



Guernsey Mind's Community of Practice for Bailiwick MHFAiders®

What is a Community of Practice?

Wednesday 2nd July 2025

Facilitator: Louisa Mace

Session Type: Interactive training, breakout discussions, and reflective exercises

Session Introduction

Louisa began by warmly welcoming everyone to the very first session, expressing her hope that everyone was doing well and feeling positive. She took a moment to acknowledge the effort it took for everyone to be there and thanked them for their time and commitment. Louisa then shared her excitement about the launch of this new initiative, highlighting how important it is for the group to come together and collaborate. She emphasized that this program represents an opportunity to make a real difference and create meaningful outcomes, and expressed that she was genuinely looking forward to working closely with everyone, learning from their experiences, and seeing the impact they could achieve as a team.

Plans for the Future

The floor was opened to anyone who wanted to suggest topics or themes they'd like to see discussed in future sessions.

Having Difficult Conversations

- Need for guidance and confidence-building around initiating and managing challenging conversations.
- Importance of maintaining clear boundaries while offering support.

Avoiding Implied Agreements or Pressure

- Concerns about inadvertently making commitments or being expected to give certain responses when supporting someone.
- Discussion around setting clear expectations and understanding the limits of the MHFAider role.

Re-engaging Inactive MHFAiders

- Noted that some trained MHFAiders are not actively using their skills.
- Agreed that there is a need to encourage these individuals to get more involved and apply their training in real scenarios.

Implementing MHFAiders Across a Large Organisation

- Explored the challenges of scaling the MHFAider programme safely and effectively.
- Importance of structured rollout, clear communication, and ongoing support.

Encouraging Training Across All Levels

- Discussed strategies to motivate both staff and management to undertake MHFAider training.
- Emphasis on leading by example and creating a culture of wellbeing from the top down and bottom up.

Sharing Internal Best Practices

- One company is developing a Trading Group MHFAider Database as part of its Health & Wellbeing Policy, ensuring visibility and accessibility of MHFAiders.
- Another has introduced regular MHFAider calls across locations, fostering peer support and resource sharing.

Promoting Use of EAP (Employee Assistance Programmes)

- Addressed how to effectively explain and encourage use of EAPs during MHFAider conversations.
- Suggested including EAP information in onboarding and team briefings.

Applying MHFA Training in Practice

- Recognised the gap between completing training and feeling confident using it in real situations.
- Proposed follow-up workshops or refresher sessions to bridge the gap.

Identifying Changes in Remote Workers

- Highlighted the difficulty of recognising when remote employees may be struggling.
- Brainstormed ideas like regular check-ins, tone monitoring in communications, and awareness training for managers.

Linking Physical and Mental Health

- Reinforced the importance of communicating the connection between physical and mental health.
- Especially critical in high-risk, physically demanding roles where health and safety are core concerns.

Thanks

Louisa thanked everyone for attending, contributing their thoughts, and bearing with the technical issues during the session. She confirmed that notes from the meeting would be compiled and shared with the group. There were plenty of valuable ideas raised, which will help shape the focus for the next meeting.