

## Building mentally healthy workplaces

**\$10B**

is spent on stress  
related workers  
compensation  
claims each year  
in Australia

**45%**



of Australians will  
experience mental  
illness in their  
lifetime

**8**

Australians die by  
suicide each day -  
that's one person  
every 3 hours



### WHAT IS A MENTALLY HEALTHY WORKPLACE?

A mentally healthy workplace is a resilient workplace. It has open-minded staff that communicate well, have good self-awareness and are able to embrace challenges they face. This creates an environment with less stress, optimal productivity and a stronger, healthier culture.

### WHY IS A MENTALLY HEALTHY WORKPLACE IMPORTANT?

Australian employers lose \$10.9 billion each year through absenteeism, reduced productivity and compensation costs. These are the costs of mentally unhealthy workplaces, and they are largely avoidable. Investing in a mentally healthy workplace is a proactive way to ensure

- decreased absenteeism and presenteeism
- higher moral and staff engagement
- minimised risk of stress and burnout
- minimised risk of emotional or physical harm to staff and clients in difficult situations
- improved communication
- increased staff retention
- positive reputation for customer experience and subsequent brand loyalty
- a stronger and more resilient team, and
- status as an employer of choice.

### HOW CAN CORE SOLUTIONS HELP MY WORKPLACE?

Our courses build skills and confidence in topics that can affect immediate change. Our aim is to empower your staff by increasing their skills in

- maintaining control and direction in difficult conversations
- de-escalating emotional situations to improve efficiency
- applying basic counselling skills in everyday situations
- skilfully ending conversations at appropriate points
- recognising stress and risk of burnout
- identifying and responding to mental health concerns, and
- identifying and responding to thoughts of suicide.

Contact us to find out more, book a place in one of our public courses or talk to us about bespoke courses that can be built specifically to suit your workplace's needs.

P 02 6171 6300 E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au)

TOPIC	DIFFICULT CONVERSATIONS
CORE SOLUTION	Accidental Counsellor Dealing with People in Difficult Situations

TOPIC	MENTAL HEALTH WELLBEING & RESILIENCE
CORE SOLUTION	Resilience in the Workplace Stress Management Mental Health First Aid Mental Health Awareness

TOPIC	SUICIDE AWARENESS & INTERVENTION
CORE SOLUTION	Applied Suicide Intervention Skills Training (ASIST) Suicide Awareness

## ACCIDENTAL COUNSELLOR

### INTRODUCTION

25% of workers in Australia take time off each year for stress-related reasons.

Focusing on the importance of communication (specifically, how to communicate with people experiencing crisis), **Accidental Counsellor** provides participants with fundamental skills in organisational, community and individual resilience.

This flexible and interactive course encourages participants to ask questions and share their knowledge and experiences.

### COURSE OUTLINE

This course covers the following topics:

- What is an accidental counsellor?
- Values, conflict and crisis
- Communication and listening skills
- Basic counselling skills
- Building rapport
- Increasing mental health awareness
- Suicide awareness
- Dealing with people in difficult situations
- Self care and debriefing

**FORMAT:** Two day course 9am-5pm.

Also available as a one day course upon request.

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Identifying signs of individuals in need of crisis support
- Active listening skills
- Crisis support skills
- Setting boundaries
- Self-care and self-reflection

“The workshop is challenging and the facilitator inspiring... this course would benefit people from all walks of life.

Accidental Counsellor participant



### FURTHER INFORMATION

P 02 6171 6300 • E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • W [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.

## DEALING WITH PEOPLE IN DIFFICULT SITUATIONS

### INTRODUCTION

Only two out of 10 people have the confidence to deal with difficult interactions.

For most people, difficult interactions are a part of daily life and can be a major source of stress. At times, they can seem unavoidable, impossible and debilitating.

This intensive course focuses on providing fundamental skills for communicating with people in distress, to make these difficult interactions easier on everyone involved and promote positive outcomes.

### COURSE OUTLINE

This course covers the following topics:

- The helping relationship
- Communication and listening skills
  - Minimal encouragers
  - Reflecting feelings
  - Paraphrasing
  - Summarising
  - Termination
- Boundary and limit setting
- Dealing with people in crisis
- Self care and debriefing

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Understanding effective communication skills
- Effective use of communication skills to establish rapport
- Applying communication skills to reduce distress

“ I learnt so much about what different techniques to use in the work situation as well as in my personal life.

