



BUSINESS IN THE COMMUNITY'S JOB COACHING PROGRAMME

INTRODUCTION TO WELLBEING

Wellbeing is personal and subjective. It is determined by how we feel about ourselves, our relationships and our goals. It affects every aspect of our lives - personal and professional.

Unemployment can have a profound effect on a person's wellbeing. A recent report from the Mental Health Foundation found that:

- 70% of UK adults feel unemployment or job loss has a negative effect on mental health
- 45% of UK adults associated unemployment or job loss with 'loss' and 25% with 'trauma'

More than 1 in 4 adults who had experienced job loss or unemployment felt unsupported at the time

Through our job coaching programme, you can support your client to develop an awareness of their wellbeing, understand how it connects with their job search, and equip them with tools to help improve it. Try to keep the discussion in this session focused on the positive actions that they can take to improve their wellbeing, and don't dwell too much on personal hardships.

As a coach, you are not expected to be a counsellor or mental health professional and this toolkit should help you to set boundaries in your conversations with clients. If during your session any topics arise that you don't feel are appropriate for you to deal with, you may want to refer your client to one of the sources of support and advice listed in this document.



SAFEGUARDING

For full guidance on safeguarding, please refer to the Safeguarding resource in the toolkit. We ask that you ALWAYS report, to the BITC Safeguarding Lead, concerns related to protecting, safeguarding and promoting the welfare of anyone experiencing or at risk of abuse, harm or neglect.

Your BITC Safeguarding leads are:

- Elspeth Hendry – 07715 612 164 Elspeth.Hendry@bitc.org.uk
- Andreea Tudor - 07713 620 642 Andreea.Tudor@bitc.org.uk
- Secondary contact – Nicola Burton – 07713 985 086 Nicola.Burton@bitc.org.uk

If someone is struggling and needs urgent mental health support, they can:

- Call Samaritans on 116 123 (UK-Wide)
- Text SHOUT to 85258 (UK-Wide)
- Call C.A.L.L. on 0800 132 737 (Wales only)

CHECKING IN ON YOUR CLIENT'S WELLBEING



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At the start of each session time is set aside for you to share how you are both doing. Explain to your client that we all need the right level of energy to cope with the pressures we're under.

The Bupa Foundation's [Personal Energy system](#) is a helpful tool for supporting your client to recognise and manage the pressure and energy they may experience day-to-day.

- Read the Personal Energy Guide – in particular the energy curve on page 2
- Familiarise yourself with the Personal Energy Action Plan
- If you have time check out the other resources

It would be helpful to familiarise yourself with this system before introducing the client to it at the start of **session two**.

Although there is lots that you could spend time on with your client, we recommend using the principles of the personal energy curve to help the client take positive actions which help them to manage their wellbeing and feel more motivated and energised to find work. This will become the basis for your wellbeing check-ins at the start of every session.

The Session Plan for your second meeting includes questions to help shape your conversation. These may be helpful to use in subsequent sessions, so we have included them here for reference:

- **Start by thinking about energy levels, asking the client:** what are your energy levels today, and how have they been in the last week? Would you say you have high energy or low energy?
- **Now consider pressure, asking the client:** how much pressure have you experienced in the last week? Have you felt stressed or relaxed?
- **Explain that we all experience different levels of energy and pressure at different times.** Most of us work best when we have high energy levels and some pressure to help us stay motivated.
- **Share where you think you are on the energy curve and encourage clients to do the same.**
- **Discuss red flags.** Share with the client some of your own red flags, which could be poor sleep, eating more unhealthily, being irritable or forgetting things. Encourage the client to consider what their red flags might be.
- Use the **My Energy Action Plan** (see below) to identify positive steps you can both take.

We recommend taking the time to read through the toolkit with consideration to your own wellbeing.

Bupa also has a range of [free advice and tools](#) for managing your mental wellbeing.

My Energy Action Plan



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Where am I on the energy curve?

