STANDARD MENTAL HEALTH FIRST AID REFRESHER PRACTICE CONVERSATION SCENARIOS



BRAD

INFORMATION FOR THE MENTAL HEALTH FIRST AIDER

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Brad, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. Take a few minutes to think about some of the things you might want to say or do.

 You can use your manual to help you remember the ALGEE Action Plan.
- 4. During the practice conversation if you are not sure what you should say or do, you can ask your observer or instructor for advice.
- 5. If you start to feel distressed and need to take a break, you can pause the practice conversation at any time.

SCENARIO:

Brad is your cousin, a high achiever. You know one of the senior managers in his workplace, and she says Brad is one of the best employees they've seen in many years. You met Brad's new partner and they seem happy together. The last couple of times you have spoken to him you have sensed that he is struggling with something.

You decide to invite yourself over to his house for a coffee to see how he has been going. He says he's very busy, but he can spare a few minutes. He seems stressed and complains that he has tension headaches all the time, lately. When you ask what is causing him the stress and tension, he says he doesn't want to talk about it, but moments later he starts listing things off rapidly.

INFORMATION FOR BRAD

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Brad, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. Take a few minutes to think about some of the things you might want to say or do.
- 4. During the practice conversation if you are not sure what you should say or do, you can ask your observer or instructor for advice.
- 5. If you start to feel distressed and need to take a break, you can pause the practice conversation at any time.

SCENARIO:

You are a young man named Brad. You are one of the youngest managers in your workplace, with consistently excellent performance reviews, and a promise of taking on even more responsibility next year. You bought an apartment last year and you've been enjoying the freedom of not living with housemates. You have recently started a new relationship which seems to have promise.

Despite all this you can't ignore a feeling of dread that it will all fall apart. You find yourself wondering why people praise your work, when you feel you can't possibly be any good at it. You feel certain that you will lose your job and then when you are unable to pay your mortgage you will lose your apartment. You think your new partner seems too good to be true and you wonder if they are cheating on you or using you in some way. You want to get married in the next few years and maybe start a family, but everything seems so fragile. You're sleeping poorly and not even intense exercise each evening seems to help. You are embarrassed by all of this, yet somehow, when your cousin offers you a chance to talk, you find yourself letting it all spill over.

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Brad, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. During the practice conversation, if you start to feel distressed and need to take a break, please do so.

SCENARIO:

Brad is a young man who experiences a lot of worry. Despite having a good, stable job and being in a safe financial situation he feels he is in danger of losing everything. He has recently started a new relationship which is going well but that he thinks is doomed to fail. There are other worries he has more trouble explaining, but overall he has a constant feeling of dread. He is sleeping poorly. He has been doing a lot of vigorous exercise in the evening to wear himself out, which doesn't seem to help.

Role of the observer:

- As the observer, you have an important role. You need to do the following:
- Take a note of the things the MHFAider did that worked well.
- Take a note of the things the MHFAider could do differently to make it a better experience next time.
- Help the MHFAider if they get stuck and are not sure what to say or do next. You
 can use your manual to help you with this.
- Watch out for any signs the MHFAider or the person taking on the role of Brad is becoming distressed. If they are, you should pause the practice conversation.

IMANI

INFORMATION FOR THE MENTAL HEALTH FIRST AIDER

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Imani, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. Take a few minutes to think about some of the things you might want to say or do.

 You can use your manual to help you remember the ALGEE Action Plan.
- 4. During the practice conversation if you are not sure what you should say or do, you can ask your observer or instructor for advice.
- 5. If you start to feel distressed and need to take a break, you can pause the practice conversation at any time.

SCENARIO:

Imani is your boss. You have worked together for a number of years and always got along well. Imani is a perfectionist and works really hard to get things right. Lately you have noticed some concerning changes in Imani.

Imani seems exhausted and overwhelmed. She seems to have difficulty concentrating and props herself up on coffee. She insists on checking everyone's work herself to make sure it is perfect. As such, nothing is getting done and the team are starting to complain.

Last week you found her crying in the bathroom stall. When you asked her what was wrong, she admitted she was under a lot of pressure and hasn't been sleeping well, but just needed to work harder.

You decide to invite Imani out for coffee to talk about what has been happening for her.

INFORMATION FOR IMANI

INSTRUCTIONS:

1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Imani, and the role of the observer.

