

LifeWorks Learning

Consultancy and Workshops



Training Workshops and Seminars



Our workshops range from two to four hours and are designed to give participants a deeper understanding of everyday issues that impact the workplace and firsthand experience in supporting their staff and colleagues.

Our off the shelf programs include:

- Building Resilience
- Managing Family Violence in the Workplace
- Managing Mental Health in the Workplace
- Emotionally Intelligent Management
- Prevention of Bullying and Harassment
 - For employees
 - For managers
- Managing Vicarious Trauma



Our programs are designed to inspire and encourage high performance high performing individuals and boost productivity within your organisation

Training Workshops and Seminars

Building Resilience

Building resilience in your workforce is essential to enable employees function efficiently and effectively during times of high stress. Stress from work and home life can impact individuals adversely and it is important to recognise stressful situations, how they impact each individual and equip employees with skills to better manage these issues.

This interactive and engaging workshop is designed to assist employees understand the triggers and impact of stress and develop strategies and skills to manage stress and pressure more effectively.

- 3 hour workshop
- Maximum number of participants - 20

Managing Family Violence in the Workplace

Violence in families, particularly violence against women, is widely recognised as a global issue. It is often invisible and totally unacceptable in today's society. It has serious impacts on the health and wellbeing of those affected. Men and children also experience the impact of family violence but research shows women more likely to experience family violence with persistent and severe form of abuse having greater impact on their safety, wellbeing and employment.

This workshop is designed to deliver key messages and will enable participants to appreciate and understand the important role a workplace can play in addressing family violence.

- 2 hour workshop
- Maximum number of participants - 20



Training Workshops and Seminars

Managing Mental Health in the Workplace

Recognising and promoting mental health an important responsibility for employers when building a healthy workplace culture and ensuring a safe and healthy workplace. Importantly, managers and employees both have roles to play in building a safe work environment, one that does not create or exacerbate mental health problems and where employees with mental health issues are properly supported.

A program on Managing Mental Health is therefore a proactive supporting strategy to ensure you provide your managers with the support they need in managing both impacted employees and their wider team.

- 2 hour workshop
- Maximum number of participants - 20

Emotionally Intelligent Management

Managers who are actively engaged and supportive have a significant impact on a positive workplace culture, work practice and safety. Our Emotionally Intelligent Management training is specifically designed to assist managers, supervisors and team leaders understand and identify members of their team who may be struggling and give them the skills and confidence to effectively have challenging conversations with their team member.

This workshop is delivered over two, two-hour sessions separated by a week.

- 2 x 2 hour workshop
- Maximum number of participants - 15
- Single workshops cannot be sold



Training Workshops and Seminars

Prevention of Bullying and Harassment

This workshop is designed to ensure managers and employees understand the problem of bullying in the workplace and provide best-practice strategies for recognising, managing and removing the risks of workplace bullying.

Two workshops have been designed to address managers and employees.

Employee training

- The impact of mental illness on the workplace.
 - Duty of care and responsibilities.
 - Commonly occurring mental health issues.
 - A model for effective intervention.
 - Suicide and self-harm.
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- 1.5 hour workshop
 - Maximum number of participants - 20

Manager training

- Employee training
 - Review of legal requirements.
 - Bullying and associated behaviours.
 - Signs of bullying and harassment.
 - Performance management.
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- 3 hour workshop
 - Maximum number of participants - 20



Training Workshops and Seminars

Managing Vicarious Trauma

Vicarious Trauma (VT) is a significant occupational hazard that occurs in many roles across many workplaces. Working directly with people who have been victims of violence or facing repeated exposure to emotionally challenging material can change how employees view themselves, their employment, important people in their lives and the world in general.

Recognising, understanding and effectively managing employees in these roles can reduce burnout, disengagement and poor performance and in turn create healthy and resilient employees and workplaces.

- Minimum hours - 2
- Maximum number of participants - 20

Consultancy Services



In addition to our Training Workshops, Seminars and Springboards we also offer individual support for employees that extends beyond the Employee Assistance Program.

- Mediation and Conflict Resolution Services
- Onsite Support
- Redundancy Support
- Wellbeing Checks
- Workplace Support Services



Consultancy Services

Mediation and Conflict Resolution Services

Our workplace Mediation and Conflict Resolution Services offer a process where discussion between two or more individuals is facilitated by an independent, accredited and experienced mediator. The mediator provides a safe space where both employees have the best opportunity to identify their issues, explore and unpack their concerns and commit to mutual agreement and understanding about their future behaviour that repairs their relationship.

Over 80% of people who work with us resolve their conflict informally through mediation.

Mediation provides independent and impartial assistance in areas such as:

- Managing conflict and significant misunderstanding between team members.
- Restoring damaged working relationships and rebuilding trust.
- Generating shared solutions to ongoing workplace issues.

- Implementing mutually agreed solutions and post-mediation behaviour.

Employees can bring a support meeting to their initial individual meeting with the mediator and, if agreed by all parties, to their joint mediation session. However, we encourage all parties to attend in good faith without a support person.

- Minimum number of hours - 8



Consultancy Services

Onsite Support

Onsite support is confidential counselling provided to employees at their place of work.

Onsite support is typically well-suited for organisations with a medium to large workforce or those with a concentrated number of employees working in one location.

Onsite Support allows for increased access and minimises time away from work. It is also well suited to remote or regional worksites where counselling and mental health services are limited or non-existent.

Onsite Support is useful for those organisations more frequently dealing with critical incidents or those whose employee work in safety sensitive environments - EAP is then more embedded, familiar and easier to access.

- Minimum number of hours - 3

Redundancy Support

Redundancy services support organisations and their employees as they go through significant structural and reporting changes and/or where there is the prospect restructuring and/or job redundancies.

When an employer first flags this process there is increased stress for managers, supervisors and employees and onsite redundancy services are available to meet the needs of these groups throughout the entire process. The service also supports staff remaining after the change that are also impacted by restructures and redundancies.

- Minimum number of hours - 2



Consultancy Services

Wellbeing Checks

Wellbeing Checks are increasingly being used in many different employment settings. While initially offered in workplaces where employees are first responders (Emergency Services) Corrections, legal and investigative bodies that manage victims of crime or challenging forensic material, their use has spread to cover many other work settings. Employers understand that employee wellbeing is similarly compromised when employees are working in new or isolated roles, have contact with troubled or unsettled members of the public, are required to exercise autonomy or are frequent decision-makers.

The program involves employees participating in a one-on-one session with a senior consultant to discuss workloads, emotional reactions to their work, the manner in which their work and personal lives interact and any other issues that may impact on the ability to perform jobs safely.

- Minimum number of hours - 8

Workplace Support Services

The Workplace Support Service (WSS) is an early intervention tool to “nip in the bud” issues such as a relationship breakdown between an employer and employee or where undesirable work place behaviours are putting the employee or their colleagues’ safety at risk. The service is also effective for long standing, complex or highly sensitive issues that need monitoring and close management.

The service is a transparent process and involves working in partnership with managers to support employees experiencing issues that cannot be readily resolved through the EAP.

- Minimum number of hours - 4