



Module 1

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## The Connect 5 Vision

Connect 5 is built upon the belief that everyone can engage in empowering conversations about mental health and wellbeing. We recognise the crucial role frontline staff and local contacts play in making a positive impact. Thus, our training program is rooted in the principle of 'Making Every Contact Count,' equipping the diverse helping workforce with purposeful and confident practices to enhance their role in promoting mental wellbeing.

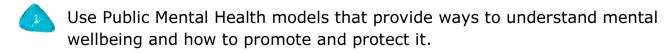
Essentially, Connect 5 serves as a comprehensive mental health literacy training course. It equips participants with knowledge, skills, confidence, and motivation to facilitate enabling conversations in both their professional and personal lives. Through this empowerment, individuals are better prepared to take proactive action, preventing poor mental health and promoting mental wellbeing.

Central to Connect 5 lies a robust evidence base, drawing from research and theory that underpins Cognitive Behavioural Therapy (CBT). While incorporating the Cognitive Behavioural Approach, our program also has a public mental health focus, emphasising the positive aspects of mental health for overall wellbeing. By utilising the Five Areas Model™, we effectively communicate the principles of CBT while promoting the Five Ways to Wellbeing approach to engage individuals in enhancing their wellbeing and that of their communities.

# The Aim of Module 1 Learning

This module is designed to help you learn how to have meaningful conversations with yourself and those you support that lead to positive changes that promote and protect mental wellbeing.

By the end of this course, you will have learnt to:





Find out where to get help for mental health issues locally and beyond.



## Meet the Characters



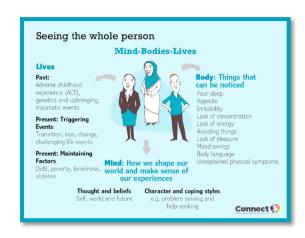
This learning activity aims to enhance understanding of mental health by encouraging the exploration of the concept from different perspectives.

#### Key Takeaways.

- Sometimes, we quickly categorise an experience as a mental illness and believe our job is done. Let's consider Steve as an example: even if he identifies his experience as depression, there's still room for us to motivate him to take responsibility for his experience and actively investigate the steps he can take to improve his wellbeing.
- We often use words like worry, anxiety, stress, depression, and sadness interchangeably when discussing mental health issues. However, these terms are rooted in our individual emotions and experiences. Consequently, our descriptions may not align when conversing with others, even if we use the same words.
- We tend to jump to conclusions, as our predicting brains naturally seek to connect the dots and fill in gaps. We often project our own experiences onto the person we're trying to understand, inadvertently influencing their perspective with our biases and preconceptions.
- We tend to overanalyse. We apply our theories to interpret someone's experiences without realising it. For instance, we might assume that Dolores is overly selfless and neglects self-care or feels guilty about her spending habits. In the case of Rukshana, we may label her as lonely and isolated. Once we engage in this behaviour, we stop actively listening to the person's experience and instead superimpose our narratives onto them.



# Factors that Shape and Impact on Mental Wellbeing



The whole person: Lives, bodies, minds.

- 1. Lives: The occurrences that shape us our past and present life experiences.
- 2. Bodies: Observable manifestations how mental health struggles manifest physically in human bodies.
- 3. Minds are our world builders—how we navigate and understand life's challenges, shaping our experiences and perceptions.

#### Things that happened to you: Life-related factors

Various elements in our past and present can significantly impact our mental wellbeing.

Past experiences, particularly <u>Adverse Childhood Experiences (ACEs)</u>, can lead to mental health difficulties in the present and later life. ACEs play a substantial role in one-third of mental health problems in adulthood, with individuals experiencing four or more adversities during childhood at a significantly higher risk of low mental wellbeing levels and life satisfaction.

**Triggering events** serve as catalysts, imposing substantial challenges on our mental wellbeing. These are typically considered stressful and demanding, such as losing something valued, life transitions, loss of identity, life changes, and complex situations.

**Maintaining factors** are adverse life circumstances that persistently deplete resources and contribute to poor mental wellbeing. These factors include poverty, living in serious debt, loneliness, neglect, living with violence in relationships, bullying, and experiencing racial or homophobic abuse.



