep professional relationships professional

KEEP PERSONAL INFORMATION PRIVATE

Protect your own privacy.

- Do not share details about your personal life
- Keep the focus on the person you are supporting
- Maintain professional boundaries at all times
- Protect your wellbeing and theirs

MANAGE YOUR TIME AND AVAILABILITY

Set boundaries around your time and access.

- Let people know when and how you are available
- It is okay to say you are not available
- Take breaks and switch off
- Avoid being on call

EXAMPLES OF CLEAR BOUNDARIES

- I am not able to give personal advice, but I can help you explore options.
- I want to support you, but I cannot keep in touch outside of work.
- I will do my best to respond during working hours.
- I need to look after my own wellbeing so I can support others.

BOUNDARIES SUPPORT EVERYONE

When boundaries are clear, people feel safe to speak up, Champions feel confident in their role and the workplace becomes a healthier place for all.

REMEMBER: Clear boundaries are not about saying no. They are about saying yes to safe, effective support.

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RECOGNISING WARNING SIGNS



Spotting early signs that someone may be struggling allows you to offer support sooner.

You don't need to be an expert. You just need to notice, listen and take it seriously.

LOOK FOR CHANGES

Small changes can be early warning signs.

- Changes in mood or behaviour
- Withdrawing from others
- Loss of interest or motivation
- Difficulty concentrating
- Changes in sleep or appetite

LISTEN TO CLUES IN CONVERSATION

What people say can give you helpful clues.

- Feeling overwhelmed or constantly stressed
- Struggling to cope or "not coping"
- Feeling hopeless, anxious or unusually low
- Talking about exhaustion or burnout
- Making negative comments about themselves

TRUST YOUR INSTINCTS

If something doesn't feel right, it's okay to act.

- You know the person best
- You may notice changes others don't
- It's better to check in than to ignore it
- Your concern could make a real difference

BE AWARE OF HIGHER RISK FACTORS

Certain situations can increase risk.

- Recent loss or major life change
- Work pressure or workload increases
- Relationship or financial difficulties
- Health concerns or chronic conditions
- Past experiences of trauma

WARNING SIGNS TO TAKE SERIOUSLY

These signs suggest someone may need immediate support.

- Talking about wanting to disappear
- Expressing thoughts of self-harm
- Withdrawing completely
- Significant changes in behaviour
- Increased substance or alcohol use

IF YOU ARE CONCERNED

Do not leave the person alone if you believe they are in immediate danger.

Seek help from your Line Manager, HR or a safeguarding lead right away.

In an emergency, call 999.

NOTICING EARLY CAN CHANGE OUTCOMES

Early recognition, a kind conversation and the right support can help someone feel seen, heard and supported.

You don't need to fix the problem. You just need to care enough to notice and take the first step.

REMEMBER

You don't need all the answers.
Your role is to notice, listen and guide people to the right support.

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ACTIVE LISTENING

Active listening shows people they are valued, understood and not alone.

It helps build trust, strengthens connections and creates space for real conversations.



GIVE YOUR FULL ATTENTION

Be present and focus on the person speaking.

- Put away distractions
- Look at the person
- Show you are interested
- Stay in the moment

SHOW YOU ARE LISTENING

Use your body language and words.

- Nod and use facial expressions
- Use small responses like "I see" or "Go on"
- Show empathy and understanding
- Mirror the emotion, not the words

LET PEOPLE SPEAK

Give them the time and space they need.

- Do not interrupt
- Avoid finishing sentences
- Stay patient
- Silence can be helpful

REFLECT AND CLARIFY

Check your understanding and explore more.

- Reflect back what you hear
- Ask open questions
- Clarify if needed
- Avoid making assumptions

RESPOND THOUGHTFULLY

Respond with care and without judgement.

- Speak calmly and kindly
- Offer support, not solutions
- Respect their pace
- Focus on what they need

ACTIVE LISTENING HELPS YOU...

- Build trust and stronger relationships
- Help people feel heard and valued
- Understand what is really going on
- Support better wellbeing outcomes
- Create a safer, more supportive culture

> *People may forget what you said, but they will never forget how you made them feel.*

LISTEN WITH HEART. RESPOND WITH CARE.

Active listening is one of the most powerful ways you can support someone's mental wellbeing.

REMEMBER: Listening is not just hearing words. It is about understanding the person behind them.

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RESOURCES & SIGNPOSTING



You don't have to have all the answers. Knowing where people can find help is a powerful way to support them.

Here are trusted resources and helplines you can share.

NHS – EVERY MIND MATTERS

Practical advice and tips to help you look after your mental wellbeing.

www.nhs.uk/oneyou/every-mind-matters

NHS – SLEEP BETTER

Expert advice to help you improve your sleep and feel more rested.

www.nhs.uk/sleep-better

MIND

Information and support for anyone experiencing a mental health problem.

www.mind.org.uk

SAMARITANS

Here 24 hours a day, 7 days a week, for anyone who needs to talk.

116 123 | www.samaritans.org

SHOUT – TEXT SUPPORT

Confidential text support, anytime, for anyone in need.

Text SHOUT to 85258

ACAS

Support and guidance on workplace rights, wellbeing and relationships.

www.acas.org.uk

LOCAL SUPPORT

Local services and community support in your area.

Search: [Your Area] mental health services

USEFUL HELPLINES

Samaritans	116 123
Shout – Text Support	Text 85258
Mind Infoline (Mon–Fri 9am–6pm)	0300 123 3393
CALM (Men's Mental Health) (5pm–Midnight)	0800 58 58 58
Papyrus – Prevention of Young Suicide (Under 35s) (9am–Midnight)	0800 068 41 41
National Domestic Abuse Helpline (24 hours)	0808 2000 247

A SMALL STEP CAN MAKE A BIG DIFFERENCE

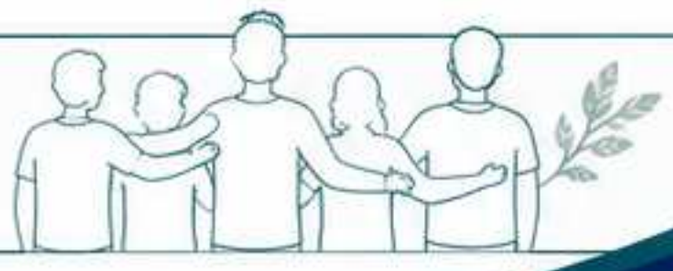
Offering the right support at the right time can help someone feel seen, heard and supported.

You don't need to fix the problem.
You just need to help them find the help.



REMEMBER: You are not expected to provide professional help.
Your role is to notice, listen, support and signpost.

SUPPORT TODAY. STRENGTH TOMORROW.



