



Mark O'Grady

Mark is a mental health training facilitator, delivering a suite of mental health programmes since joining byrne-dean in 2019.

Mark comes from a strong publishing background, having worked predominantly in sales, marketing and product strategy environments. The first 18 years of his career were spent in highly competitive markets including print, digital and Software as a Service (SaaS) before taking the decision to move forward into the mental health space.

Through lived experience and a mental health diagnosis, Mark decided to pursue a career focused on mental health in the workplace. He qualified as an MHFA instructor, was an Associate for MHFA England before joining byrne-dean.

Mark is warm, open and friendly which helps people to connect and engage with him easily. His work in the private sector provides a deep understanding on the types of issues modern working life can bring. Mark will draw on lived experience and aims to ensure that every session he delivers is engaging and productive throughout.

Experience

Leadership – Mark has a successful track record building teams, strengthening relationships and delivering results. Responsibilities include running client facing teams and delivering customer engagement strategies.

Facilitation – Mark is both comfortable and personable when delivering our full suite of mental health training programmes, creating a safe space in which to do so. With a particular focus on workplace mental health, he is well versed in all aspects of Adult Mental Health First Aid as well as delivering on a broad range of bespoke topics including; unpacking and managing mental health, managing stress, understanding anxiety and how to communicate through crisis.

Relationship management – Mark has a strong customer focus and is comfortable growing and maintaining relationships at all levels. His ability to connect with others helps to build rapport quickly and put others at ease.

Lived experience – A combination of workplace stressors and personal life events led to Mark's eventual diagnosis with generalised anxiety disorder and panic disorder. Through this, he has gained a deeper insight into the importance of workplace cultures that are open, honest and transparent, further strengthening his knowledge and expertise in this field.

Community involvement – Mark has volunteered at 'Time to Talk Befriending' a local charity that aims to overcome loneliness in the elderly through friendship, connection and engagement. He was also actively involved in 'Wirral Camp' a small charity providing annual summer holidays for children who come from deprived backgrounds primarily in the North West region.

Qualifications

Applied Suicide Intervention Skills (ASIST)

Level 2 Aware in Effective Listening Skills

Mental Health First Aid Instructor

BA (Business Management Studies) Cardiff University