#### **Bodies: Things that can be noticed**

These are the visible signs and symptoms of distress, discomfort, or sadness that individuals can recognise in themselves and that others might observe. As biological beings, we exhibit physiological responses to pain. These observable signs and symptoms have been recorded across various cultures throughout history and can be observed to some degree in primates and other animals.

# Minds: How We Construct Our Worldview and Make Sense of Our Experiences:

Even when individuals share similar life experiences and triggers, their reactions and responses vary significantly. This divergence occurs because humans don't merely passively perceive the world around them. Instead, we continuously and actively interpret and derive meaning from our experiences. Our thought processes, belief systems, motivation, and available resources all converge to shape the meaning and understanding we extract. This subjective interpretation, in turn, influences how we react and act.

Despite 250 years of psychiatry and psychology, a universally accepted framework for comprehending the intricacies of the human mind still needs to be discovered. Instead, our comprehension is built upon drawing inferences about the mind based on observable factors such as behaviours and self-reported symptoms and exploring environmental associations.

Certain circumstances are linked to mental health challenges, including factors from a person's past, current situation, and social conditions. Through fields like social science, literature, lay knowledge, and history, it is well-established that specific circumstances and experiences pose risks to an individual's mental wellbeing. Nevertheless, there is no direct cause-and-effect relationship because individuals react differently, even when facing similar stressors at different times. For those who experience mental health difficulties in response to past and present stressors, there is currently no universally accepted theoretical framework that explains the internal processes within an individual's mind and body that lead to mental distress and difficulties in daily life. We lack a comprehensive scientific understanding of the mechanisms underlying mental pain and anguish and its impact on individuals.



#### The Connect 5 Approach.

The Connect 5 approach is public health-oriented, emphasising that mental health is not just the absence of distress but also a valuable resource for a fulfilling life. This approach differs from providing theoretical models or concentrating on diagnosing and treating mental illnesses. Instead, it centres around intentional conversation geared toward enhancing mental wellbeing. These conversations aim to help individuals better understand their mental health experiences, emotions, and the necessary changes. The approach also explores evidence-based practices to promote and strengthen mental wellbeing. Additionally, it educates individuals on recognising signs that may indicate a need for specialised assistance and support beyond self-help.

# How Common are Mental Health Problems?



# Question 1 Prevalence of common mental health problems.

The fundamental facts data is taken from the Adult Psychiatric Morbidity Survey. The 2014 APMS highlights that **1 in 6 adults** experiences a common mental health problem every week.

According to the National Institute for

Health and Care Excellence (NICE), common mental health problems include depression, general anxiety disorder (GAD), social anxiety disorder, panic disorder, obsessive-compulsive disorder (OCD), and post-traumatic stress disorder (PTSD).

- Rates of anxiety are higher in women (3x higher for young women 16-24).
- Rates of depression peak in middle age (45-54).
- For those with common mental health problems, 36.2% reported receiving treatment.
- The proportion of people with a common mental health problem using mental health treatment has significantly increased.



Medication was the most used treatment for those with a common mental health problem, with only 11.8% of people reporting receiving psychological therapies.

#### Learn more Fundamental Facts about Mental Health.

# Question 2: How many adults will experience an episode of schizophrenia at some point in their lifetime?

Schizophrenia is one of the most common severe mental health conditions. **About 1 in 100 people** will experience schizophrenia in their lifetime, with many continuing to lead normal lives.

Schizophrenia is most often diagnosed between the ages of 15 and 35. Men and women are affected equally.

Schizophrenia is a long-term mental health condition that causes a range of different psychological symptoms, including:

- hallucinations hearing or seeing things that do not exist
- delusions unusual beliefs not based on reality that often contradict the evidence
- muddled thoughts based on hallucinations or delusions
- changes in behaviour

Doctors often describe schizophrenia as a psychotic illness. This means sometimes, a person may be unable to distinguish their thoughts and ideas from reality.

# Question 3. How many children and young people (8 to 25) were identified as having a probable mental health problem in 2023

In 2023, **1** in **5** children and young people aged 8 to 25 years had a probable mental disorder.

This was 20.3% of 8 to 16-year-olds, 23.3% of 17 to 19-year-olds and 21.7% of 20 to 25-year-olds.