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MENTAL HEALTH SUPPORT



It's okay not to be okay.
Asking for help is a sign of strength,
and support is always available.

Reaching out for support is not a setback. It's a step towards feeling better and staying well.

CRISIS SUPPORT

If you are in crisis or need urgent help, please seek support immediately.

Samaritans
24 hours a day, 7 days a week
116 123 | samaritans.org

Shout – Text Support
Confidential support, anytime
Text 85258

Mind Infoline
Mon–Fri, 9am–6pm
0300 123 3393 | mind.org.uk

CALM (Men's Mental Health)
5pm–Midnight
0800 58 58 58 | thecalmzone.net

Papyrus – Prevention of Young Suicide (Under 35s)
9am–Midnight
0800 068 41 41 | papyrus-uk.org

National Domestic Abuse Helpline
24 hours
0808 2000 247 | nationaldahelpline.org.uk

SELF-HELP AND WELLBEING RESOURCES

Helpful tools and resources to support your mental wellbeing. Explore what works for you.

Mind
Information, guidance and wellbeing tools
mind.org.uk

NHS Every Mind Matters
Practical advice and tips to help you look after your mental wellbeing
nhs.uk/oneyou/every-mind-matters

Better Health
Advice and tools to support your mental health
nhs.uk/better-health

Headspace
Mindfulness and meditation support
headspace.com

Books on Prescription
Self-help books recommended by health professionals
books-on-prescription.com

YouTube – Mental Wellbeing
Guided meditations, talks and self-help tools
youtube.com

HOW TO SIGNPOST EFFECTIVELY

A supportive conversation can make a big difference.

- **Start with empathy** – Listen without judgement.
- **Ask how they're doing** – Show you care.
- **Share options** – Let them know what support is available.
- **Offer to help** – Support them to take the next step, if they want that.
- **Check in** – Keep the conversation open.

You don't have to fix it.
You just have to help them find the help.

CREATING A SUPPORTIVE ENVIRONMENT

We all have a role to play in supporting mental health.

- Encourage open conversations.
- Reduce stigma and promote understanding.
- Be kind and supportive.
- Respect confidentiality.
- Know where to signpost for help.

Together, we can create a workplace where everyone feels supported.

REMEMBER

Support is available.
You are not alone.
Reaching out is a sign of strength.



Your wellbeing matters.
Today and every day.

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WELLBEING ACTIVITIES & PROMOTION

Wellbeing thrives in visible, practical and inclusive ways. Small activities, regular promotion and a culture that normalises wellbeing help create healthier, happier workplaces.



> *When wellbeing is visible,*
> *people feel valued.*
> *When it's valued,*
> *it becomes part of culture.*

ACTIVITIES THAT MAKE AN IMPACT

WELLBEING CALENDAR

Plan key awareness dates, campaigns and monthly themes to keep wellbeing visible all year round.

WELLBEING EVENTS

Host talks, workshops, guest speakers and wellbeing weeks to inform, inspire and engage.

PEER SUPPORT INITIATIVES

Encourage buddy systems, listening circles and peer networks to build connection and mutual support.

BE ACTIVE

Promote movement with step challenges, walking meetings, stretch breaks and active travel initiatives.

MINDFUL MOMENTS

Introduce short mindfulness sessions, breathing exercises or wellbeing apps to help people reset.

COMMUNICATE AND CELEBRATE

Share stories, successes and resources that reinforce the importance of wellbeing across your organisation.

PROMOTION TIPS

- Keep messages simple, positive and consistent.
- Use a mix of channels to reach everyone.
- Make it easy for people to get involved.
- Encourage leaders to lead by example.
- Celebrate participation and acknowledge the difference it makes.

USE A MIX OF CHANNELS

- Email newsletters
- Intranet and internal news feeds
- Posters and digital screens
- Team meetings
- Social media
- Wellbeing champions and word of mouth

MAKE IT INCLUSIVE

Ensure activities are accessible, culturally sensitive and inclusive of all roles, locations and needs. Everyone should feel welcome and able to take part.

Wellbeing is for everyone, not just some people some of the time.

BUILDING A CULTURE THAT LASTS

Wellbeing isn't a one-off event. It's a culture we build together every day – through action, promotion and genuine care.

SMALL ACTIONS. BIG IMPACT.

Every initiative, every conversation and every act of kindness contributes to lasting change.

Promote it. Share it. Live it.

Together, we create workplaces where wellbeing thrives.

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WELLBEING CAMPAIGNS YOU CAN SUPPORT

National campaigns raise awareness, start conversations and remind us that wellbeing matters.

By getting involved, we can create a healthier, more supportive workplace for everyone.



KEY CAMPAIGNS TO SUPPORT

MENTAL HEALTH AWARENESS WEEK
May

A chance to build awareness, reduce stigma and start conversations about mental health.

WORLD MENTAL HEALTH DAY
10 October

A global day to raise awareness, inspire action and promote mental wellbeing for all.

TIME TO TALK DAY
First Thursday in February

Encourages everyone to talk about mental health and listen without judgement.

BETTER SLEEP MONTH
November

Raising awareness of the importance of good sleep for our mental and physical health.

STRESS AWARENESS MONTH
April

Focuses on understanding stress, building resilience and supporting wellbeing.

PRIDE MONTH
June

Celebrates inclusion, diversity and the importance of being your true self.

CAMPAIGNS WORK BEST WHEN WE WORK TOGETHER.

Small actions during these times can create a big impact all year round.

HOW YOU CAN GET INVOLVED

- Share campaign messages and resources.
- Host a talk, activity or wellbeing event.
- Encourage open conversations and active listening.
- Show your support on social media.
- Signpost people to helpful support and resources.
- Recognise and celebrate small steps and progress.

WHY IT MATTERS

- Builds awareness and reduces stigma.
- Encourages connection and understanding.
- Supports mental health and resilience.
- Creates a culture where everyone belongs.
- Small actions together lead to big change.

Every campaign is an opportunity to care, connect and create change.

IDEAS TO PROMOTE CAMPAIGNS

Display posters and leaflets | Share digital resources | Include in team newsletters | Run a challenge or activity | Celebrate and say thank you

Make it visible. Make it simple. Make it meaningful.

TOGETHER, WE CAN BUILD A CULTURE OF WELLBEING

Supporting campaigns shows that we care.
It helps create workplaces where everyone feels seen, supported and valued.

Support a campaign. Start a conversation.

Together, we make wellbeing everyone's business.

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PROMOTING YOUR ACTIVITIES

Great activities deserve to be seen, understood and supported. Clear, consistent promotion helps people get involved and feel part of a culture that values wellbeing.



> *When we talk about wellbeing openly, we create a culture where everyone can thrive.*

MAKE IT VISIBLE. MAKE IT COUNT.

