



First Aid for Mental Health

A Deeper Dive, Session 2

Protecting our mental well-being and improving human connectivity

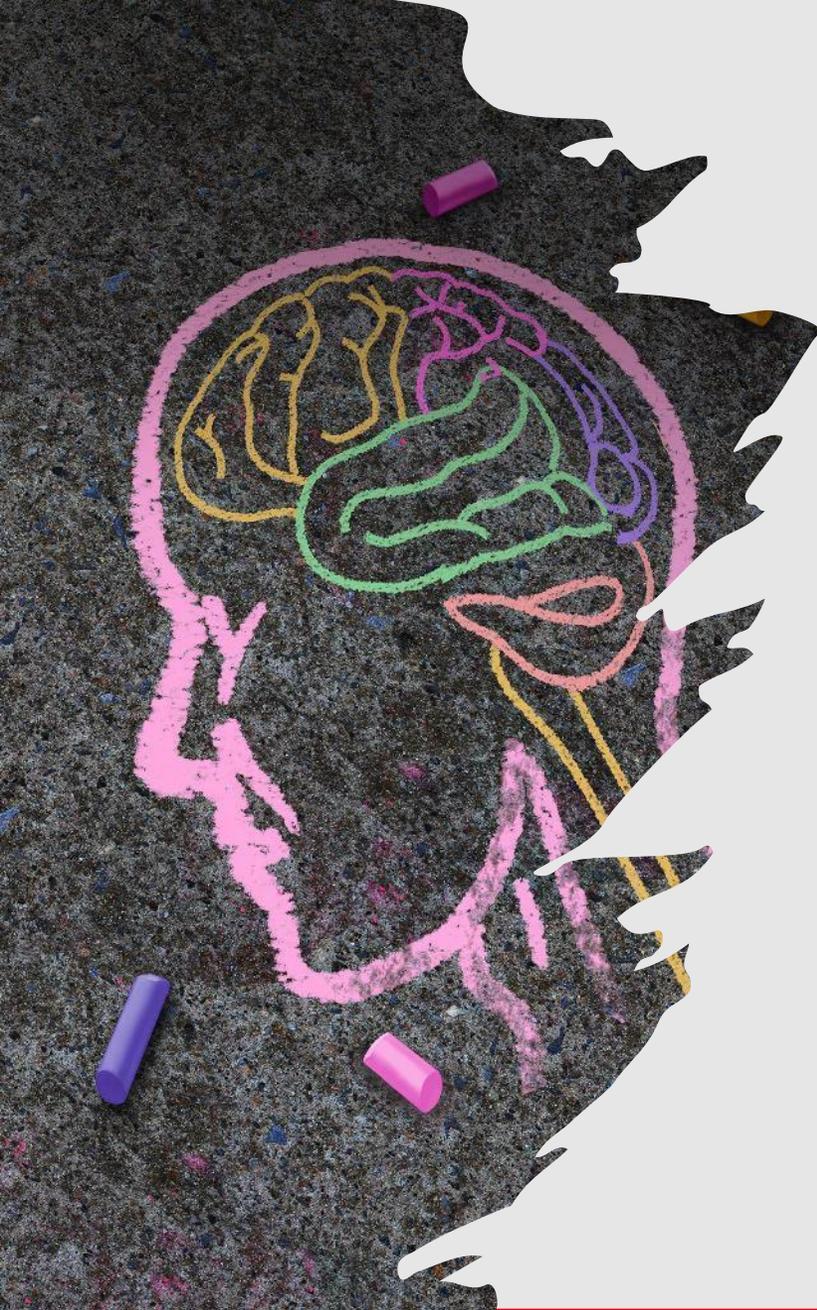


Session 1—The Basics—Recap

- The Mental Health Continuum – where is your ‘Red Dot’?
- Stigma and Discrimination
- Frame of Reference: Your window on the world
- Basic Needs: Ignore them at your peril
- Stress: Understanding our capacity to cope with stress
- Connecting, Influencing and Persuading – Part 1
- ALGEE – What you can do!

