



Better Leaders

CAN WE TALK?

Getting comfortable with having uncomfortable conversations:



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One of the most important skills needed from team leaders today is the ability of have **critical caring conversations** with their people.

"AT THE END OF THE DAY PEOPLE WON'T REMEMBER WHAT YOU SAID OR DID, THEY WILL REMEMBER HOW YOU MADE THEM FEEL."

– Maya Angelou

35%
Believe it is safe to speak to their leader

75%
of leaders believe their people will reach out for help

45%
Snr Managers believe none of their people will experience a mental health challenge
(Hilton et al, 2008)

60%
of leaders will avoid the caring conversations

13%
of employees feel comfortable discussing their mental health at work
(Stribehq, 2024)

26%
of leaders create an environment of psychosocial wellbeing
(McKinsey, 2024)

2-5
suffering will never seek professional help for mental health

Over half of leaders feel ill-equipped to have these critical, caring conversations, preferring to leave it to HR or the EAP service.
BUT THAT IS NO LONGER SUFFICIENT.

LEADERS FEAR:

SAYING THE WRONG THING – might make it worse or give bad advice.

CONCERNS ABOUT BOUNDARIES – genuine concern or overstepping the personal line.

LACK OF TRAINING – what to say/do - am I being supportive or just nosy??

LEGAL REPERCUSSIONS – am I exposed?

BEING INEFFECTIVE – not really helping the situation and questions their own leadership.

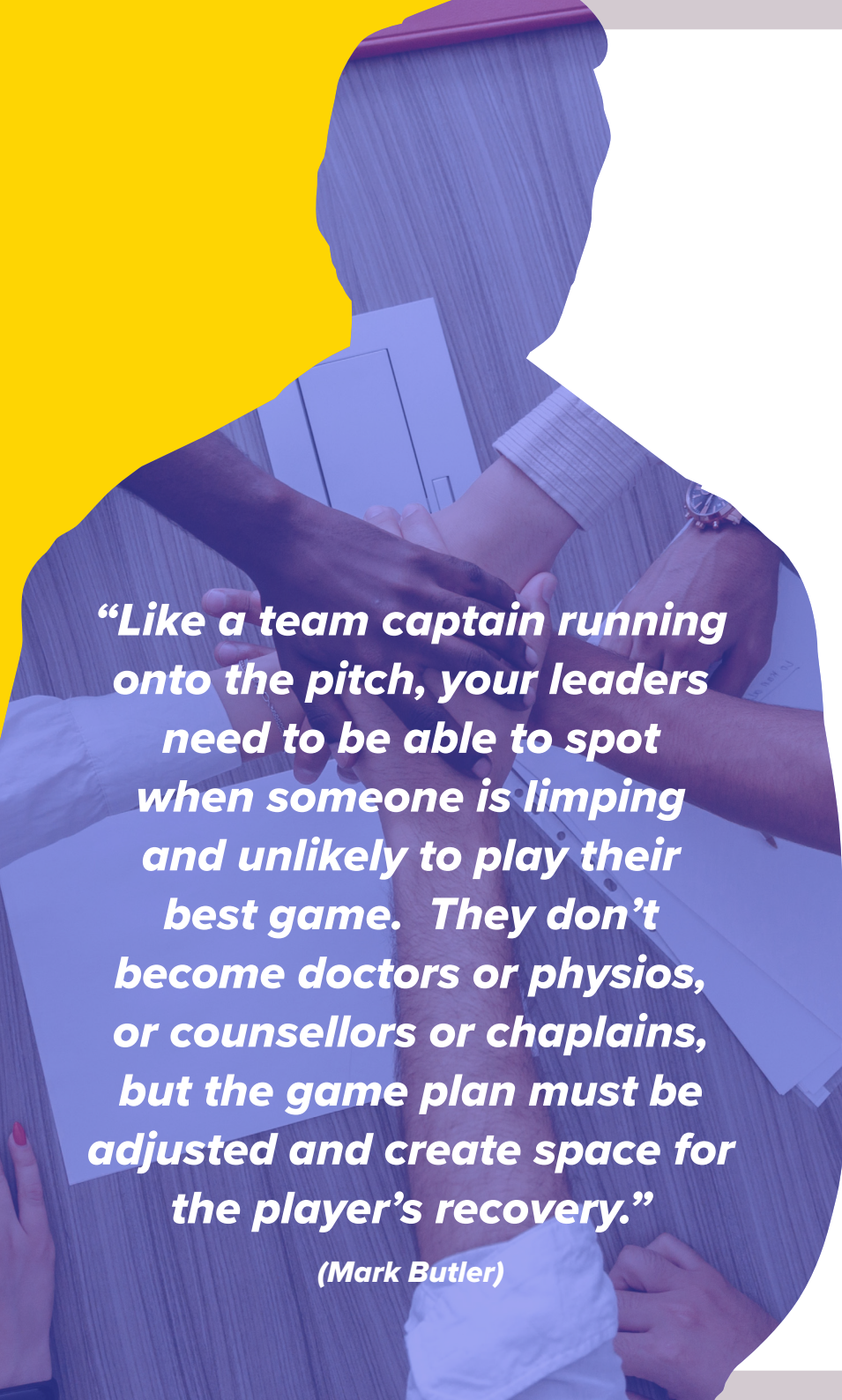
PERSONAL DISCOMFORT – complex and personal conversations can be hard.