My early red flags are (write them on the curve):



My Physiology

One thing I will do to keep my energy in a good place is:
Type here

The benefit I'll get from this is:

To help myself stick to this I need:



My Choices

The positive choices I will make this week are:

What's the result of this?



My Mindset

My positive vision for the future is:

One thing I've appreciated about my day today is:

TOP TIPS FOR UNDERSTANDING AND SUPPORTING CLIENTS WITH THEIR WELLBEING

Remember the impact that unemployment can have on wellbeing may affect how the client is feeling or how they respond in a coaching session. By checking in at the start of every session, you can gauge how the client is feeling and what kind of week they have had, which can help you to know how much content will be helpful to cover.

When using the Energy Curve Tool, it is helpful to share examples from your own experience. However, be mindful that the types of stresses you are experiencing may differ from those experienced by your client. It is important to emphasise that we all experience stress in different ways, but it may not be helpful to try and compare the stress of losing half a day's work due to a computer problem with the stress of rising debt or being at risk of homelessness.

The Energy Curve Tool provides some parameters for your wellbeing check-ins but a client may find that this is too complex for them to take on board. Use your own judgement with this and if necessary, find an alternative way to check-in with your client and point them towards helpful ways to manage their wellbeing.

Be willing to be open about your own wellbeing and experiences as much as you expect from the client but be careful not to dominate the discussion with your own stresses and concerns. Just as you are not expected to be a counsellor or mental health professional, it is even more important that you don't expect this of the client.

Don't be afraid to move the conversation on from your wellbeing check-in. Many of us could talk for a long time about how we are feeling, but we want to ensure you and your client have plenty of time to work on developing their essential, digital and employability skills to improve their chances of finding work.

If you need to move the conversation on but feel like your client needs more support, make use of and share the signposting information below.

SIGNPOSTING TO MENTAL HEALTH AND WELLBEING SUPPORT

The mental health charity Mind has a helpful guide covering key organisations that can provide expert support in the following areas:

[Seeking help for a mental health problem:](#) A guide to taking the first steps, making empowered decisions and getting the right support for you. Also includes information about seeking help outside the NHS, and how to support someone else to seek help.

- [Abuse](#): Information if you are experiencing or have experienced abuse and where to find support
- [Addiction and dependency support](#): Get information on where and how you can find support for addiction and dependency. This guide includes support options for addictions to drugs, alcohol, sex, tobacco and gambling
- [Advocacy](#): Explains what advocacy is and how it can help you. Gives information on different types of advocacy, including statutory advocates, what sort of situations an advocate can help you with, and how to find an advocate.
- [Benefits FAQ](#): Brief answers to some of the most common questions that our Infoline receives about benefits.
- [Bereavement](#): Provides information on bereavement, where to go for support, and suggestions for helping yourself and others through grief.
- [Crisis services](#): A guide explaining what mental health crisis services are available, how they can help and when to access them. Also provides guidance on how you can plan for a crisis.
- [Holidays and respite care](#): Information about support available to help you to go on holiday.
- [Housing](#): Explains how your mental health and your housing situation might affect each other. Provides tips on how to cope and where you can get more support.
- [Insurance cover](#): Explains how mental health problems can affect insurance cover, what your rights are, and how to choose the right cover for you. Includes a list of specialist insurance providers.
- [Learning disability support](#): A guide to learning disability support services, with information about what you can do to access them.
- [LGBTIQ+ mental health](#): Gives information about mental health support for people who are lesbian, gay, bisexual, trans, intersex, queer or questioning (LGBTIQ+).
- [Money and mental health](#): Gives information about the relationship between money worries and mental health, with suggestions on how to address them.
- [Peer support](#): Explains what peer support is, what types there are, how it can help you and how to access it.
- [Talking therapy and counselling](#): Explains what talking therapies are, what happens during therapy, how to get the most from therapy and how to find a therapist.