- ▲ After a rise in prevalence between 2017 and 2020, rates of probable mental disorder remained stable in all age groups between 2022 and 2023
- Among 8- to 16-year-olds, rates of probable mental disorder were similar for boys and girls, while for 17 to 25-year-olds, rates were twice as high for young women than young men



**Learn more** about the <u>Mental health of children and young people in England.</u>

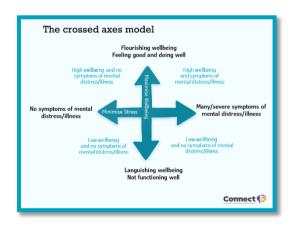
Question 4: How much more likely are women aged 16 to 24 to experience a common mental health issue compared to males of the same age?

According to the Mental Health Foundation 2017 report on the mental health of women and girls:

- women are three times more likely than men to experience common mental health problems. In 1993, they were twice as likely.
- Rates of self-harm among young women have tripled since 1993
- Women are more than three times as likely to experience eating disorders than men
- Young women are three times more likely than young men to experience post-traumatic stress disorder
- Young women are more likely to experience anxiety-related conditions than any other group

Learn more from the Mental Health Foundation.

## The Crossed Axes Model



When we think of "mental health," our focus typically centres on determining whether mental distress or illness exists.

However, comprehensive mental health encompasses more than the absence of distress or illness; like physical health,

it is more than just the absence of disease. It includes the presence of a positive state known as mental wellbeing.



#### The Dimension of Mental Wellbeing Within Mental Health

There are two interconnected core elements of mental wellbeing: feeling good and functioning well.

#### Feeling Good:

This aspect encompasses positive emotions like happiness, contentment, enjoyment, curiosity, and engagement, which signify that an individual is experiencing a fulfilling life.

#### Functioning Well:

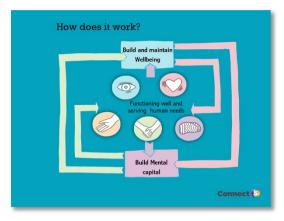
Functioning well in this context involves maintaining positive relationships, having a degree of control over one's life, and possessing a sense of purpose, all of which are essential components of mental wellbeing.

The crossed axes model provides a comprehensive representation, illustrating the broader spectrum of overall mental health. It serves as a valuable tool for understanding the interplay between these dimensions. We can all improve our mental wellbeing (on the vertical axis) and effectively manage stress (on the horizontal axis) by acquiring and applying evidence-based skills outlined in the two public health models below.

To achieve complete mental health, we must acquire the necessary skills and establish daily routines and habits that minimise stress and maximise mental wellbeing.



# Maximising Wellbeing – The Five Ways to Wellbeing



Attaining mental wellbeing hinges on living a life aligned with our fundamental human needs. Research suggests that a life satisfying these needs seamlessly incorporates the Five Ways to Wellbeing into daily routines. These five practices become integral to our everyday habits, evolving into practical life skills. When we cultivate

our lives in this manner, we are more likely to:

- Wellbeing: Experience a general sense of equilibrium, contentment, relative happiness, and stability in life. It's essential to recognise that this doesn't imply the absence of negative emotions, which are natural components of our shared human experience. Acknowledging and processing negative emotions remains vital for preserving mental and physical health. When enjoying robust mental wellbeing, one encounters negative emotions in a way that safeguards mental health (for example, feeling sadness after a loss while also experiencing a sense of connection and support).
- Mental capital: Developing crucial resources such as self-esteem, resilience, and coping skills equips us to navigate the inescapable challenges of life. Human existence is perpetually marked by change, loss, transitions, and difficulties, and these assets become invaluable in facing such trials.

The evidence strongly suggests that each action theme (Connect, Be Active, Take Notice, Keep Learning, Give) positively contributes to personal wellbeing. This model suggests that adhering to these practices enhances emotional wellbeing by promoting positive emotions and strengthening mental resilience.

#### Putting wellbeing evidence into everyday use

You can prompt people to think about things essential to their wellbeing and can be prioritised in their daily routines. Likely, the people you are



talking with will already be involved in specific activities under the overarching themes of connecting, being active, learning, etc.