MISINTERPRETING THE SITUATION – minimising or trivialising the situation or person.



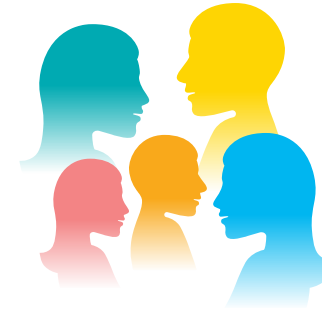
“Some leaders believe emotions don’t belong in the workplace”

(Sarah Wilson, HBR, 2022)



“Like a team captain running onto the pitch, your leaders need to be able to spot when someone is limping and unlikely to play their best game. They don’t become doctors or physios, or counsellors or chaplains, but the game plan must be adjusted and create space for the player’s recovery.”

(Mark Butler)



My program, ‘Can We Talk?’ focuses on building the skill sets of your key people and team leaders.

I help them to be able to understand and talk about mental health in a way that helps their people to open up, ask for help, and feel it is safe, and worth it, to do so.

Their empathy and EQ skills are greatly enhanced in this training, which is recognised as **the most valued attributes for leaders today**, according to luminaries like Dr Travis Bradberry and Daniel Goleman.

It is imperative that we reframe approaching mental health from being an obligation to being an opportunity for growth.

The program delivers **tangible and sustainable** value in a number of key areas:



A ROI of x 4.2 in the investment in leadership development.



UP TO 4X ENGAGEMENT (according to Gallup research). Engaged employees typically show higher productivity, better morale, and a stronger connection to the organisation.



2X RETENTION RATES: People are more likely to stay where they feel supported and understood.



LEADERSHIP EFFECTIVENESS: Leaders are better equipped to support their team's mental health and wellbeing.



REDUCED ABSENTEEISM AND PRESENTEEISM: It's like counting how many people show up for a party and how many are really dancing.



REDUCTION IN MENTAL HEALTH-RELATED CLAIMS: A decrease in mental health-related claims or use of support programs indicates a healthier workplace environment.