START WITH A PLAN
Plan your communications early and link activities to key dates and themes.

KNOW YOUR AUDIENCE
Tailor your message to different teams, roles and working patterns.

KEEP MESSAGES SIMPLE
Use clear, positive language that encourages and invites participation.

PROMOTE CONSISTENTLY
Use regular reminders and updates before, during and after activities.

SHARE THE IMPACT
Celebrate success stories, feedback and positive outcomes.

MAKE IT EASY TO JOIN IN
Provide clear information on what, when, where and how to get involved.

THANK AND RECOGNISE
Acknowledge everyone who contributes their time, energy and ideas.

USE A RANGE OF CHANNELS

EMAIL AND NEWSLETTERS
Share details, reminders and updates.

INTRANET AND NOTICEBOARDS
Keep information easy to find.

TEAM MEETINGS
Update the team and invite ideas and participation.

SOCIAL MEDIA
Use short posts, images and stories to engage.

POSTERS AND LEAFLETS
Place in high traffic areas and break rooms.

WORD OF MOUTH
Encourage conversations and personal invitations.

PROMOTION CHECKLIST

- Have we planned our communications early?
- Are messages clear, positive and inclusive?
- Are we using a mix of channels?
- Are key dates and themes highlighted?
- Are people reminded regularly?
- Are updates shared during and after activities?
- Are we celebrating and sharing the impact?
- Have we thanked everyone involved?



Good communication builds awareness.
Great communication builds engagement.

PEOPLE SUPPORT WHAT THEY SEE, UNDERSTAND AND FEEL PART OF.
Promotion is how we build connection and turn awareness into action.

MAKE YOUR MESSAGE INCLUSIVE
- Use inclusive language and diverse images.
- Think about accessibility in all communications.
- Ensure everyone feels welcome and able to take part.

TALK ABOUT WELLBEING. INVITE EVERYONE IN.
The more we promote our activities, the more we build a culture where wellbeing is visible, valued and part of everyday work.



Share. Invite. Encourage. Celebrate.

Promote wellbeing. Create connection. Build a stronger workplace.

SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

CHAMPION SELF-CARE



You can't pour from an empty cup.
Taking care of your own wellbeing
helps you show up for others,
stay resilient and lead by example.
Self-care is not selfish – it's essential.

> *"When we take care of ourselves, we build the resilience, energy and compassion to care for others."*

WHY SELF-CARE MATTERS

SUSTAINS YOUR ENERGY
Looking after yourself helps you maintain your physical and mental energy.

SUPPORTS YOUR MENTAL HEALTH
Self-care reduces stress, anxiety and the risk of burnout.

IMPROVES YOUR FOCUS
You think more clearly, make better decisions and feel more in control.

BUILDS YOUR RESILIENCE
Caring for yourself helps you bounce back from challenges more quickly.

SETS A POSITIVE EXAMPLE
When you look after yourself, you encourage others to do the same.

ENHANCES YOUR IMPACT
You bring your best self to your work, team and community.

YOU MATTER TOO
You can't support others
if you're running on empty.
Make your wellbeing a priority.

KNOW YOUR LIMITS

Recognising your limits helps you stay well and prevent burnout.

- Notice the signs of stress, fatigue and overwhelm.
- It's okay to say no or ask for help.
- Set realistic expectations for yourself.
- Protect your time and boundaries.
- Prioritise what matters most.
- Let go of what you can't control or don't need to do.

Your limits are a guide, not a barrier.

TAKE TIME TO RECHARGE

Regular downtime helps you reset and refuel.

- Rest and sleep well
- Move your body
- Do things you enjoy
- Connect with people who lift you
- Mindfulness and relaxation practices

Small moments of self-care, create big benefits over time.

REMEMBER
You don't have to be perfect.
You just have to be willing to care for yourself.

When you thrive, you help others thrive.

SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

LOOKING AFTER YOURSELF



Caring for others starts with caring for yourself. As a Champion, you're more effective, resilient and able to support others when you look after your own wellbeing first.

You can't pour from an empty cup.

> *When you look after yourself, you build the strength and resilience to support others with confidence.*

KEY WAYS TO LOOK AFTER YOURSELF

USE YOUR OWN SUPPORT NETWORK

Stay connected with people you trust. Share how you're feeling and don't be afraid to ask for support.

DEBRIEF WHEN NEEDED

Talking things through can help you process experiences, reduce stress and prevent things building up.

PRACTICE WHAT YOU PROMOTE

Use the same self-care strategies and techniques you encourage others to use. Lead by example.

KNOWING WHEN TO STEP BACK

It's okay to take a break. Recognise your limits and give yourself permission to step back and recharge when you need to.

TAKE TIME FOR YOU

Small, regular acts of self-care can make a big difference.

- Move your body
- Do things you enjoy
- Take time to relax
- Connect with people who lift you
- Get outside and enjoy nature

Self-care isn't selfish.
It's what keeps you strong.

A FINAL REMINDER

Caring for others is a privilege, and you make a real difference. But you can't do it well if you run on empty.

Looking after yourself helps you:

- Stay resilient and manage stress
- Make a bigger impact
- Support others with compassion
- Sustain your role over the long term

When you take care of you, everyone benefits.

YOU MATTER TOO.

You can't support others if you're running on empty.

