

INDUSTRY-SPECIFIC PROGRAMS

Standard Mental Health First Aid (SMHFA)

Hospital & Health Care Industry Programs

Aged Care Industry Programs

It's more than Just a Job Program

Nurse Unit Manager Leadership Masterclass

Professional Development Programs For Teaching Staff

Team Pulse Checks



INDUSTRY-SPECIFIC PROGRAMS

STANDARD MENTAL HEALTH FIRST AID (SMHFA)

Standard Mental Health First Aid is the help provided to a person who is developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis. The first aid is given until professional help is received or the crisis resolves.

The Standard Mental Health First Aid (SMHFA) program is based on international SMHFA guidelines. Content is evidence-based with input from mental health professionals, researchers and industry groups.

CONTENT

1. Part 1: Understanding mental health problems and crises

- Depression, anxiety, psychosis and substance abuse problems.
- Suicidal thoughts and behaviours.
- Non-suicidal self-injury.
- Dealing with traumatic events.
- Effects from alcohol and other drug use.
- Panic attacks and aggressive behaviours.

2. Part Two: Responding effectively

- Problems with traditional organisational responses.
- Psychological First Aid.
- Organisational support provided by managers.
- Boundaries.

3. Part Three: Self-management following an incident

- Self-care.
- Resilience.

OUTCOMES

At the end of this training participants will be able to:

- Understand the nature of critical incidents, including typical themes arising in the workplace.
- Identify common reactions encountered relating to exposure to critical events - emotional, cognitive, behavioural and physical.
- Feel more confident to engage people who may have been exposed to potentially traumatic events.
- Understand and implement Psychological First Aid.
- Know when and how to initiate a referral for professional support and counselling.
- Apply specific strategies for self-care.

TO BOOK YOUR PROGRAM

A: 406/666 Chapel Street, South Yarra VIC, 3141
T: 0416 942 035 W: www.psta.net.au



INDUSTRY-SPECIFIC PROGRAMS

HOSPITAL & HEALTH CARE INDUSTRY PROGRAMS

Training solutions that are people-focused and solutions-focused designed specifically for the health care industry in consultation with industry professionals. Professionals in the helping and community professions are often exposed to difficult situations and behaviours that over time cause stress and reduce capacity to be effective. Our solutions are evidence-based after a detailed training needs analysis and are measured.

TAILORED PROGRAMS FOR STAFF

+ Stress, burnout, compassion fatigue and vicarious trauma

- Understanding stress and burnout.
- Vicarious trauma and the stages of burnout.
- Building resilience.

+ Managing difficult interactions & behaviours

- Understanding unreasonable behaviour and strategies to deal with it.
- Creating a self-care plan of action.

+ Positive team communication and positive customer service

- Positive communication for teams.
- Positive communication with customers, cultural awareness.
- Increasing teamwork effectiveness.
- Workplace wellbeing programs with 1 hour seminars delivered as lunch n learn sessions.
- Individual coaching programs – developmental and growth.
- Conflict and dispute resolution.

MANAGER & LEADER SOLUTIONS

+ Managing mental health in the workplace

- Understanding mental health in the workplace as a leader.
- Strategies to manage mental health.
- Diversity and unconscious bias.

+ Emotional intelligence and emotional agility for leaders

- Understanding ourselves and emotional triggers.
- Strategies to increase self-control and manage emotional responses.
- Developing emotional agility and emotional intelligence in a changing and challenging workplace.

+ Psychological First Aid

- Managing mental health problems – depression, anxiety, psychosis and substance abuse.
- Mental health crises – panic attacks, suicidal behaviours, traumatic events, aggressive behaviours.
- Where and how to get help and what has been shown by research to be effective.

+ Psychometric solutions for leaders and structured leadership programs

- Myers Briggs MBTI tool and debrief.
- 360 tools and debriefs.
- Strengths based positive psychology tools and debriefs.
- Individual and team leadership Executive Coaching.
- Strengths-based structured programs.

TO BOOK YOUR PROGRAM

A: 406/666 Chapel Street, South Yarra VIC, 3141
T: 0416 942 035 W: www.psta.net.au

INDUSTRY-SPECIFIC PROGRAMS

AGED CARE INDUSTRY PROGRAMS

Training solutions that are people-focused and solutions-focused designed specifically for the health care industry in consultation with industry professionals. Professionals in the helping and community professions are often exposed to difficult situations and behaviours that over time cause stress and reduce capacity to be effective. Our solutions are evidence-based after a detailed training needs analysis and are measured.