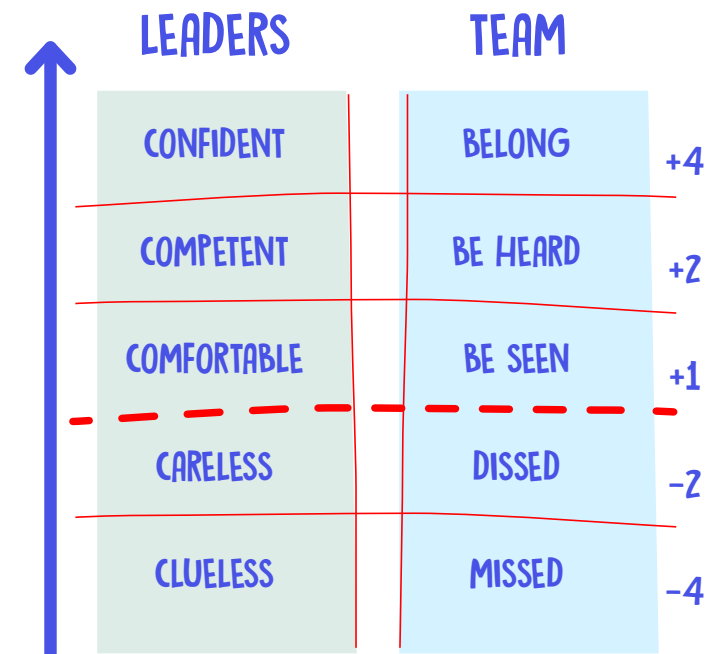
IMPROVED TEAM COLLABORATION: Better cohesion leads to more effective collaboration and higher-quality performance.



OPTIMISED TEAM CULTURE: The science of Belonging and Mattering to the team becomes the culture.

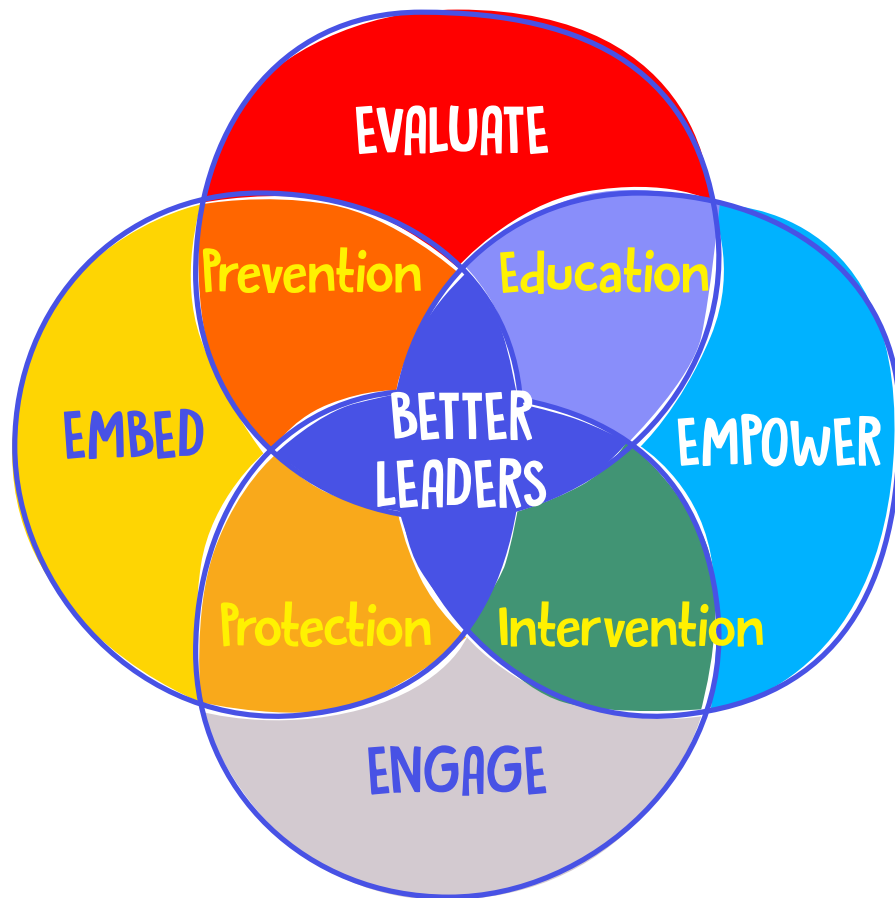


OPTIMISED MENTAL HEALTH LITERACY: We can assess this through pre- and post-training evaluations, examining how well leaders understand and apply mental health concepts.



We bring your leaders from being **CLUELESS** to **CONFIDENT** and raising your team from being **MISSED** to **BELONGING**.

Program elements and outcomes



EVALUATE

Determine issues relevant to each area of the business.
Semi-structured interviews with specific leaders.
Anonymous survey pre and post the program.