Dealing with People in Difficult Situations participant ”



**FORMAT:** Half day course 9am-1pm / 1pm-5pm.

### FURTHER INFORMATION

P 02 6171 6300 • E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • W [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.



## RESILIENCE IN THE WORKPLACE

### INTRODUCTION

\$6.5 billion is lost by Australian businesses each year through lack of mental health support for employees.

**Resilience in the Workplace** is designed to build stress resilience and empower staff to perform at their peak.

Using evidence-based strategies from the latest in academic studies, and behavioural and brain science, this practical course covers the essential skills and resources employees need to become more effective contributors within their workplace.

This course will help employees foster an emotionally competent and resilient workforce.

### COURSE OUTLINE

This course covers the following topics:

- What does resilience mean to you?
- Exploration of resilience and stress management
- Importance of values
- Limits and boundaries
- Response to stress: fight, flight or freeze
- Stress levels: low, optimal, high and burnout
- Things that impact your personal resilience
- Increasing self-awareness
- Increasing individual resilience through prevention, immediate relief, long-term solutions and self-care

**FORMAT:** Full or half day course.

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Understanding the importance of resilience and stress management
- Awareness of barriers that impact resilience
- Awareness of current stress levels and resilience
- Defining and applying resilience strengthening techniques

“Excellent course! I would recommend it to anyone.  
Resilience in the Workplace participant”



### FURTHER INFORMATION

P 02 6171 6300 • E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • W [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.

## STRESS MANAGEMENT

### INTRODUCTION

An average of 3.2 working days are lost per worker every year in Australia through workplace stress.

Stress is an inevitable part of life - in fact, it is a healthy part of life. Without stress, people wouldn't be challenged to grow and change. However, when someone has too much stress in their life, they are exposed to a heightened risk of burnout.

In this interactive two hour session, participants are invited to explore stress; what it is, how it affects people and how it can be effectively managed.

### COURSE OUTLINE

This course covers the following topics:

- What is stress?
- Stress in relation to performance
  - low stress
  - optimal stress
  - high stress
  - burnout
- Stress vs. burnout
- Stress vs. self
- Managing stress
- Burnout prevention
- Self-care

**FORMAT:** Two hour course.

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Understanding stress as a natural part of life
- Identifying various levels of stress in relation to performance
- Understanding of the effect of unmanaged or excess stress
- Undertaking appropriate self-care and stress reduction strategies

“ I am now confident in recognising my own signs of when stress is becoming overpowering, this workshop has given me the tools to deal with this – what an amazing course. ”  
Stress Management participant



### FURTHER INFORMATION

P 02 6171 6300 • E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • W [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.

## MENTAL HEALTH FIRST AID

### INTRODUCTION

One in five Australians aged 16-84 experience the symptoms of a diagnosable mental illness every year... that's 20% of us. Yet this topic is still misunderstood and often stigmatised.

Demystifying the topic of mental health comes largely through education.

In this two-day interactive course, participants will be exposed to a firm understanding and awareness of mental health issues. Skills and strategies will be learnt for understanding individual impact and responding to mental health issues.

### COURSE OUTLINE

This course covers the following topics:

- Mental illnesses
- Mental Health First Aid plan
- Depression
- Anxiety
- Psychosis
- Substance misuse

**FORMAT:** Two day course 9am-4.30pm.

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Awareness of mental health issues
- Recognising symptoms
- Responding appropriately
- Identifying possible treatment organisations and referral options

“ This is brilliant. Every person in the country should have the opportunity to complete this course. ”  
Mental Health First Aid participant



### FURTHER INFORMATION

P 02 6171 6300 • E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • W [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.



## MENTAL HEALTH AWARENESS

### INTRODUCTION

Over six million working days are lost each year in Australia through untreated depression in the workplace. The World Health Organisation predicts that by the year 2020, mental health will overtake cardiovascular health as the world's greatest health concern.

Through this course, participants will be exposed to a greater understanding of mental health. This interactive session looks at reducing the stigma associated with mental health issues, what mental health problems and illnesses are, how to help others and how to look after yourself.

