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DEVELOPING TOMORROW'S LEADERS TODAY

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Having a wellbeing program is one thing, getting employees to engage with it is another.

I am very excited to share with you, the latest eBook from PSTA which explores the most common reasons why employees might not be engaging in your businesses wellbeing initiatives and provides an actionable ten step guide to achieve high levels of employee engagement in your workplace mental health and wellbeing programs.

This book is an easy to use guide, developed through our experience in the industry with our own client base as well as through the latest global research and thought leadership.



MANAGER TOOLBOX SERIES

PSTA Training Seminars are designed to meet the needs of your workplace. These hour-long sessions focus on providing your staff with the knowledge and skills they need to help your organisation succeed.

RESOLVING WORKPLACES

- Individual resilience
- Organisational resilience
- Tips and strategies for managers to boost resilience

GIVING & RECEIVING FEEDBACK

- Feedback conversations
- Models for delivering feedback
- Tips and strategies for giving and receiving feedback

BUILDING EFFECTIVE TEAMS

- Team life cycle
- Team alignment
- Team dynamics
- Tips and strategies for managing teams

EFFECTIVE PERFORMANCE REVIEW CONVERSATIONS

- Purpose of developmental conversations
- Conducting the developmental conversation
- Using the GROW model

Designers to be delivered in an hour 90% of the time. Please provide feedback to PSTA via our website or contact our customer support team for more information.

TO BOOK YOUR SEMINAR A: 406/666 Chapel Street, South Yarra VIC 3141 T: 0416 942 035 W: www.psta.com.au



TRAINING PROGRAMS

COMMUNICATION

MANAGING DIFFICULT INTERACTIONS AND BEHAVIOUR

Duration: Half day or full day*
Audience: All staff and managers includes call centre and client facing staff (phone and non-phone versions)

- Explore difficult situations such as client facing conversations in call centres, reception services and client interaction in highly emotional environments
- Explore the reasons behind our discomfort to tackle difficult interpersonal interactions
- Understand motivations for aggressive and demanding behaviour
- Learn a proven script for planning and managing difficult conversations
- Gain more courage to give difficult feedback

COURAGEOUS CONVERSATIONS

Duration: Half day or full day*
Audience: All staff and managers

- Explore the reasons why some conversations are difficult to initiate
- Identify difficult types of conversations
- Learn a script for hospitable and meaningful conversations

POSITIVE WORKPLACE COMMUNICATION

Duration: Half day or full day*
Audience: All staff and managers

- Introduction to workplace change theory
- Introduction to theories of change
- Exploration of resilience theory
- Tips and strategies to positively manage the psychological impact after change
- Understanding and managing stress

COMPLEX WORKPLACE CONVERSATIONS FOR LEADERS

Duration: Half day or full day*
Audience: Managers and Leaders

- Understanding the role of the leader and the communication they require
- Exploring the types of complex conversations facing leaders
- Using strengths-based approaches to understand personal triggers and our own emotional responses
- Strategies to increase communication skills as a leader
- Listening skills and empathy
- Using positive strength-based questioning techniques

*Full day courses include additional activities and a greater focus on applying skills

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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-harm
- Dealing with traumatic events
- Effects from alcohol and other drug use
- Panic attacks and aggressive behaviours

2. Part 2: Responding effectively

- Problems with traditional organisational responses
- Psychological first aid
- Organisational support provided by managers
- Resilience

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 experienced 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 what actions to take to initiate a referral for professional support and counselling
- Apply specific strategies for self-care

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