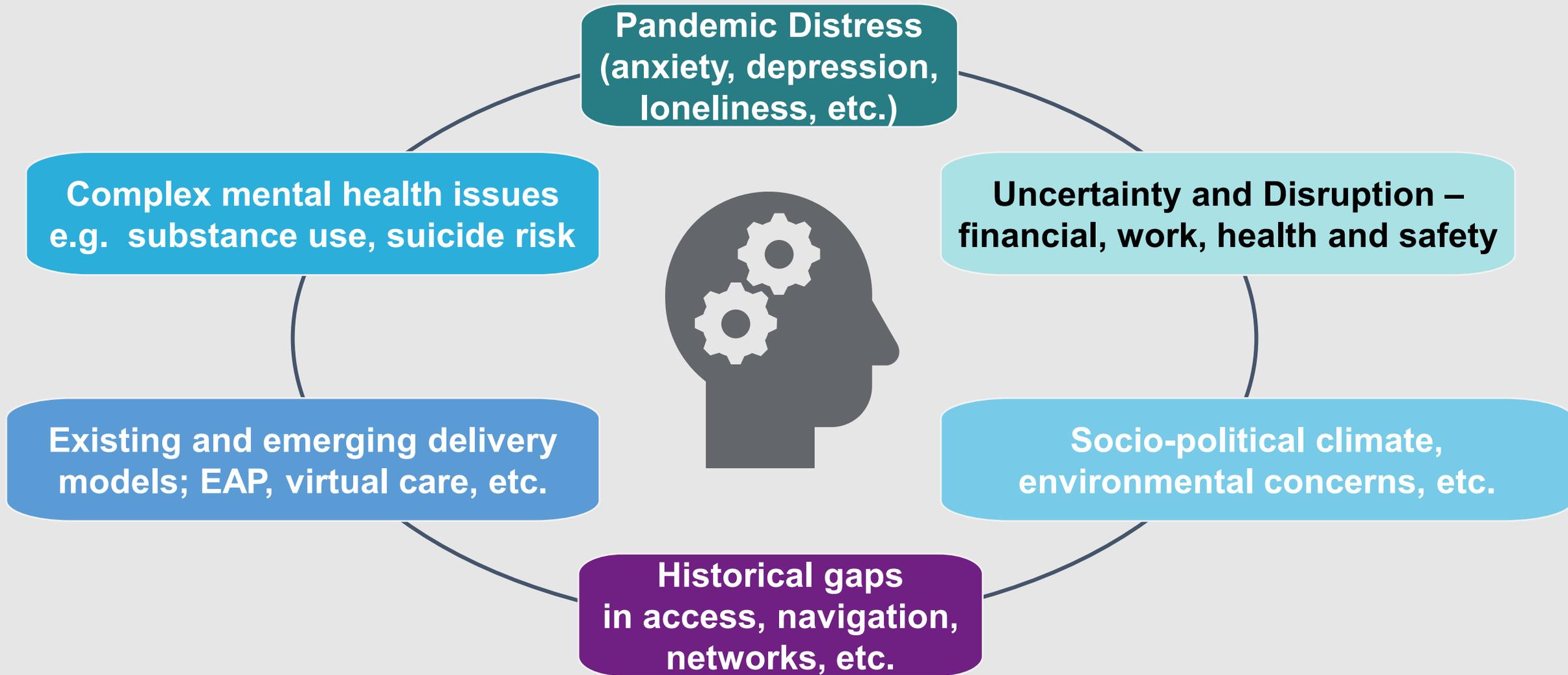


Session 2—A Deeper Dive



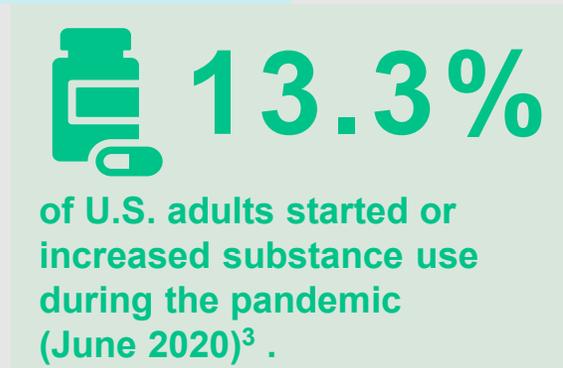
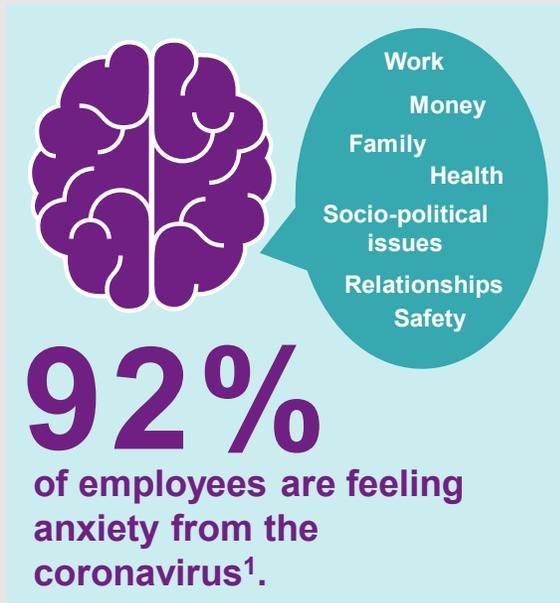
- Understanding Common Mental Illness Experiences
- Key facts around depression, substance misuse, self-harm and eating disorders
- Suicide and First Aid for Mental Health: Key facts and myth-busting around suicide and practical tools for dealing with people in suicidal crisis
- Connecting, Influencing and Persuading Part 2:
An in-depth look at techniques used by hostage negotiators (Active Listening Skills)