- 2. Read over the below scenario carefully.
- 3. Take a few minutes to think about some of the things you might want to say or do.
- 4. During the practice conversation if you are not sure what you should say or do, you can ask your observer or instructor for advice.
- 5. If you start to feel distressed and need to take a break, you can pause the practice conversation at any time.

SCENARIO:

You are a mid-level executive named Imani. You have taken on a big new project and are feeling really stressed out. You have a lot of new responsibilities and unfortunately, your manager is not being very supportive.

You lay awake at night as worried thoughts rush around your head. You have started to dread coming to work and there have been a few days where you have called in sick because you felt like you just couldn't get out of bed.

You have started to take some of your daughters ADHD medication to try to counteract your poor concentration and wandering mind.

One of the staff that you supervise has invited you out for coffee.

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Imani, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. During the practice conversation, if you start to feel distressed and need to take a break, please do so.

SCENARIO:

Imani is a mid-level executive. She is feeling very overwhelmed and stressed after having taken on a new project at work. She finds it difficult to sleep because of her worried thoughts. She finds it difficult to concentrate and focus on her work. She has started taking her child's ADHD medication to counteract her exhaustion and difficulty with focus.

Role of the observer:

- As the observer, you have an important role. You need to do the following:
- Take a note of the things the MHFAider did that worked well.
- Take a note of the things the MHFAider could do differently to make it a better experience next time.
- Help the MHFAider if they get stuck and are not sure what to say or do next. You
 can use your manual to help you with this.
- Watch out for any signs the MHFAider or the person taking on the role of Imani is becoming distressed. If they are, you should pause the practice conversation.

STEPHANIE

INFORMATION FOR THE MENTAL HEALTH FIRST AIDER

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Stephanie, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. Take a few minutes to think about some of the things you might want to say or do.

 You can use your manual to help you remember the ALGEE Action Plan.
- 4. During the practice conversation if you are not sure what you should say or do, you can ask your observer or instructor for advice.
- 5. If you start to feel distressed and need to take a break, you can pause the roleplay at any time.

SCENARIO:

Stephanie is the barista at your favourite coffee shop. She has just returned to work after taking some time off to grieve the loss of a relationship, and cope with a number of new adjustments in her life. Since returning to work you notice that Stephanie's outlook is different. She seems distracted, preoccupied, and irritable a lot of the time. She seems to have difficulty concentrating, remembering customer orders and sometimes even snaps at customers when she gets orders confused.

You have been accustomed to having a friendly chat with Stephanie whenever you drop by for your morning coffee. However, lately she is reluctant to say hello but does nod to acknowledge you. One day when you ask her how she is, she tells you that she hasn't been getting much sleep lately and has been worrying about 'stuff'. You notice that she looks tired and run down. Shortly after this encounter, you see Stephanie sitting at the bus stop after her shift looking really down. You decide to have a MHFA conversation with her.

INFORMATION FOR STEPHANIE

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Stephanie, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. Take a few minutes to think about some of the things you might want to say or do.
- 4. During the practice conversation if you are not sure what you should say or do, you can ask your observer or instructor for advice.
- 5. If you start to feel distressed and need to take a break, you can pause the roleplay at any time.

SCENARIO:

You are a woman named Stephanie. You work at a local coffee shop. You have just returned to work after after taking about 6 months off to deal with some changes in your life including dealing with a relationship loss. You are looking forward to returning to work, particularly seeing a couple of customers that you have missed. However, the return has been much more difficult than expected. You realise that it is harder to concentrate and you seem to be worried about of things that didn't seem to bother you before, like whether will be able to remember a customer's order, or get the right number bus home.

You are so preoccupied with worries about everyday things and of things that could go wrong in the future, that sometimes you miss what people are saying, like when a customer is placing an order. This leads to you making mistakes. You are feeling increasingly frustrated, irritable and on edge at work. It doesn't help that your sleep is disrupted, so you also feel tired and worn out. You are sitting at the bus stop when you see your favourite customer approach you.

INSTRUCTIONS:

1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Stephanie, and the role of the observer.

- 2. Read over the below scenario carefully.
- 3. During the practice conversation, if you start to feel distressed and need to take a break, please do so.

SCENARIO:

Stephanie is a woman who works at the local coffee shop. She has recently been through a range of changes in her life including a relationship loss, which resulted in her taking some time of work to adjust. She was looking forward to returning to work and seeing all her favourite customers again but is finding things more difficult than she anticipated.