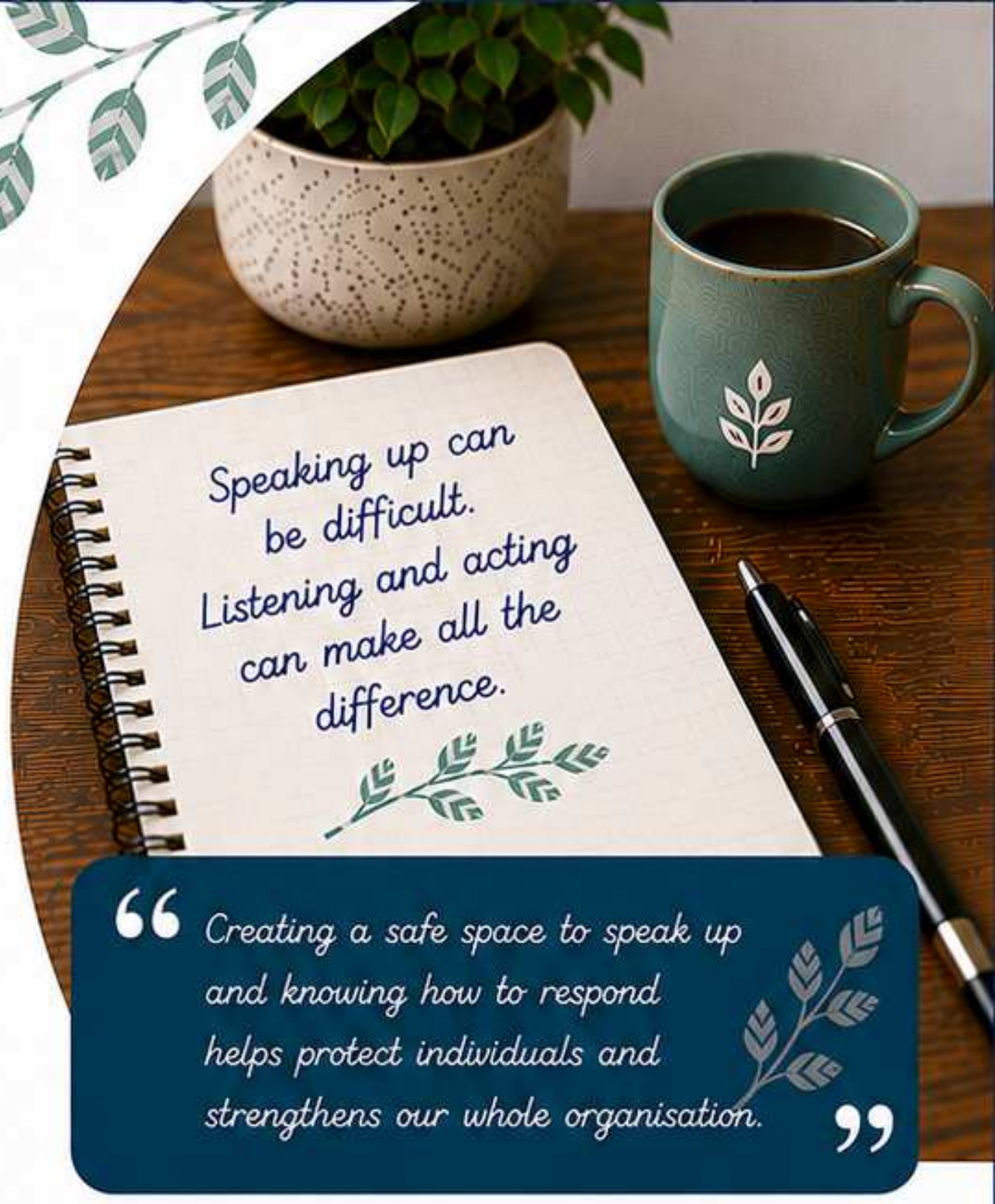
Look after yourself, so you can keep showing up for others.

Take care.
Stay well.
Keep going.

SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

REPORTING & FEEDBACK



As a Wellbeing Champion, you may hear things that concern you or receive feedback about wellbeing in your workplace. Knowing what to do and who to tell helps keep everyone safe and supported.

You don't have to have all the answers, but you do have a responsibility to pass things on.

> *"Creating a safe space to speak up and knowing how to respond helps protect individuals and strengthens our whole organisation."*

WHAT TO REPORT

CONCERNS ABOUT WELLBEING

If someone is struggling with stress, anxiety, low mood or other issues that may affect their wellbeing or safety.

CHANGES IN BEHAVIOUR

Noticeable changes such as withdrawal, irritability, poor attendance or reduced performance.

FEEDBACK FROM OTHERS

Comments or suggestions about wellbeing initiatives, policies or workplace culture.

INCIDENTS OR CONCERNS

Any incidents that may impact wellbeing, including conflict, bullying or inappropriate behaviour.

SAFEGUARDING CONCERNS

Anything that suggests harm, risk or abuse must be reported immediately.

WHEN IN DOUBT, SPEAK UP

If something doesn't feel right, it's always better to share your concern.

WHY REPORTING MATTERS

- Protects individuals and prevents problems from getting worse.
- Shows you care and take your role seriously.
- Helps create a culture of trust and openness.
- Provides valuable insight to improve wellbeing support.
- Helps meet legal and organisational responsibilities.

Your report could be the first step in someone getting the help they need.

HOW TO REPORT

- Record the key facts as soon as possible.
- Use the organisation's reporting process.
- Be clear, honest and factual.
- Do not promise confidentiality – explain what will happen next.
- Report to your line manager, HR or the nominated contact.

SAFEGUARDING & ESCALATION

- Safeguarding concerns must be escalated immediately.
- Follow your organisation's safeguarding policy.
- If someone is at immediate risk, contact the appropriate emergency services.
- You are not expected to handle these situations alone.

Your role is to listen, support and pass on.

REMEMBER

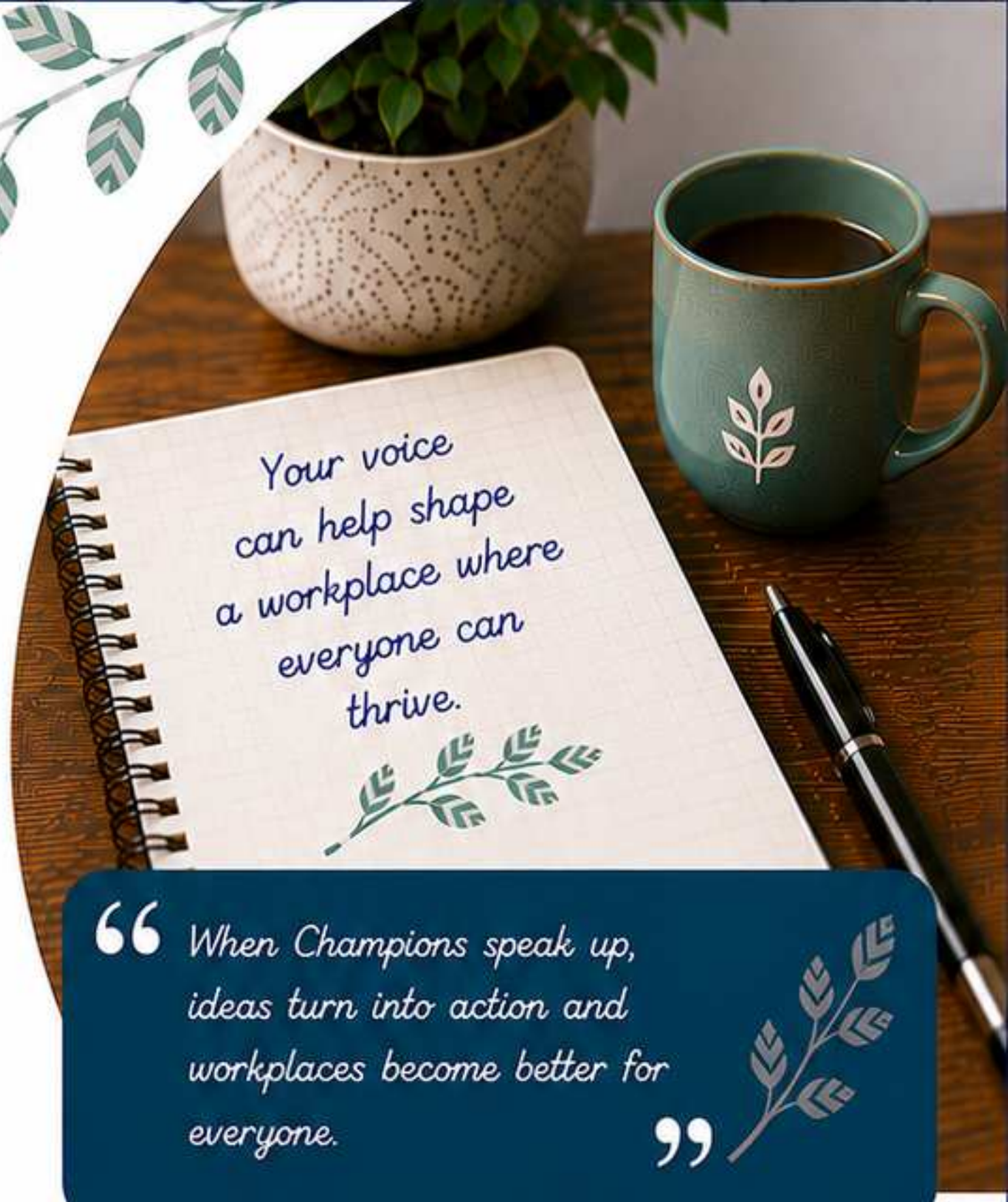
You don't need all the answers – you just need to act. Listening, reporting and following the right process helps protect people and builds a healthier workplace.