The Big Picture—Mental Health Challenges and Gaps



Pandemic Distress

Heightened Impact on certain population segments

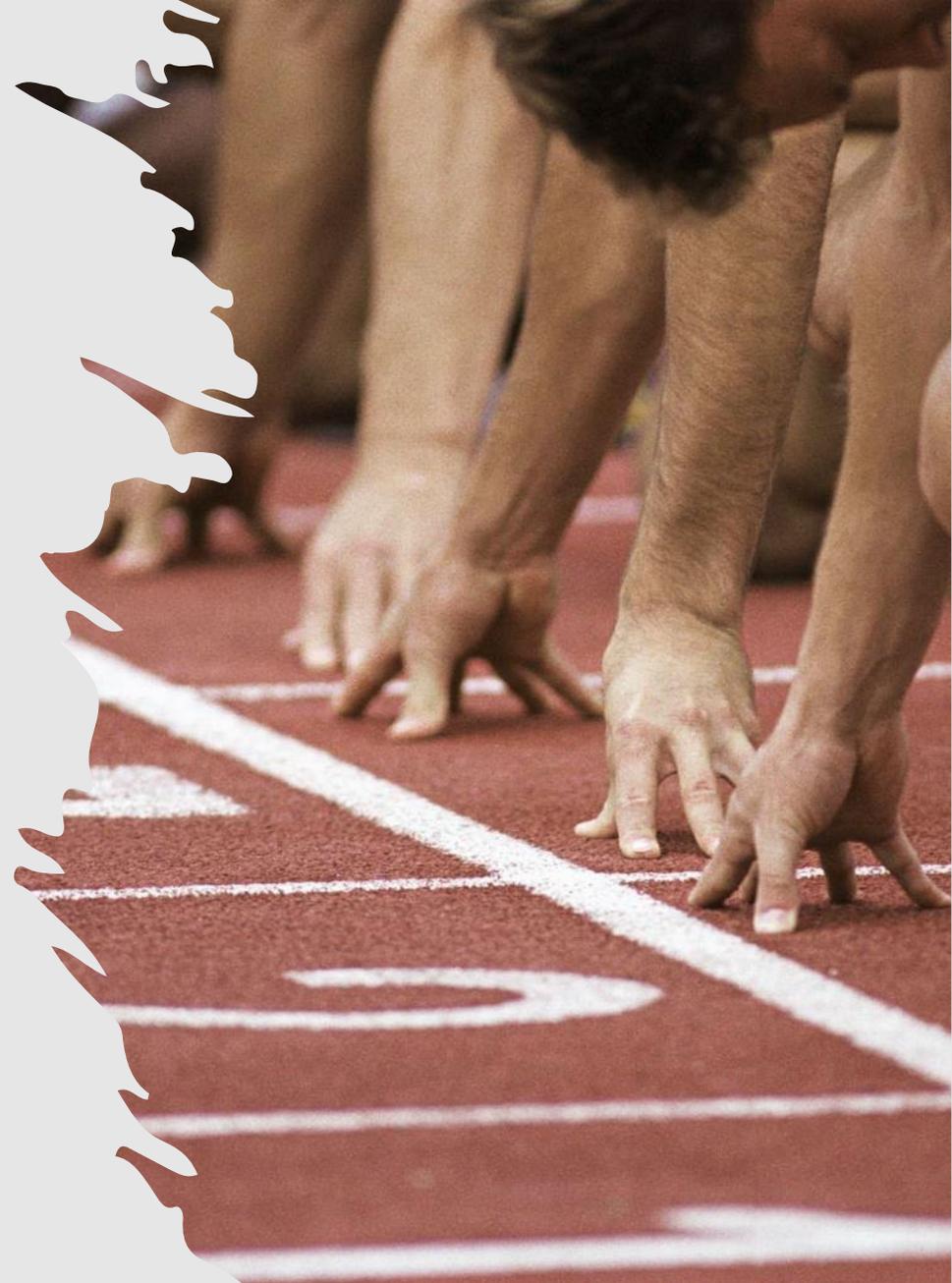


High pandemic distress ⁴	
Gender	
Male	24.4%
Female	27.2%
Age Group (years)	
18 – 34	36.7%
35 – 49	31.6%
50 – 64	19.7%
65+	10.4%
Race/Ethnicity	
White (non-Hispanic)	20.7%
Black (non-Hispanic)	31.3%
Hispanic/Latino	40.7%
Parent Status (adults under 50)	
No children	26.0%
Minor children	34.9%
Only adult children	16.9%

How Do We Improve Mental Health For Ourselves and Others?

Improvement starts with each of us understanding our own mental fitness and identifying when others are in need

- Awareness and Understanding
- Practical Skills
- Interpersonal Skills



Ladder Up Risk Assessment for Suicide

Challenge language that may signal intent or plans:

- “Everyone would be better off”
- “I’m a waste of space”
- “I just want to disappear”



**Emotions make
intelligent people say
things they don't
mean.....**

They can't hear you.



When people are irrational
(but reacting to the world as they see it),
they are emotional

When they are emotional,
they can't listen

When they can't listen,
they can't be persuaded

So, your words are useless, until you
have demonstrated empathy and dealt
with their emotions...so how do we do
that?

Influencing Behavior: Active Listening

**The opposite of listening
is waiting to speak.**



Active listening skills

Checklist

Talking out
loud is a habit.
Listening out
loud is an art.

- ✓ Minimal encouragers
- ✓ Open questions
- ✓ Reflecting /mirroring
- ✓ Emotional labelling
- ✓ Paraphrasing
- ✓ I statements
- ✓ Effective pauses
- ✓ Summarizing

Minimal Encouragers

- Uh huh
- Ok
- Right
- Mmmm



Open Questions

- Who?
- Why?
- What?
- When?
- Which?
- Where?
- How?