In the past six months, she has noticed a change in her outlook especially her tendency to now worry about a range of things she never used to before. Things like getting the right number bus home or being able to remember customer orders.

Stephanie reports that her worries keep her up at night, so she feels tired and worn out the next day. She also reports feeling tense, irritable, and on edge at work. She is frustrated about making mistakes at work like getting customer orders mixed up because sometimes she is so preoccupied that she doesn't hear what people are saying. Stephanie's favourite customer, sees her at the bus stop after her shift one day looking upset, and decides to have MHFA conversation with her.

ROLE OF THE OBSERVER:

As the observer, you have an important role. You need to do the following:

- Take a note of the things the MHFAider did that worked well.
- Take a note of the things the MHFAider could do differently to make it a better experience next time.
- Help the MHFAider if they get stuck and are not sure what to say or do next. You can use your manual to help you with this.
- Watch out for any signs the MHFAider or the person taking on the role of Stephanie is becoming distressed. If they are, you should pause the practice conversation.

KALI

INFORMATION FOR THE MENTAL HEALTH FIRST AIDER

INSTRUCTIONS:

1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the

role of Kali, and the role of the observer.

2. Read over the below scenario carefully.

3. Take a few minutes to think about some of the things you might want to say or do.

You can use your manual to help you remember the ALGEE Action Plan.

4. During the practice conversation if you are not sure what you should say or do, you

can ask your observer or instructor for advice.

5. If you start to feel distressed and need to take a break, you can pause the practice

conversation at any time.

SCENARIO:

Kali is your taxi driver. As he is driving, you begin to talk about his life. He tells you he has

recently experienced a breakdown in his relationship with his son. They had a big fight

after Kali had had a few whiskeys (although Kali can't remember what the fight was about).

The next day his son told him that he could not be in his father's life if he continued to

drink alcohol.

Kali says that he has always been a drinker. He started off sipping out of his father's beer

glass and now he likes to drink whiskey in the evening to wind down. After the fight with

his son, Kali tried to cut down on his drinking but was surprised by how difficult he found

it. He really craved a drink at the end of the day and became snappy and irritable without

it.

You decide to have a MHFA conversation with Kali. When he drops you off, you ask if he

will sit on a nearby bench and talk with you about what has been happening for him.

INFORMATION FOR KALI

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Kali, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. Take a few minutes to think about some of the things you might want to say or do.
- 4. During the roleplay if you are not sure what you should say or do, you can ask your observer or instructor for advice.
- 5. If you start to feel distressed and need to take a break, you can pause the practice conversation at any time.

SCENARIO:

Your name is Kali and you are a taxi driver. You love your work because of the interesting people you meet.

You have recently had a big fight with your son. You had been drinking, so you can't remember what the fight was about but you know it ended with you shoving your son and him storming off. Your son was very upset the next day and told you that he would cut you out of his life unless you agreed to give up drinking. He said that your drinking was hurting the people around you and he won't put up with it anymore.

You were shocked and upset by what your son said. You never considered that your drinking was hurting your family. You immediately quit, but were surprised by how much you craved a drink at the end of the day. You felt shaky and irritable without it. You started drinking again, but hid it from your family. When your son found out he was really angry and said that he wouldn't see you again.

INSTRUCTIONS:

- 1. Decide who will take on the role of the Mental Health First Aider (MHFAider), the role of Kali, and the role of the observer.
- 2. Read over the below scenario carefully.
- 3. During the practice conversation, if you start to feel distressed and need to take a break, please do so.

SCENARIO:

Kali is a taxi driver. His son recently told him that his drinking was hurting the family and refused to speak to him again until he quit. Kali was shocked and upset to hear that he had hurt his family and immediately promised to quit drinking. He was surprised by how difficult it was for him to quit. He craved a drink at the end of the day. He became snappy and irritable without a drink. He started drinking again, but tried to hide it from the family. When his son found out, he was furious and he has now cut his father out of his life.

ROLE OF THE OBSERVER:

As the observer, you have an important role. You need to do the following:

- Take a note of the things the MHFAider did that worked well.
- Take a note of the things the MHFAider could do differently to make it a better experience next time.
- Help the MHFAider if they get stuck and are not sure what to say or do next. You
 can use your manual to help you with this.
- Watch out for any signs the MHFAider or the person taking on the role of Kali is becoming distressed. If they are, you should pause the practice conversation.