Rather than encouraging an entirely novel set of behaviours, focus on increasing the time people spend in activities known to enhance mental wellbeing and becoming more aware of the impact on their mood and mental wellbeing, i.e., building self-knowledge and understanding their self-care needs.

- You can use the Five Ways to Wellbeing evidence to help people to:
- Explore different options outside their norm.
- Encourage and support them to try new things.
- Signpost them to local services, groups, facilities, and opportunities.

Learn more: Five Ways to Wellbeing Evidence.

# Understanding and Managing Stress – The Five Areas Model™



Understanding the way emotions are made can help us to manage stress.

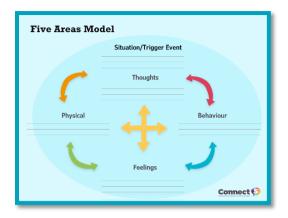
Emotions are central to the human experience. They act as signals of significance, form the basis for our decision-making, and motivate us to act. For feelings to impact, they must influence our bodies and minds, guiding our behaviours and shaping our

experiences. Emotions, in essence, are constructed by combining thoughts, feelings, physical sensations, and behavioural impulses to exert their influence. The emotional experiences we go through represent a complex interplay of these components, with each element interconnected and mutually reinforcing the others.

Unfortunately, there are times when we find ourselves caught in these harmful cycles, leading to prolonged entanglement in what we perceive as negative and unpleasant emotional states or moods.



#### The Five Areas Model TM



Behavioural Theory. The model helps conceptualise and deconstruct feelings and mood states. It is widely used in treatment and more proactive interventions such as coaching, resilience building, decision-making, and teaching.

Applying the Five Areas Model<sup>TM</sup> is a powerful life skill that helps us understand our feelings and what needs to change.

#### The Life Situations card game - Applying the Five Areas Model™.



Engaging in the Life Situations card game allows us to apply the Five Areas Model in real-life scenarios and offers some important insights:

- Each individual constructs unique reactions to the same situation or trigger event. For instance, moving to a new house might evoke excitement for one person and anxiety for another.
- ▲ Even if we agree on describing reactions using the same word, our experiences in the Five Areas can differ significantly. For instance, when facing a situation like "Can't find parking space," two people might describe their feelings as angry and frustrated. For one, their behaviour is to shout and swear, and their physical is red face and headache. For the other, their behaviour is to go quiet, and their physical is a tense face and shoulders and crying

Recognising how we sometimes interchange feelings and thoughts or mistakenly perceive physical sensations as behavioural responses is a crucial skill.



Participating in this activity provides a deeper understanding of how the Five Areas™ Model works in real-life situations. It enhances our ability to recognise and value the diverse range of individual experiences and responses. The model reminds us that our understanding of events is heavily shaped by our personal, subjective perspectives, which are influenced by our distinct life experiences, memories, values, and beliefs. Maintaining awareness of this fact and fostering curiosity and openness toward others' interpretations and reactions to life is crucial.

#### **Top Tips**



Feelings are usually one word, e.g., sad, stressed, worried, anxious.

Thoughts are statements that we can imagine in inverted commas, e.g., "I'm not good enough," "I won't get another job," or "People don't like me." However, while thoughts often feel like facts, they are usually nothing more than opinions.

Physical/body sensations are experiences that happen automatically; you don't choose them, e.g., tensing up, shallow breathing, no motivation, headaches, disturbed sleep.

Behaviour is something you would see yourself or someone doing or not doing, e.g., staying in bed, not going out, drinking more, eating less, shouting, and ruminating.

You can use the Five Areas Model<sup>™</sup> to help yourself or others:

- Understand feelings. Explore and break experience into Five Areas. Understand how these Five Areas all feed into each other. Understand how this creates a vicious cycle that makes us feel bad (unhappy, stressed, distressed, etc.).
- ▲ Identify what needs to change. Action in any of the Five Areas will positively impact the other four, break the vicious cycle and help us feel better.

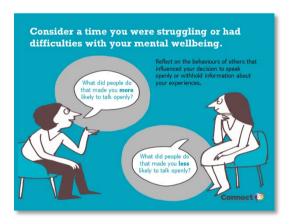


#### Practice makes Perfect.

- Next time you respond emotionally, try mapping out your five areas. Practising it yourself is a great way to learn.
- ▲ Try using it in conversations with your family and friends.

