

Positive Workplace Interactions Package



Challenging interactions are common occurrences that can come in many forms, from conflict with colleagues to difficult interactions with customers. They can have detrimental effects on physical and psychological health, and knowing how to manage these interactions effectively can increase workplace wellbeing.

SuperFriend's Positive Workplace Interactions package provides a strong foundation of training, coaching and resources to manage conflict and increase positive interactions in the workplace.

What's included?

Online Training Courses

Workplace Mental Health Essentials for All Staff

This course provides an introduction to workplace mental health and wellbeing to help to reduce mental health stigma and increase empathy. Learnings can be applied well beyond the workplace.

Managing Challenging Interactions for All Staff

This course provides an introduction to understanding conflict, including the common causes, identifying conflict management styles, person-centered communication strategies, how to de-escalate challenging interactions, and practicing self-care.

Workshop

Managing Challenging Interactions

This workshop provides learners with an opportunity to practice and embed the skills from the online course and go through case studies and examples in detail.

Small group coaching

A two hour small group coaching session (4-12 participants) aimed at addressing a specific

business challenge. The bespoke session content and discussion guide are developed in consultation with the client and draw on theory and best practice.

Resources

Tools

- Mental Health and Wellbeing Information Card

Tip sheets

- Conflict management styles
- Creating a safe environment for conflict
- De-escalating challenging interactions
- Introduction to conflict management
- Managing Challenging Interactions workshop takeaways
- Active listening
- Empathy, sympathy and compassion
- Active, constructive responding
- Five Ways to Wellbeing - General Staff
- Legal rights and responsibilities - employees
- The mental health continuum
- Peer support

Guides

- Looking After You Guide

Indicators of a Thriving Workplace Report

SuperFriend's annual national 'Indicators of a Thriving Workplace' survey is the largest study of workplace mental health across all workplaces, sectors and industries in Australia.

Internal marketing and communications pack

Package details

- Suitable for leaders and HR personnel
- Access for up to 12 learners
- Learner activity and evaluation reports provided for online training

\$ 5,600
(plus GST)