Your actions today can make a difference tomorrow.

SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

CHAMPION VOICE



Your voice matters. As a Wellbeing Champion, you help shape a healthier workplace by speaking up, sharing feedback and influencing positive change.

Speaking up isn't about having all the answers – it's about starting the conversation.

> *"When Champions speak up, ideas turn into action and workplaces become better for everyone."*

WAYS YOU CAN USE YOUR VOICE

PROVIDE FEEDBACK

Share what's working well and where improvements could be made.
Use surveys, conversations or feedback forms to contribute your insights.

SPEAK UP BETWEEN FORMAL REPORTING CYCLES

Don't wait for reports. If you notice an issue or have an idea, raise it with your line manager or relevant team.

SHARE PERSPECTIVES

Represent the voices of colleagues.
Listen to others and share their experiences respectfully.

SUGGEST IDEAS AND SOLUTIONS

Offer practical suggestions to improve wellbeing initiatives, policies or culture.
Small ideas can lead to big change.

BE A VOICE FOR CULTURE CHANGE

Challenge stigma, promote understanding and encourage open conversations about mental wellbeing.

YOUR VOICE CAN INSPIRE CHANGE

By speaking up and sharing feedback, you help create a workplace that values wellbeing and supports everyone.

YOUR VOICE MAKES AN IMPACT

- Helps leaders understand what's really happening.
- Influences decisions and improves wellbeing initiatives.
- Builds trust and shows colleagues you care.
- Drives positive change and a healthier workplace.

Your voice has power.
Use it. Share it. Make a difference.

TIPS FOR USING YOUR VOICE

- Be clear, honest and respectful.
- Focus on solutions, not problems.
- Back up your feedback with examples.
- Listen to others and value different perspectives.
- Stay positive and look for opportunities to contribute.

REMEMBER

You don't need to be the loudest voice in the room.
You just need to be someone who cares enough to speak up.

Every voice matters.
Together, we create change.

BE HEARD. BE VALUED. BE THE CHANGE.

Your voice helps build a culture where everyone feels heard, supported and valued.

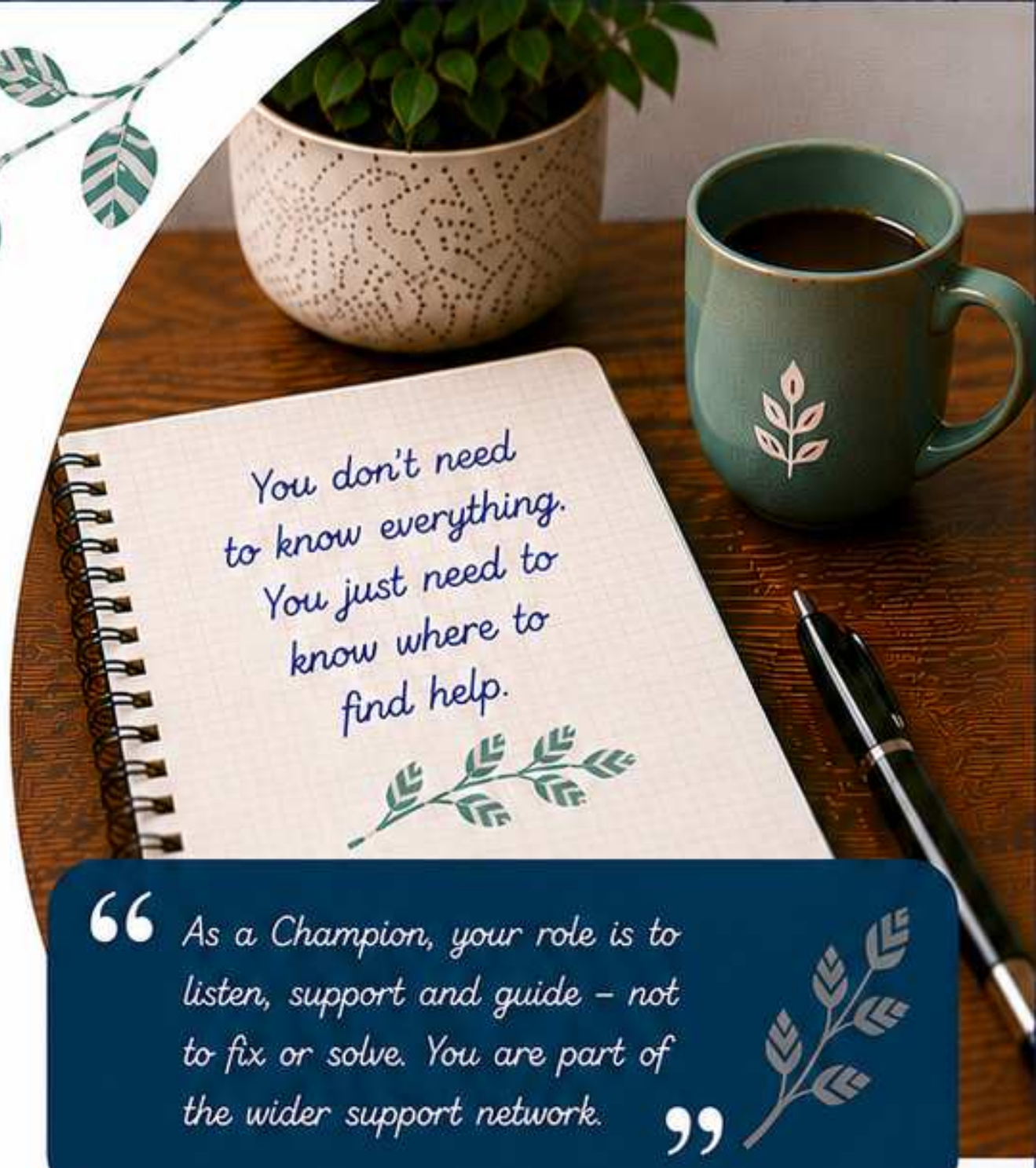
Speak up.
Stay connected.
Create change.