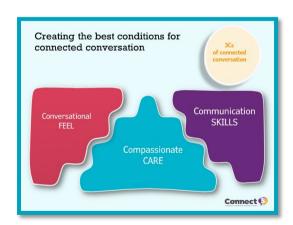
# Effective Mental Wellbeing Conversation.

Consider when you are struggling: What do other people do that makes it more or less likely that you will share your experience accurately?



This learning exercise underscores that when we pause to think, even briefly, we possess an innate awareness of which behaviours promote or hinder open communication and sharing of our experiences. The 3 Cs of Connected Conversation provide a tool to help us retain this awareness.

## The 3Cs of Connected Conversation



Conversation about mental wellbeing needs to be Connected Conversation. These types of discussions establish an environment conducive to open and exploratory dialogue.

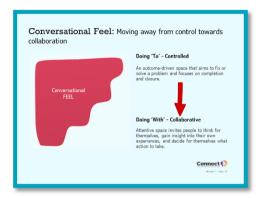
Connected conversations stand apart from everyday exchanges and are intended to enhance rather than replace routine interactions. They can

be deployed as necessary, and once the need has been met, they can be



stored in your toolkit of practices until the next occasion they are required.

#### **Creating a Conversational Atmosphere**

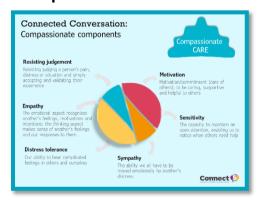


Connected Conversation should extend an invitation to collaboration in open exploratory dialogue. They should establish a secure and dynamic space where participants can collectively reflect and generate novel insights, fostering the potential for actionable change.

"Suffering is not a question that demands an answer; It is not a problem that demands a solution; It is a mystery that demands a presence."

The anonymous quote cited by Brother Francis (Personal communication)

#### **Compassionate Care**



Compassion is an essential ingredient for an effective, Connected Conversation. A person must feel your warmth, kindness, and care to connect. Compassionate care is a core aspect of Paul Gilbert's compassionate mind approach, which combines our innate ability for caregiving and receiving with the application of

compassion in healthcare settings.

Compassion, an essential element of our humanity, comprises various aspects of our mind. According to Paul Gilbert, six essential compassionate qualities and attributes enable us to recognise, engage, and take action to alleviate the suffering of others: Motivation, Sensitivity, Sympathy, Distress Tolerance, Empathy, and Resisting the urge to judge. Cultivating and practising these attributes is crucial for developing a



powerful orientation moving from awareness to action to address suffering.

The skills of compassion involve directing our attention compassionately and helpfully, thinking and reasoning with compassion and helpfulness, and behaving rationally and compassionately. Each of these skills needs to be infused with feelings of warmth, support, and kindness. Connect 5 aims to develop and enhance these skills, promoting compassionate care and effective emotional support in conversations with people.

"With compassion, we notice suffering, are moved by it, and want to help. To do this, we must work to tolerate distress, resist judgment, and empathically understand the causes and conditions that contribute to the suffering and difficulty". Paul Gilbert and Alys Cole-King

Learn more and develop compassionate care attributes and skills.

**Communication skills.** Repurpose ordinary communication skills for Connected Conversation.



Use Open Questions: Closed questions are shaped by the assumptions of the person asking them, restricting the available choices for responses. They inherently limit the scope of inquiry and potential avenues for discussion.

On the other hand, open questions, driven by genuine interest and curiosity, create a welcoming space for individuals to share

their unique experiences. Developing the skill to ask effective open questions is the most effective way to encourage individuals to contemplate and delve into their own experiences. It's the ideal method for guiding them from what they're uncertain about to what they know and can articulate.





Open questions typically start with **H**ow, **W**hat, **W**here, **W**hen, **W**ho, and **W**hy (use why sparingly, as why questions often lead to fixing and judgment).