TAILORED PROGRAMS FOR STAFF

+ Stress, burnout, compassion fatigue and vicarious trauma

- Understanding stress and burnout.
- Vicarious trauma and the stages of burnout.
- Building resilience.

+ Managing difficult interactions & behaviours

- Understanding unreasonable behaviour and strategies to deal with it.
- Creating a self-care plan of action.

+ Positive team communication and positive customer service

- Positive communication for teams.
- Positive communication with customers, cultural awareness.
- Increasing teamwork effectiveness.
- Workplace wellbeing programs with 1 hour seminars delivered as lunch n learn sessions.
- Individual coaching programs – developmental and growth.
- Conflict and dispute resolution.

MANAGER & LEADER SOLUTIONS

+ Managing mental health in the workplace

- Understanding mental health in the workplace as a leader.
- Strategies to manage mental health.
- Diversity and unconscious bias.

+ Emotional intelligence and emotional agility for leaders

- Understanding ourselves and emotional triggers.
- Strategies to increase self-control and manage emotional responses.
- Developing emotional agility and emotional intelligence in a changing and challenging workplace.

+ Psychological First Aid

- Managing mental health problems – depression, anxiety, psychosis and substance abuse.
- Mental health crises – panic attacks, suicidal behaviours, traumatic events, aggressive behaviours.
- Where and how to get help and what has been shown by research to be effective.

+ Psychometric solutions for leaders and structured leadership programs

- Myers Briggs MBTI tool and debrief.
- 360 tools and debriefs.
- Strengths based positive psychology tools and debriefs.
- Individual and team leadership Executive Coaching.
- Strengths-based structured programs.



INDUSTRY-SPECIFIC PROGRAMS

IT'S MORE THAN JUST A JOB PROGRAM

Success in job searching is more than about just finding a job, it's about preparing for the most suitable role and having the skills to be successful in that role and organisation. Our programs are results-orientated and evidence-based, based on positive psychology, strengths-based methodologies. We aim to build skills and confidence of participants to give them the best chance of success.

TAILORED PROGRAMS FOR STAFF

Pillar 1: Job suitability testing

Using contemporary evidence-based psychometric testing, we guide

- Participants to make decisions on areas of interest and suitability.
- Psychometric testing with detailed report.
- Strengths-based debrief to work through feedback.
- Awareness of employment suitability areas and interest areas.
- Current job market in suitability areas.

Pillar 2: Training workshops

Practical skills to support the job search process.

- Using social media to support the job search process.
- Applying for jobs – preparing CV and cover letters.
- Job interview skills – behavioural interviews, dress and grooming, interview etiquette.
- Application follow up.

Pillar 3: Individual strengths coaching

Individual coaching sessions to give one-on-one support and focus on tailored solutions to address individual needs.

- Strengths coaching to raise awareness of strengths and how to use them.
- Addressing individual concerns.
- Self-awareness and emotional intelligence.
- Motivation for sustained behavior change.

Pillar 4: Follow up support

To ensure success post-employment, support offered to participants includes:

- Successfully transitioning into the workplace.
- Navigating workplace dynamics and culture.
- Managing stress & building resilience.
- Building positive workplace relationships.

TO BOOK YOUR PROGRAM

A: 406/666 Chapel Street, South Yarra VIC, 3141
T: 0416 942 035 W: www.pstana.net.au



INDUSTRY-SPECIFIC PROGRAMS

NURSE UNIT MANAGER LEADERSHIP MASTERCLASS

Our innovative workplace and evidence-based leadership MasterClass program aims to address the needs of NUM groups in large organisations, and accommodates the demands of roles. Using existing NUM meetings as a forum and after a Training Needs Analysis is performed, the program is built around the concerns of the organisation, the NUM group and nurse groups so that knowledge and behavior change impact as many people as possible and are sustained.