SECURE CORTEX
MENTAL WELLBEING SOLUTIONS

FAQS & SCENARIOS

It's normal to have questions when you start supporting others. Knowing what to do in different situations helps you feel confident and stay within your role.

You don't have to have all the answers, but you do have the tools to help and the people to support you.



> *As a Champion, your role is to listen, support and guide – not to fix or solve. You are part of the wider support network.*

COMMON QUESTIONS ABOUT THE ROLE

WHAT IS A WELLBEING CHAMPION?

A trained colleague who promotes wellbeing, offers support, signposts resources and helps create a positive culture.

WHAT ISN'T PART OF MY ROLE?

Providing counselling or therapy, giving medical advice, making HR decisions or keeping information confidential if there is a safeguarding risk.

WHAT IF SOMEONE SHARES SOMETHING I'M UNSURE ABOUT?

Listen, show you care and reassure them that you will help them get the right support. Don't promise confidentiality if you are concerned about their safety.

WHAT SHOULD I DO IF I HAVE A SERIOUS CONCERN?

Follow your organisation's reporting and escalation process. Contact your line manager, HR or the nominated contact as soon as possible.

WHAT IF I DON'T KNOW THE ANSWER?

That's okay. Be honest, let them know you're not sure and help them find the right person or resource.

WHERE CAN I GET SUPPORT?

Your line manager, HR, the Wellbeing Team, other Champions and your organisation's policies and resources.

SCENARIOS: WHAT COULD YOU DO?

A colleague tells you they are feeling overwhelmed with work and life.	Listen, show empathy, signpost wellbeing resources and encourage them to talk to their line manager if needed.
Someone shares that they are having thoughts of harming themselves.	Take it seriously. Stay calm, thank them for trusting you and follow your organisation's safeguarding and escalation process immediately.
A colleague talks about conflict or concerns about another team member.	Listen but do not take sides or promise confidentiality. Encourage them to speak to their line manager or HR if appropriate.
You're asked a question you don't know the answer to.	Be honest, say you're not sure, and help them find the right information or person who can help.

WHAT TO SAY WHEN YOU ARE UNSURE

- "That's a really important question."
- "I'm not sure, but I will find out and get back to you."
- "Let's look at the resources together."
- "Would you like me to connect you with someone who can help?"

REMEMBER

You are not alone in this role.
You have support, training and a network to guide you.
When in doubt, reach out.

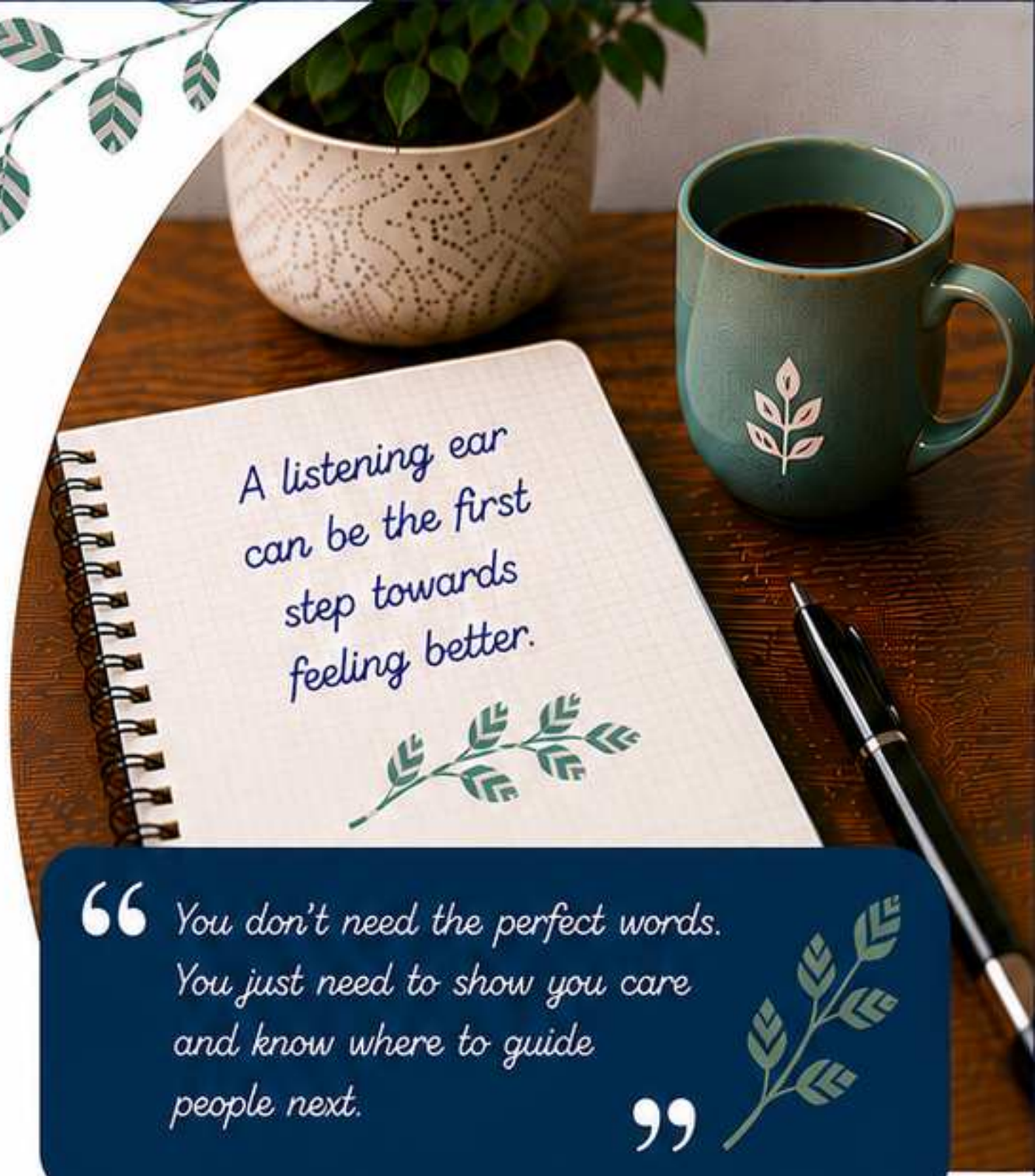
You're here to support, not to fix.