Reflecting/Mirroring

Echo the hooks



Emotional Labelling—Name it to Tame It

You sound...



You Appear...



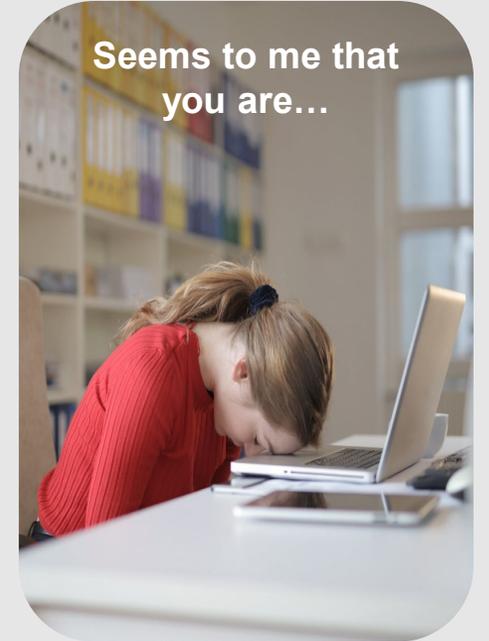
You look...



You strike me as...

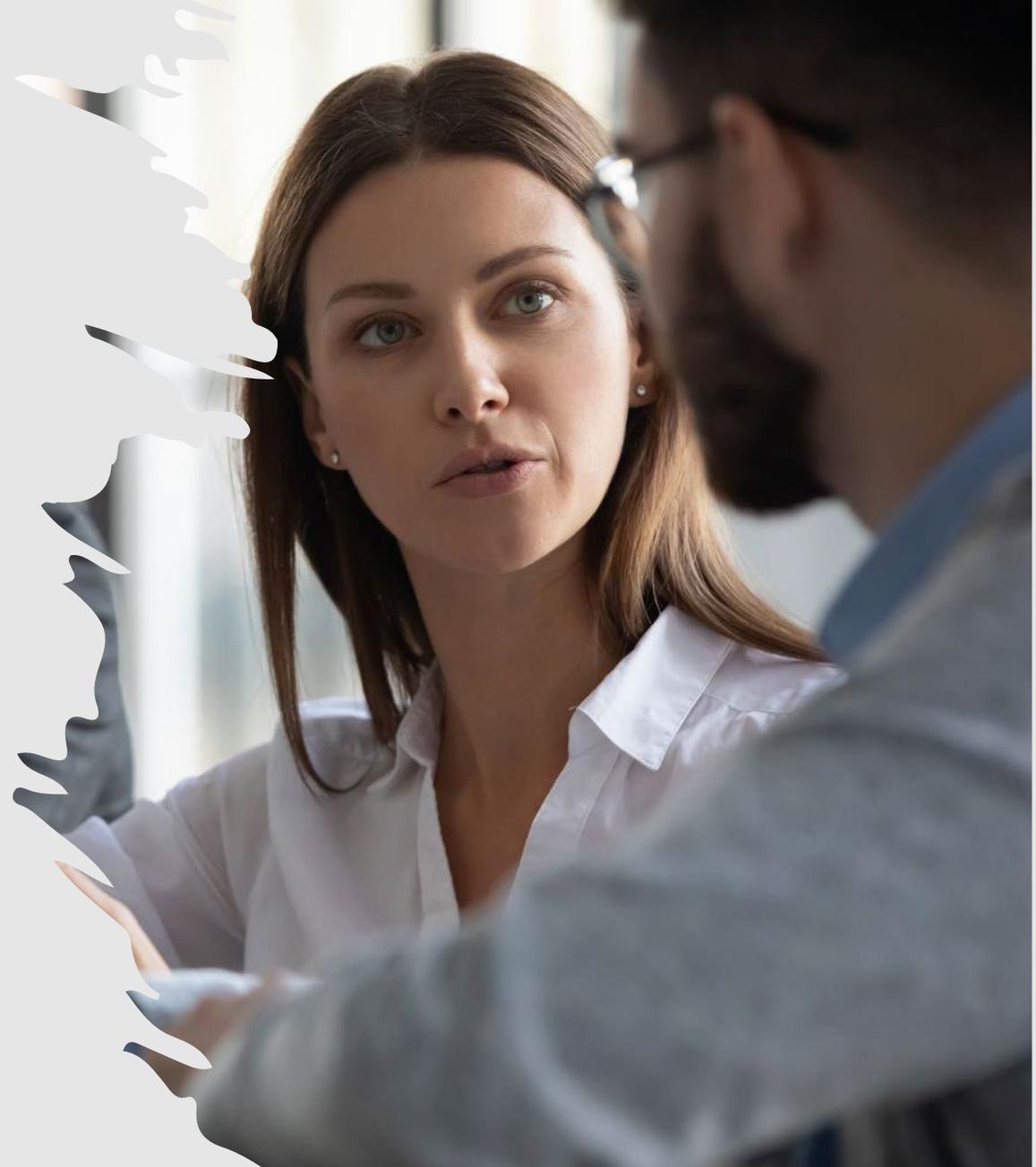


Seems to me that
you are...



Paraphrasing

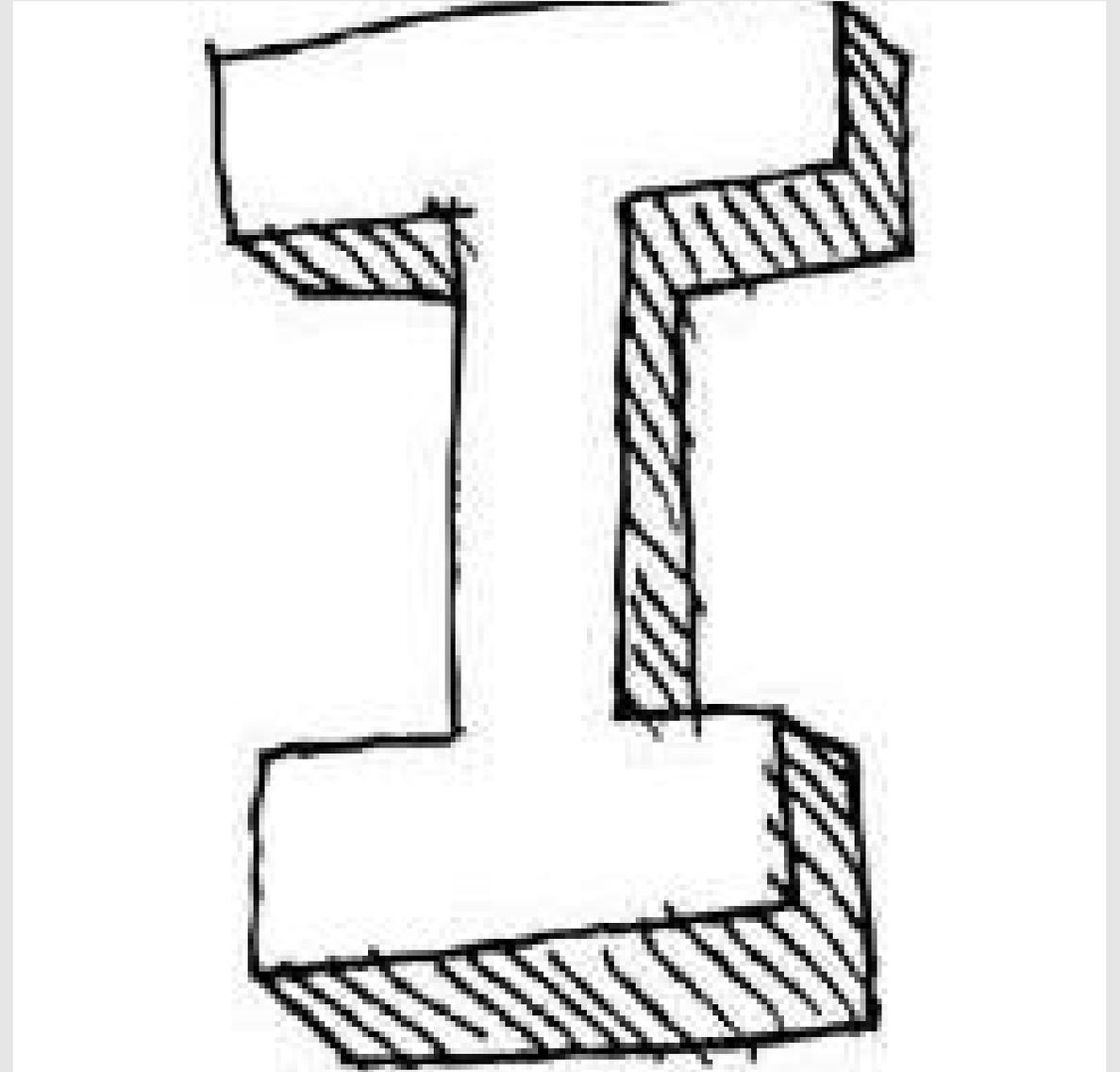
Use your own voice to clarify and present what you have listened to in a fresh manner



