



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 to hold positive and meaningful conversations.

POSITIVE WORKPLACE COMMUNICATION

Duration: Half day or full day*

Audience: All staff and managers

- Introduction to workplace change trends.
- 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 this requires.
- 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.*

TO BOOK YOUR PROGRAM

A: 406/666 Chapel Street, South Yarra VIC, 3141
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TRAINING PROGRAMS

COMMUNICATION

GIVING AND RECEIVING FEEDBACK

Duration: Half day

Audience: All staff and managers

- Review current approaches to giving and receiving feedback.
- Explore strategies to provide meaningful and productive feedback.
- Learn the tips to receiving feedback.
- Examine strategies and frameworks for giving constructive, positive feedback.

POSITIVE CONFLICT RESOLUTION

Duration: Half or full day*

Audience: All staff and managers

- Explore current approaches and theories of conflict resolution.
- Identify your conflict style.
- Explore strategies to create positive workplace communication.
- Learn strategies and models for dealing with conflict.

ACCIDENTAL COUNSELLOR

Duration: Half day or full day*

Audience: Managers and staff who as part of their role provide informal counselling to staff and client.

- Understand listening techniques for the non-counsellor.
- Learn helpful strategies for managing difficult behaviours and situations.
- Examine and apply micro-counselling skills to assist others.
- Learn how to set and maintain boundaries.
- Examine self-care strategies.

POSTIVE MENTORING & COACHING

Duration: Half day or full day*

Audience: For anyone required to act as a mentor

- Mentoring defined.
- Explore the power of workplace mentoring.
- Learn how to structure mentoring conversations.
- Learn how to build a positive and proactive mentoring culture.
- Build strategies to be an effective mentor.

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



TRAINING PROGRAMS

CHANGE AND PRODUCTIVITY

BUILDING RESILIENCE

Duration: Half day or full day*

Audience: For all staff and managers

- Exploration of resilience theory.
- The five keys to resilience.
- The link between resilient people and resilient workplaces.
- Understanding and managing stress.
- Strategies to build resilience.

MANAGING SELF AND OTHERS THROUGH CHANGE

Duration: Half day or full day*

Audience: For managers dealing with change

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

MANAGING CHANGE AND BUILDING RESILIENCE

Duration: Half day or full day*

Audience: For all staff and managers

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

CAREER TRANSITION

Duration: Half day

Audience: Anyone going through career transition

- Managing career change.
- Working with cover letters, resumes, key selection criteria.
- Interview skills.
- Preparing an Action Plan.

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TRAINING PROGRAMS

MANAGING RISK

IT'S A MATTER OF RESPECT

Duration: Staff: 2.0 hours, Manager: 2.5 hours

Audience: All staff and managers

- Explore and understand definitions of bullying, harassment & discrimination legislation.
- Learn state and federal legislation governing workplace behaviours.
- Understand why tolerance and respect are at the heart of preventing bullying and harassment.
- Review your organisations policies and procedures.
- Managers – learn the additional requirements for managers in relation.

PLANNING FOR RETIREMENT

Duration: Half day or full day*

Audience: New contact officers and a refresher for existing contact officers

- Explore and understand definitions of bullying, harassment & discrimination legislation.
- Learn state and federal legislation governing workplace behaviours.
- Understand why tolerance and respect are at the heart of preventing bullying and harassment.
- Understand your organisations grievance and complaint procedures.
- Explore and understand the contact officer role.

BUILDING EMOTIONAL INTELLIGENCE

Duration: Half day or full day*

Audience: All staff and managers

- Review the Mayer-Salovey-Caruso model of EI.
- Build an understanding of emotions.
- Explore the link between emotional and resilience.
- Learn the evidence-based strategies to increase emotional intelligence.
- Build your self-awareness and workplace effectiveness
- Design a personal action plan.

IT'S MORE THAN JUST A JOB PROGRAM

Duration: Half day or full day*

Audience: All staff and managers

- 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.
- 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.

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



TRAINING PROGRAMS

MANAGING RISK

CRITICAL INCIDENT MANAGEMENT

Duration: Full day

Audience: Managers

- Review the nature of critical incidents.
- Explore the impact of trauma over time.
- Be introduced to the concept of psychological first aid.
- Learn how to provide a supportive environment.
- Learn how to initiate a referral.
- Explore strategies for self-care.
- Examine ways to build team and personal resilience.

UNDERSTANDING & RESPONDING TO FAMILY VIOLENCE

Duration: Half day (Manager), 1.5 hour (staff)*

Audience: For anyone exposed to or working with family violence

- Understanding family violence prevalence and dynamics.
- Learn state and federal legislation governing workplace behaviours.
- Exploring workplaces policies and responses.
- Identify skills and strategies to support a colleague.