#### Share the Power (learn to collaborate).

Engaging in open and exploratory communication is only possible through collaboration. It proves ineffective when approached with a mindset of "doing to" or "telling," as these approaches do not facilitate the individual's exploration of their experiences. Negotiating and sharing power involves utilising your skills to ensure that the other person is actively engaged in co-creating the interaction.

"Would you like to talk about this with me now?" "Is this something you feel happy exploring further?"

"What's the most helpful thing we can focus on today?"

Collaboration is also a way for you to take control of the process whilst leaving the content free to be theirs:

"We have 20 minutes today; what do you want to use that time for?" "You've talked about many things today; we have 10 minutes left. What is the most important thing for us to focus on?"

Respond to Cues (Empathic Acknowledgement). We communicate on many levels and in different modes; much is non-verbal. Picking up on and responding to nonverbal cues is a powerful way to communicate that you are present, attentive, and actively listening. It is also a signal of care and compassion. As you learn to listen attentively, you can also pick up cues to tell you if a person doesn't want to get into things or is getting upset; in this case, you might turn the conversation to think together about where else they might get help and support.

**Reflecting.** This skill empowers individuals to listen to their own words from an external standpoint. This practice enhances comprehension and offers a fresh perspective. Moreover, it enables individuals to fine-tune and rectify their statements. For instance, it can help in cases of misinterpretation or when individuals realise that their initial statement did not accurately convey their intended meaning when heard from an external perspective.

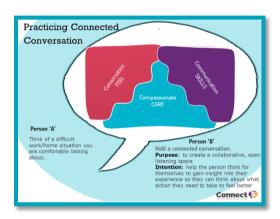


**Summarising.** This is a process of giving an overview of what has been said in your own words. Summarising reinforces that you have been listening closely to what has been said, and it can also help to:

- Introduce and expand on a particular issue.
- Bring focus and clarity when a person has lost focus.
- End a discussion and introduce the need for action.
- Provide a bridge after a break.

**Learn More:** Explore essential communication skills at the <u>Charlie Waller Memorial Trust learning portal</u>.

# **Practicing Connected Conversation**



This learning activity allowed you to apply your Connected Conversation learning and reflect on your challenge when implementing it.

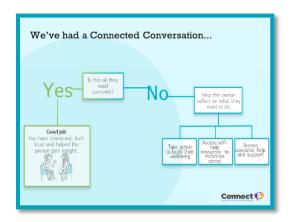
Remember, a Connected Conversation is a purposeful dialogue that provides a supportive environment for individuals to explore their thoughts and experiences, ultimately helping them gain self-

awareness and clarity about the actions needed to improve their wellbeing.

In these conversations, we can share knowledge of the Five Ways to Wellbeing and the Five Areas Model™ as evidence-based ways to maximise wellbeing and minimise stress.



# **Ending a Connected Conversation**



For specific individuals, engaging in a Connected Conversation proves sufficient to clarify their situation and emotions, offering the motivation and insight needed to determine the best action for improvement. This is self-help-helping a person to help themselves to improve their mental health and wellbeing.

However, some may require additional guidance in formulating their next steps. In such cases, it can be invaluable to offer support by introducing them to the Connect 5 resources (listed below) and sharing information about local services and resources.



## Connect 5 Resources

#### Free-to-access resources to Maximise Mental Wellbeing https://www.nhs.uk/me Find out more about Five Ways to Wellbeing and ntal-health/selfget advice on implementing them. help/quides-tools-andactivities/five-steps-tomental-wellbeing/ WoW Yourself: with the 'do-it-vourself' section. http://www.wheelo fwellbeing.org/ Full of practical things to do that improve wellbeing. WoW Your Community: If you work in the Wheel of public, private or voluntary sector, this section ell-being gives inspirational ideas about using the Wheel of Well-being in your organisation, workplace or local community. Synthesising hundreds of scientific studies, http://ggia.berkele Greater Good in Action collects the best v.edu/ research-based methods for a happier, more meaningful life. It presents them in an easy-to-Greater Good in Actio navigate and digest format. The practices are for anyone who wants to improve their social and emotional well-being or the well-being of others. They serve as building blocks for creating your happiness regimen. https://actionforha Action for Happiness aims to help people create ppiness.org/abouta happier world with a culture prioritising <u>us</u> happiness and kindness. The evidence based Ten Keys to Happier Living underpins the website resources, including: ACTION FOR HAPPINESS Support to take daily actions through the app and the calendar Coordinates online groups where members meet to talk about happiness and commit to action. Action for Happiness course (peer-reviewed) Randomised Control Trial found the course significantly benefits happiness and wellbeing). Host regular live talks with leading thinkers on happiness, wellbeing, and mental health.