EMPOWER

Power up your leaders through training masterclasses in identification, mitigation and dealing with mental wellbeing and psychosocial hazards. What to look for, and what they need the most.



ENGAGE

Upskill leaders in what we do and what we NEVER do.
Caring Conversations made easy and impactful to open doors and build bridges.



EMBED

This leadership skill and process in the culture of your team and organisation. Change comes from the top.



EDUCATION

Learn to deep dive into wellbeing by knowing the signs, the lines and the times to reach out.



INTERVENTION

Being there before the storm hits. Making the first move can change lives and teams.



PROTECTION

Creating the space where everyone feels safe to dare, share and care without judgement.



PREVENTION

Be the fence at the top of the cliff, not the ambulance at the bottom.
Create a safe space to prevent overwhelm and disruption.



Better Leaders CAN WE TALK?

Critical Caring Conversations

P R O G R A M

| |  ESSENTIAL |  ELEVATE |  ELITE |
|---|---|---|--|
| EVALUATE Determine issues relevant to each area of the business. Semi-structured interviews with specific leaders. Anonymous survey pre and post the program. | | ✓ | ✓ |
| EMPOWER Deliver training masterclasses in identification, mitigation and dealing with mental wellbeing and psychosocial hazards. What to look for... | ✓ | ✓ | ✓ |
| ENGAGE Upskill leaders in what we do and what we NEVER do. Caring Conversations, | ✓ | ✓ | ✓ |
| EMBED Develop the strategy for ensuring the program forms part of the culture of the teams | ✓ | ✓ | ✓ |
| REVIEW AND MONITOR OUTCOMES Group Coaching Support to participants of CWT program for three months post-program delivery. | | ✓ | ✓ |
| SPECIALIST-ON-CALL 15min ask-me-anything calls for program participants to check in with Mark on issues they are experiencing | | ✓ | ✓ |
| PERSONALISED INTERACTIVE APP with support and monitoring of Goals and Actions from training for six months post-program. Workbooks, videos, peripheral materials | ✓ | ✓ | ✓ |
| PROGRAM INVESTMENT | \$TBC + gst | \$TBC + gst | \$TBC + gst |

“Mark is a genuine mental health champion! I cannot recommend Mark enough to other organisations who care about their employees, and I look forward to learning and implemented more of what he shares in future sessions.”

“Every colleague in our team tremendously enjoyed working with Mark. Hands-on, tangible advice - no hot air but scientifically substantiated. Mark coached us through this difficult period of time. I recommend getting Mark in earlier than later which will save you in the end.”

“I am so pleased to endorse the work of Mark Butler - MAddBeh MGestTher CReC MPACFA(Clin) in a series of team sessions on how to identify fatigue and stressors in the workplace. One particular skill of Mark’s is his ability to be aware of the dynamic within the session and adjust his presentation to dive deeper into a topic or move on where needed. Thanks for your professionalism, Mark.”

“Mark was great to work with, as he took the time to understand our business and key concerns and adapted his training to suit our needs.”

“We worked with Mark on the program, ensuring the topics we wanted to talk about were covered and engaging. From the beginning, Mark listened, took on board our comments and delivered fantastic interactive and thought-provoking virtual sessions with our people.”

“In our Employee survey results Mark’s work received high praise as being one of the best initiatives we provided. Mark’s knowledge is deep, passion obvious and his warm, friendly, nature makes him a perfect business partner as he understands the modern-day issues that our work groups are facing and how to re-engage and tools and techniques to thrive.”

“We are so grateful for everything you do, Mark. You go above and beyond. There are not many partners like you, and we are lucky to work with you. I know the additional efforts you put in with our people. Thank you so much.”

“We have received great feedback from the training you ran for us, and already we can see people being more open in discussing mental health in our workplace and even some people seeking professional assistance with their own mental health, so for that we are very grateful.”



Mark is a mental health expert and strategist, clinical specialist, and best-selling author. He specialises in up-skilling individuals and organisations to deal effectively with mental health challenges and create the conditions for peak performance.



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