I Statements

“I” Messages emphasize your position with the power of “because”

- “I feel....”
- “When you....”
- “Because.....”





Effective Pauses...The Sound of Silence



Summarizing

Give a quick overview of what you have listened to...the key points, which may double as “hooks”

Takeaways

- Remember the challenges
- Pandemic and other stress triggers affect millions, but you don't see it!
- Suicide intervention starts earlier than you may think—challenge language with empathy and compassion (ALGEE)
- Emotions make us unable to listen and accept solutions; reduce stress by actively listening and remembering basic needs!
- Practice MOREPIES. Listening is the key to any 'crisis' conversation—with loved ones, co-workers, friends or strangers
- Start today





Willis Towers Watson offers insurance-related services through its appropriately licensed and authorised companies in each country in which Willis Towers Watson operates, for example:

- In the United Kingdom, Special Contingency Risks is a trading division of Willis Limited, registered number: 181116 England and Wales. Registered address: 51 Lime Street, London, EC3M 7DQ. A Lloyd's Broker. Authorised and regulated by the Financial Conduct Authority for its general insurance mediation activities only; and
- Willis Towers Watson SA/NV, Quai des Venues, 4020, Liège, Belgium (0415.981.986 RPM Liège) (registered as a branch in the UK at 51 Lime Street, London, EC3M 7DQ UK Branch Number BR021056) in relation to all EEA-regulated business. Authorised by the Financial Services and Markets Authority (FSMA) Belgium, and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request

For further authorisation and regulatory details about our Willis Towers Watson legal entities, operating in your country, please refer to our Willis Towers Watson [website](#). It is a regulatory requirement for us to consider our local licensing requirements prior to establishing any contractual agreement with our clients.

This presentation offers a general overview of its subject matter. It does not necessarily address every aspect of its subject or every product available in the market. It is not intended to be, and should not be, used to replace specific advice relating to individual situations and we do not offer, and this should not be seen as, legal, accounting or tax advice. If you intend to take any action or make any decision on the basis of the content of this publication you should first seek specific advice from an appropriate professional. Some of the information in this publication may be compiled from third party sources we consider to be reliable, however we do not guarantee and are not responsible for the accuracy of such. The views expressed are not necessarily those of Willis Towers Watson. Copyright Willis Limited 2021. All rights reserved.