CONTACT OFFICER TRAINING

Duration: Half day or full day*

Audience: For new contact officers and a refresher for existing contact officers

- Define the key concepts of burnout, compassion fatigue and vicarious trauma.
- Understand the psychological impact of workplace trauma.
- Explore the role of managers in supporting staff.
- Understand how to build a supportive team culture.
- Be introduced to the concept of psychological first aid.
- Design a personal action plan.

OPEN DISCLOSURE

Duration: Half day

Audience: Health professions involved in the care of patients and residents and who are required to communicate with families.

- Awareness and understanding of Open Disclosure guidelines and their importance to health care.
- Learning how good Open Disclosure practice can be implemented and embedded.
- Developing the skills in conducting positive and transparent Open Disclosure conversations.

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TRAINING PROGRAMS

HEALTH AND WELLBEING

MENTAL HEALTH AWARENESS

Duration: Half day

Audience: All staff and managers

- Be introduced to the most common Australian mental health presentations.
- Explore mental health demographics and prevalence.
- Learn contemporary approaches to treatment and management of mental health.
- Learn tips and strategies to promote mental health in your own life.

PEER SUPPORT TRAINING

Duration: Full day

Audience: HR practitioners; Peer support program staff

- Nature and purpose of peer support programs.
- Situations where peers can provide support.
- Developing awareness and skills to be an effective peer support officer.

STANDARD MENTAL HEALTH FIRST AID SMHFA

Duration: Full day

Audience: All staff and managers

- Understanding mental health problems and crises.
- Apply specific strategies for self-care.
- Understand and implement Psychological First Aid.
- Responding effectively to traumatic situations.

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TRAINING PROGRAMS

HEALTH AND WELLBEING

MANAGING MENTAL HEALTH IN THE WORKPLACE

Duration: Half day

Audience: Managers (psychologist to deliver)

- Define the key concepts of burnout, compassion fatigue and vicarious trauma.
- Understand the psychological impact of workplace trauma.
- Explore the role of managers in supporting staff.
- Understand how to build a supportive team culture.
- Be introduced to the concept of psychological first aid.
- Design a personal action plan.

EXPLORING VICARIOUS TRAUMA

Duration: Half day

Audience: All staff (psychologist to deliver)

- Define the key concepts of burnout, compassion fatigue and vicarious trauma.
- Understand the psychological impact of workplace trauma.
- Explore the role of managers in supporting staff.
- Learn about stress and building resilience.
- Design a personal action plan.

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

TRAINING PROGRAMS

LEADING AND MANAGING

MANAGING TEAMS

Duration: Full day

Audience: Managers

- Explore contemporary research and theories on teams.
- Introduce the key elements to effective teams.
- Examine dynamics and structure of teams.
- Learn how to create cooperative and productive teams.
- Examine intra-team dynamics.
- Using style map tool.

NEW LEADERS' TOOLKIT

Duration: Full day

Audience: New managers, supervisors, team leaders

- Explore the challenges when transitioning into leadership role.
- Explore contemporary leadership theory.
- Explore your communication and conflict styles.
- Examine strategies to transition from team member to team leader.
- Explore strategies to give feedback and delegate effectively.

TEAM BUILDING AND DYNAMICS

Duration: Half day or full day*

Audience: All staff and managers: general program up to 15 people

- Explore contemporary research and theories on teams.
- Introduce the key elements to effective teams.
- Learn tips and strategies for individuals to boost their contribution to creating and sustaining a positive team.
- Using style map tool.

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TRAINING PROGRAMS

LEADING AND MANAGING

POSITIVE NEGOTIATIONS

Duration: Half day

Audience: All staff involved in negotiations

- Learn practical models for use in negotiations.
- Practical application of negotiations.
- Positive communication when negotiating.

STYLE AND INTERPERSONAL DYNAMICS

Duration: Half day

Audience: All staff

- Gain a deeper understanding of your own interpersonal style.
- Awareness of different styles and that it takes all styles to build a team.
- Learning to manage difficult people and behaviour.

MOTIVATIONAL INTERVIEWING SKILLS FOR LEADERS

Duration: Full Day

Audience: All staff

- What is Motivational Interviewing and how can it be used by leaders?
- The spirit of Motivational Interviewing.
- Using strengths-based approaches to understand personal triggers and our own emotional responses.
- Core interviewing skills: OARS.
- Engaging: The Relational Foundation.
- Focusing: The Strategic Direction.
- Evoking: Preparation for Change.
- Planning: The Bridge to Change.

TEAM PULSE CHECKS

Duration: Half day

Audience: All staff

- 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.
- 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 the value of team members and of the team culture.

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