USE YOUR TOOLS. TRUST YOUR NETWORK.
Your training, resources and support network are here to help you every step of the way.

You listen. You guide.
You signpost. You care.
Together, we make a difference.

SECURE CORTEX
MENTAL WELLBEING SOLUTIONS

SCENARIOS, HOW TO RESPOND



Everyday situations can come up where someone needs support. These scenarios show how to respond in a way that's helpful, confident and within your role.

Use these examples as a guide.
Trust your instincts and follow your training.

> *"You don't need the perfect words. You just need to show you care and know where to guide people next."*

PRACTICAL SITUATIONS AND HOW TO RESPOND

1 A COLLEAGUE SEEMS OVERWHELMED

You notice they seem stressed, exhausted or struggling to cope.

HOW TO RESPOND

- Check in privately and ask how they are.
- Listen without judgment.
- Offer support and signpost resources.
- Encourage them to speak to their line manager if appropriate.

KEY REMINDER

Your role is to listen, support and guide – not to fix.

2 A COLLEAGUE SHARES SOMETHING PERSONAL

They open up about a personal issue or what they're facing outside of work.

HOW TO RESPOND

- Thank them for trusting you.
- Listen with empathy and respect.
- Don't offer advice unless asked.
- Encourage them to access professional support if needed.

KEY REMINDER

You are not a counsellor. Support, don't solve.

3 A COLLEAGUE SHARES SOMETHING SERIOUS

They mention self-harm, suicidal thoughts or something that worries you.

HOW TO RESPOND

- Stay calm and listen.
- Take it seriously.
- Don't leave them alone if you're concerned.
- Escalate immediately using your organisation's safeguarding and escalation process.

KEY REMINDER

Safety comes first. Always follow your escalation process without delay.

4 YOU'RE UNSURE WHAT TO DO

You're not sure how to respond or where to signpost someone.

HOW TO RESPOND

- It's okay to say you're not sure.
- Offer to find the right information or support together.
- Contact your Wellbeing Lead or HR Team for guidance.

KEY REMINDER

It's okay not to have all the answers. Get support, then support others.

Remember: *Every situation is different.*
Use your training, trust your instincts and seek support when you need it.

YOU HAVE A ROLE TO PLAY
Your support can make a real difference. You are helping to create a workplace where everyone can thrive.

Listen with care.
Guide with confidence.
Support with compassion.

SECURE CORTEX
MENTAL WELLBEING SOLUTIONS

SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

SCENARIOS, CONTINUED



Every situation is different, but your calm, confident response can make a real difference. Use this final scenario as a reminder that small actions matter.

You don't need all the answers.
You just need to care and take the next right step.

> *When we support each other, we build healthier, happier and more resilient workplaces.*

5

YOU SUSPECT SOMEONE MIGHT BE AT RISK

You notice changes in behaviour that worry you, such as withdrawal, talk of hopelessness or a sense that they may not be safe.

HOW TO RESPOND

- Take it seriously and trust your instincts.
- Ask how they are and listen openly.
- Encourage them to speak to their line manager or a professional.
- Do not leave them alone if you believe they are in immediate risk.
- Follow your organisation's safeguarding and escalation process straight away.
- Inform your line manager, Wellbeing Lead or HR as soon as possible.

KEY REMINDER

Safety comes first.
Act early and follow your organisation's process.
You could save a life.

FINAL TIP

It's okay to say:

- "I'm not sure, but I care."
- "Let's find the right support together."
- "Would you like me to connect you with someone who can help?"

These words can open doors and show people they're not alone.

CONCLUSION

You are a vital part of creating a positive wellbeing culture.
By listening, signposting, encouraging and caring, you help build workplaces where everyone can thrive.

Thank you for stepping up and making a difference.
Together, we can create workplaces that work for everyone.

- You listen.
- You guide.
- You support.
- You make a difference.

YOUR ACTIONS MATTER

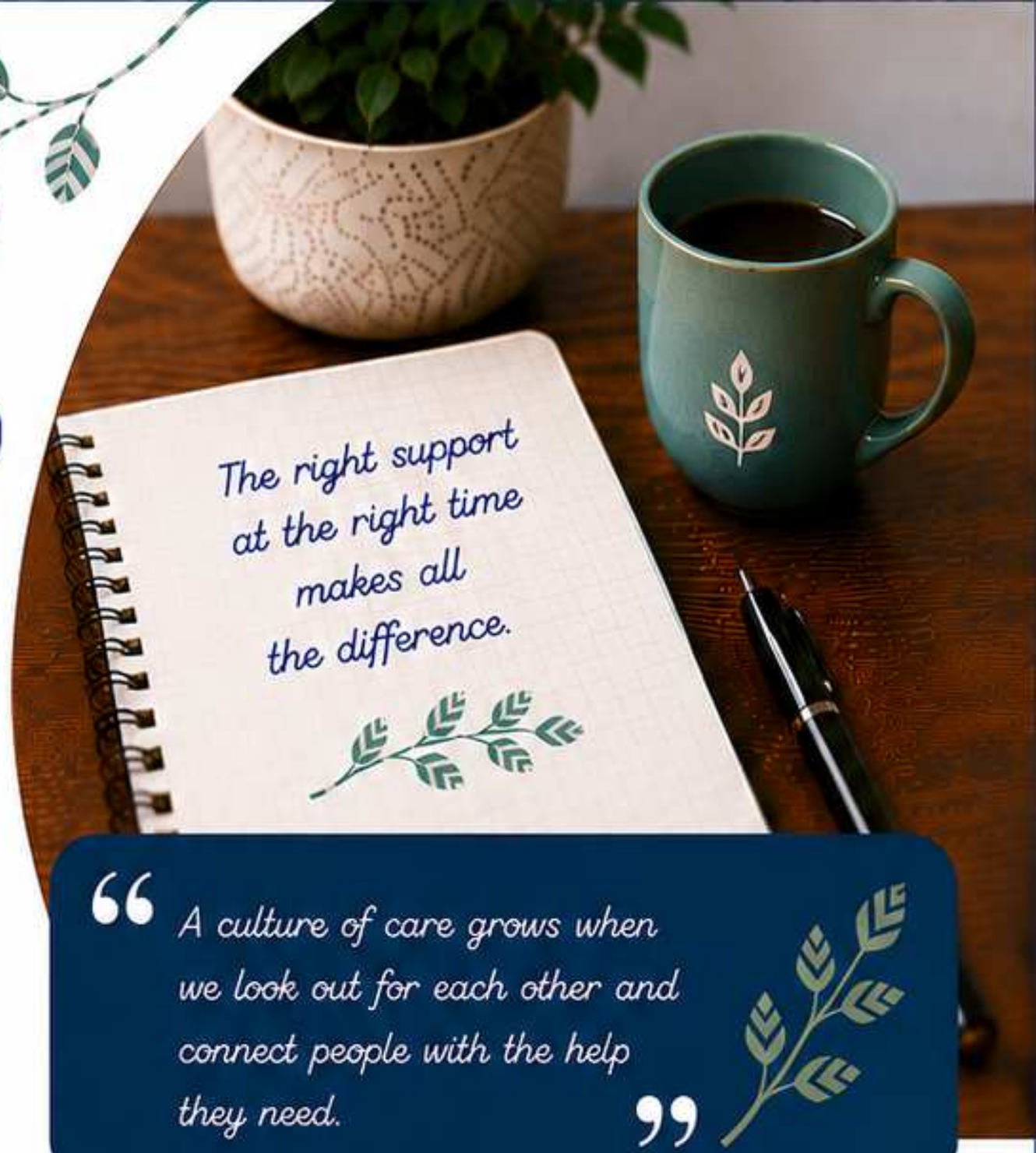
Every conversation. Every connection.
Every moment of care.
Together, we build workplaces where everyone can thrive.