### COURSE OUTLINE

This course covers the following topics:

- Mental health vs. mental illness
- Prevalence of mental illness in Australia
- Common signs to look out for
  - depression
  - anxiety
- How to help
  - others
  - ourselves
- Reducing stigma around mental health in our community

**FORMAT:** Two hour course.

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Awareness around mental health in Australia
- Distinguishing a mental health problem from a mental illness
- Understanding the various symptoms of common mental illnesses
- Undertaking appropriate self-care strategies

“

The information was well-presented and made me more open minded to various mental health issues and how to respond.

Mental Health Awareness participant

”



### FURTHER INFORMATION

**P** 02 6171 6300 • **E** [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • **W** [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.

## APPLIED SUICIDE INTERVENTION SKILLS TRAINING

### INTRODUCTION

In Australia there are, on average, seven suicides every day - or one every four hours.

LivingWorks **Applied Suicide Intervention Skills Training** (ASIST) is an internationally standard course providing participants with improved suicide awareness and practical intervention skills.

Over 100,000 Australians have attended this engaging course, learning to provide a clinically proven model of suicide intervention.

### COURSE OUTLINE

This course covers the following topics:

- Suicide first aid approach
- Feelings and experiences relating to suicide
- Connecting:
  - building connections, identifying invitations and asking the question
- Understanding:
  - hearing the story and understanding choices
- Assisting:
  - supporting safety, developing a safe plan and confirming actions
- Networking:
  - support for persons at risk and community resources

**FORMAT:** Two day course 9am-5pm.

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Increased awareness of suicidality
- Recognising risk indicators and responding to meet individual safety needs
- Provision of the ASIST Pathway to Assisting Life
- Identifying the key elements and implementation of an effective suicide safety plan
- Recognising other important aspects of suicide prevention including life-promotion and self-care

“ This was the best training that I have ever attended. I feel competent to ask someone if they've had thoughts of suicide, which I did not believe was possible prior to the course. ”  
ASIST participant



### FURTHER INFORMATION

P 02 6171 6300 • E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • W [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.

## SUICIDE AWARENESS

### INTRODUCTION

There are over 73,000 suicide attempts each year in Australia. Being aware of suicide means being able to help reduce the risk for someone considering suicide.

This course promotes awareness around suicide within Australia; the facts, signs of someone at risk, how to interact and assuming the role of a support person.

### COURSE OUTLINE

This course covers the following topics:

- Suicide statistics, stigmas and facts
- Awareness promotion
- Thoughts, feelings and behaviours around suicide
- Noticing the signs
- Having a chat; listening to concerns, exploring, acknowledging and reflecting thoughts and feelings, working with uncertainty and asking the question
- Evaluating safety concerns and checking for a plan
- Where to go for help; identifying limits and boundaries, utilising personal supports, referrals to organisations and services
- Looking after yourself

**FORMAT:** Two hour course.

### KEY OUTCOMES

Participants will leave with a toolbox of skills and be competent in the following:

- Understanding the personal and societal impacts of suicide
- Identifying the need for a conversation on suicide
- Responding to someone at risk of suicide: signs, asking the question, assessing the risk, getting help
- Implementing safety risk assessments and undertaking appropriate action
- Understanding appropriate self-care practices

“ I learnt a lot in this course, most importantly, I now feel confident in recognising and responding to the signs of suicide - which is an incredible feeling. Suicide Awareness participant ”



### FURTHER INFORMATION

P 02 6171 6300 • E [training@act.lifeline.org.au](mailto:training@act.lifeline.org.au) • W [www.act.lifeline.org.au](http://www.act.lifeline.org.au)

All profits made go towards Lifeline Canberra's telephone crisis support service 13 11 14 saving lives in our community.

### TESTIMONIALS

I have learnt a lot of skills and feel I have a huge improvement of my confidence in putting these skills into action.

This course gave me the skills to help deal with difficult customers, clients and family members.

I've done a lot of mental health training lately, including Cert IV in Mental Health - this course has been the best by a LONG margin!

I absorbed everything in this course - it was easy to follow, fun, reinforced good habits, gave me new tools and inspired me to practice skills.

**A life-changing experience for me on a personal and professional level.**

**Best workshop I have been on in a long time.**

I really enjoyed this course and felt very validated.

I loved the workshop and how it dealt with home and work situations.

I'm so glad I have had the opportunity to attend this course and have learnt so much. Will definitely recommend this course to others. Lifeline does a great job, keep up the good work. Thank you.

As soon as I walk out of the room I feel like I can put these new skills into practice.

I like that the workshop was run over two days. There was a lot of information but I didn't feel overwhelmed.

