

quanta

A woman with long blonde hair, wearing a light blue shirt and a beige blazer, stands in an office environment. She is holding a blue clipboard in her right hand and gesturing with her left hand towards the right. The background features a bookshelf filled with books and a green fern plant. The image is framed by a large blue circular graphic on the left and a dark blue curved shape at the bottom.

# Dixons Carphone

**Mental Health First Aid Programme**



Dixons Carphone is the international, market-leading technology retailer and service provider. With 39,000 employees, they aim to enrich the lives of not only their customers, but also their colleagues. Quality customer service lies at the heart of their operation, as they provide the complete customer experience - from purchase to after-sale support.



**Steve Bird, Human Resources Business Partner, Dixons Carphone.**

Steve Bird works closely with the customer and commercial teams. He has driven wellbeing initiatives, such as the large-scale Mental Health First Aid (MHFA) training programme that Quanta designed and delivered in partnership with Team Knowhow.

Across a period of five months, Quanta partnered with Team Knowhow to train 600 members of the team in becoming Mental Health First Aiders. Each course within the closely- managed programme received hugely positive feedback, exceeding expectations from the customer. Steve Bird was happy to share details of MHFA training agenda.





# Why Mental Health First Aid?

During a phase of transition for the business, wellbeing had been flagged as an urgent need. In response to this, an online portal for tailored wellbeing development content was developed for use by 20,000 employees. From feedback through the portal it became clear that the emotional sections were the most well received – particularly during a pandemic, where anxiety issues had become more prevalent. As a start, the wellbeing initiatives were impactful.

In response to an anonymous survey and other research into employee needs, mental health was flagged as a key space for further investment.

**“We’d already done great work around wellbeing but knew that mental health required a more precise solution.”**

# Why Quanta?

Mental health was a new area for the Dixons Carphone team. It was a topic that hadn’t been explored as fully as others before. Steve Bird stated that there were “apprehensions around whether or not it was the right area to focus on.”

However, having delivered previously excellent, reliable training for supply chains within other areas of the Dixons Carphone business (including upskilling other MHFA’s), Steve had this to say:

**“[Quanta] had glowing recommendations. In the past Quanta had given the business exactly what was needed.” It came to light that Quanta had a history of delivering the right training at the right time, and so any apprehensions over the Mental Health First Aid topic were quickly broken down.**

The choice to go with Quanta as a training partner came from Steve’s meeting with his account manager. Whereas other training providers were compromising on timeframes, Quanta proved that they could work neatly to Knowhow’s reactive deadlines. “We were more than satisfied in choosing Quanta moving forward”

# Designing the right training - at pace



“The biggest success story here was the pace in which we’ve mobilised the training. We were working quite reactively, and [Quanta] was able to begin and land the training within four or five months – and some of the same solutions could have taken a year to plan, let alone implement.”

Steve Bird noted that Quanta worked closely with the HR team to design the training that most closely suited the needs of those attending. And in creating the programme in a far quicker time than competitors had estimated, the training was able to stay relevant in reacting the employees needs in the short-term.

# Quality Delivery

“The quality of the training completely surpassed our expectations.”

Steve noted that the attendees left consistently excellent feedback from each session. The content was designed as a collaboration between Quanta’s subject matter experts and the trainers who ultimately delivered the programme. The seamless understanding of what training was required ensured the best possible course creation and delivery.

Steve Bird even went so far as to say that the relationship between the team and Quanta Training “didn’t feel like working with an external partner.”



# Outcomes

Quality can often be subjective within the field of mental wellbeing, but the impact on those who attended the course was almost unanimous. Furthermore, linking the course feedback to other wellbeing data within the business is predicted to show positive change, such as decreased absence rates.

“The average confidence ratings in those who attended the course doubled from a 4 to 8 in many cases.” Steve noted that this was likely to lead to more valuable conversations between colleagues in the future.

As a final word to others considering this kind of Mental Health or wellbeing training, Steve Bird had this comment:

“We know this training makes a difference. Stop putting it off, start making a change.”



“what completely surpassed our expectations was the quality of the training.”

“We couldn’t have anticipated how well the training landing”

“We were able to make a real difference with this training.”

“I’ve been with the business for 20 years... This is the best training I’ve had”

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