Stay curious.
Stay compassionate.
Stay committed.
Keep making a difference.

SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

SUPPORT AND HELP ORGANISATIONS



Wellbeing Champions are part of a wider network of support. Knowing who to contact and how to access help ensures you can support yourself and others effectively.

You don't have to have all the answers,
You just need to know where to find help.

> *"A culture of care grows when we look out for each other and connect people with the help they need."*

WHERE TO GO FOR SUPPORT

YOUR LINE MANAGER
Your first point of contact for work-related concerns and support.

WELLBEING LEAD OR CHAMPION LEAD
For guidance, resources and signposting to additional support.

HR DEPARTMENT
For formal support, policies, reasonable adjustments or workplace concerns.

EMPLOYEE ASSISTANCE PROGRAMME (EAP)
Free, confidential advice and counselling available 24/7 (details in your welcome pack or on the intranet).

EXTERNAL SUPPORT SERVICES
Access to specialist organisations and helplines for a wide range of mental health and wellbeing needs.

HOW WE CAN HELP

RAISE AWARENESS
We provide training, campaigns and resources to promote mental wellbeing across the organisation.

BUILD CAPACITY
We equip Champions and leaders with the skills and confidence to support others effectively.

PROVIDE RESOURCES
We offer practical tools, guides and signposting to help everyone access the right support.

CREATE SAFE SPACES
We encourage open conversations and help create environments where people feel safe to speak up.

LISTEN AND ACT
We gather feedback, identify trends and work together to improve wellbeing across the organisation.

IMPORTANT REMINDER

If you or someone else is in immediate danger or at risk of harm, contact emergency services or your local crisis support service straight away.

Safety always comes first.

USEFUL EXTERNAL HELPLINES (UK)

Samaritans	116 123	24/7
Mind Infoline	0300 123 3393	Mon–Fri, 9am – 6pm
Shout (Text Service)	Text SHOUT to 85258	24/7
Calm	**0800 58 58 58**	5pm – midnight
NHS 111	**111**	24/7

TOGETHER, WE CAN MAKE A DIFFERENCE

By supporting each other and connecting people with the right help, we build a healthier, happier and more resilient workplace.

You listen.
You guide.
You make a difference.

SECURE CORTEX
MENTAL WELLBEING SOLUTIONS

SECURE CORTEX

MENTAL WELLBEING SOLUTIONS

SUPPORT AND HELP, CONTINUED

You don't have to figure it all out on your own.
Use these resources when you need support, guidance or a listening ear.

Reaching out is a sign of strength, not weakness.



> *When we take care of ourselves and support each other, we build workplaces where everyone can thrive.*

INTERNAL RESOURCES

WELLBEING CHAMPION NETWORK
Connect with other Champions for advice, ideas and shared learning.

REGULAR CHAMPION CHECK-INS
Attend check-ins and supervision sessions for guidance and support.

INTRANET & RESOURCES HUB
Access policies, guides, e-learning and useful wellbeing resources.

WELLBEING CALENDAR
Take part in events and awareness days throughout the year.

EMPLOYEE ASSISTANCE PROGRAMME (EAP)
Confidential support for a wide range of personal and work-related issues.

MANAGERS & HR
Work together to support employees and create positive solutions.

USEFUL EXTERNAL WEBSITES

Trusted organisations offering information, support and practical tools.

MIND – Mental health charity
www.mind.org.uk

SAMARITANS – 24/7 emotional support
www.samaritans.org

MENTAL HEALTH FOUNDATION
Information, research and resources
www.mentalhealth.org.uk

ACAS – Workplace rights and guidance
www.acas.org.uk

NHS – Mental health help and support
www.nhs.uk/mental-health

YOUNG MINDS – Support for young people and their families
www.youngminds.org.uk

CALM – Support for men
www.thecalmzone.net

LIGHTHOUSE CHARITY – Support for people working in construction and their families
www.lighthouseclub.org

CARERS UK – Support for unpaid carers
www.carersuk.org

AGE UK – Support for older people
www.ageuk.org.uk

Knowing your limits isn't a weakness.
It's a key part of lasting resilience.

IN AN EMERGENCY

If someone is in immediate danger or at risk of harm:

- Contact emergency services on 999.
- Inform your line manager or HR as soon as possible.
- Do not leave the person alone.
- Follow your organisation's safeguarding and escalation process.

SELF-CARE REMINDER

You can't pour from an empty cup.
Look after your own wellbeing so you can continue to support others.

- Take breaks when you need them.
- Talk to someone you trust.
- Do things that recharge you.
- Rest – it's productive.
- Be kind to yourself.

THANK YOU

Thank you for being a Wellbeing Champion.
Your time, care and commitment make a real difference every day.

Together, we can create workplaces where everyone feels valued, supported, and able to thrive.

YOU ARE MAKING A DIFFERENCE
Every conversation. Every action.
Every moment of care.
Together, we build workplaces where everyone can thrive.

Listen with care.
Guide with confidence.
Support with compassion.

SECURE CORTEX
MENTAL WELLBEING SOLUTIONS