Free-to-Access Resources to Minimise Stress			
every mind matters	Expert advice, practical tips and a personalised action plan	http://www.nhs.uk/ oneyou/every- mind-matters/	
living life to the full www.llttf.com	LLTTF is one of the most popular life skills programmes available. It helps you help yourself and others using online courses, written books, and worksheets. It covers courses across the life span, from pregnancy to older adulthood.	http://www.wheelo fwellbeing.org/	
Northumberland, Tyne and Wear NHS Foundation Trust	Self-help guides on various mental health issues.	https://www.selfhel pguides.ntw.nhs.uk /northumbria/	
Future Learn	Free 5-week course. Understanding Anxiety, Depression and CBT. Improve your understanding of depression and anxiety and learn more about an effective, evidence-based treatment: CBT.	https://www.future learn.com/courses/ anxiety- depression-and-cbt	
READING WELL	Reading Well helps you to understand and manage your health and wellbeing using self-help reading. Health experts endorse the books, people living with the conditions covered, and their relatives and carers. Available in all libraries.	https://reading- well.org.uk/	





# **Module 1**Toolbox

# The Five Ways to Wellbeing



# Connect

With the people around you: family, friends, colleagues, and neighbours. At home, work, school, or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.



## Be active

Go for a walk or run, step outside, cycle, play a game, garden, or dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy that suits your level of mobility and fitness.



## Take notice

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.



# Keep learning

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident and be fun to do.

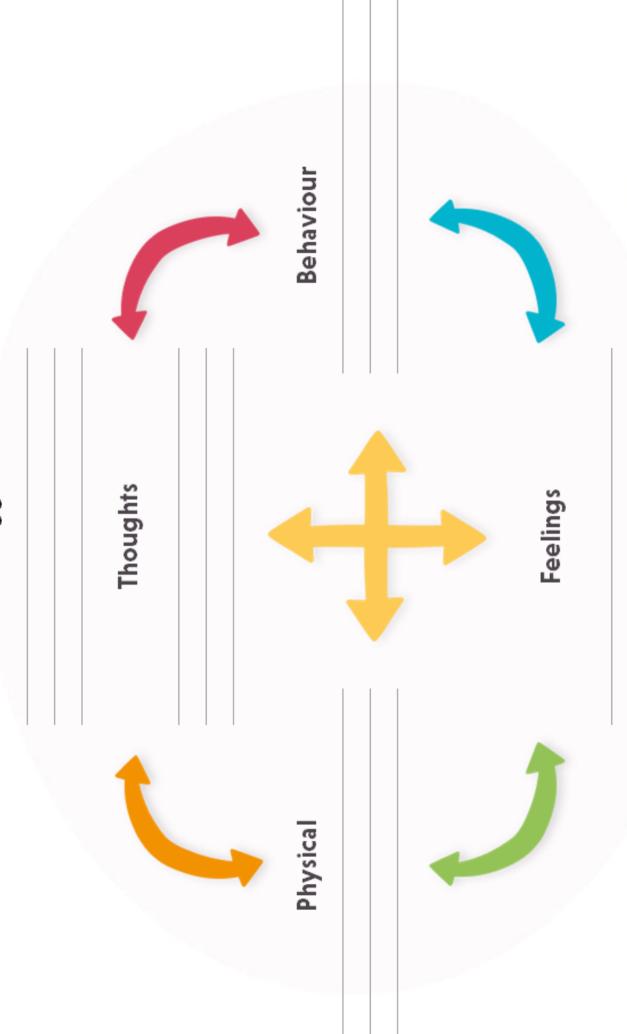


# Give

Do something nice for a friend or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself and your happiness linked to the wider community can be incredibly rewarding and create connections with the people around you.

# Five Areas Model

Situation/Trigger Event







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