TAILORED PROGRAMS FOR STAFF

Managing Self 1 hour seminars include:

- Emotional Intelligence & Self-Awareness
- Emotional Agility
- Positive Psychology in the Workplace
- Changing our Mindset
- Strengths-based Leadership
- Managing Stress & Building Resilience
- Managing Fatigue
- Compassion Fatigue & Vicarious Trauma
- Motivating Ourselves
- Work-Life Balance
- Mindfulness

Managing Others 1 hour seminars include:

- Helping our teams to Manage Stress & Build Resilience
- Dealing with Grief & Loss
- Mental Health Awareness
- Managing Mental Health in the Workplace
- Debriefing Skills after an Incident
- Coaching Conversations
- Managing Difficult Conversations
- Building Effective Teams
- Giving & Receiving Feedback
- Building Strengths Capabilities in our Teams

Tools used to individually complement the group program:

- Psychometric tools – individual & group
- Individual strengths-based coaching

TO BOOK YOUR PROGRAM

A: 406/666 Chapel Street, South Yarra VIC, 3141
T: 0416 942 035 W: www.psta.net.au



INDUSTRY-SPECIFIC PROGRAMS

PROFESSIONAL DEVELOPMENT PROGRAMS FOR TEACHING STAFF

The demands of the industry and changing teaching landscape mean it's more important than ever for professionals in the teaching industry to keep learning and developing their professional skills. Our development programs focus on building skills that promote strengths-based and evidence-based skills founded on positive psychology principles.

TAILORED PROGRAMS FOR STAFF

Building Emotional Intelligence & Emotional Agility

- Evidence-based strategies to increase EI.
- How EI can be used in teaching.
- Developing emotional agility.
- Importance of self-awareness and personal growth.

Managing Difficult Interactions & Behaviour

- Exploring difficult interactions that may arise in teaching.
- Interaction challenges with colleagues, parents and children.
- Motivations for aggressive and angry behaviour.
- Strategies for dealing with the main unreasonable behaviours.

Courageous Conversations

- Explore different types of challenging conversations
- Understand why conversations can be challenging
- Self-talk and self-awareness in managing conversations
- Courageous conversations with parents

Leadership Skills for Teachers

- Exploring fundamentals and models of current leadership theory.
- Skills that a leader in schools requires to be successful.
- Self-talk and self-awareness in managing conversations.
- Developing our teams and our staff.

Knowledge & Skills sessions can include:

- Helping our teams to Manage Stress & Build Resilience
- Positive Communication in Schools
- Mental Health Awareness
- Debriefing Skills after an Incident
- Coaching Conversations
- Managing Difficult Conversations
- Building Effective Teams
- Giving & Receiving Feedback
- Building Strengths Capabilities in our Teams

TO BOOK YOUR PROGRAM

A: 406/666 Chapel Street, South Yarra VIC, 3141
T: 0416 942 035 W: www.psta.net.au



PSTA
Professional Services
Training Australia

INDUSTRY-SPECIFIC PROGRAMS

TEAM PULSE CHECKS

Successful, dynamic and high-performing teams are the result of hard work, positive leadership, positive culture and regular maintenance. Our Team Pulse Check program is designed to work with leaders and teams to create the conditions for high performance and success. Strengths-based and evidence-based positive psychology tools are used to draw out the best in teams and to give them the skills to move forward together as a team effectively.

TAILORED PROGRAMS FOR STAFF

First session: Checking the Pulse

This first session safely draws out the issues within teams and explores the existing dysfunctional dynamics that can be present and that are holding back successful team functioning.

- Explore team culture and dynamics.
- Explore team link to organisational values and goals.
- Leadership and management issues.
- Operational issues hindering performance.
- Conflict and fear within the team.
- Team and individual communication barriers.

In a safe and supported space, team members are able to discuss concerns; patterns and trends are explored and consensus reached on inhibiting factors.

Second session: Creating the Team Plan & Charter

Ways of working together positively are explored and consensus reached on team and individual behaviours that are desirable for optimal team functioning.

- Aligning behaviours: Setting the rules of engagement for how the team will work together.
- Modelling: Making behavioural changes as a team.
- Applaud: Learning to celebrate successes and recognise.

Third session: Individual and team values and behaviours

Agreement and implementation of a plan that embeds workplace team behaviours and facilitates positive team functioning.

- Align behaviours with organisational values
- Behaviours underpinning the values
- Embedding behaviours in the workplace
- Motivation for sustained behavior change

Knowledge & Skills sessions can include:

- Helping our teams to Manage Stress & Build Resilience
- Dealing with Grief & Loss
- Mental Health Awareness
- Debriefing Skills after an Incident
- Coaching Conversations
- Managing Difficult Conversations
- Building Effective Teams
- Giving & Receiving Feedback
- Building Strengths Capabilities in our Teams

TO BOOK YOUR PROGRAM

A: 406/666 Chapel Street, South Yarra VIC, 3141
T: 0416 942 035 W: www.psta.net.au