

Premium Package for Insurers and Superannuation Funds



SuperFriend's Premium Package (For Insurers & Superannuation Funds) is a comprehensive training solution that supports all staff working in insurance and superannuation to navigate the stressors and challenges of their workday through self-care, peer support, de-escalation strategies for challenging interactions, and knowledge of the positive workplace strategies so they can thrive at work.

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.

Workplace Mental Health Essentials for Leaders

This course provides learners with increased awareness for managing psychological risk and the importance of self-care for themselves and their team, and understanding on how to support a cohesive team and promote a mentally healthy 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.

Positive Strategies for Success

This course provides individual team members with clear knowledge and practical strategies to boost their levels of engagement, productivity and psychological wellbeing while at work.

Communication Strategies for Claims Managers

This course provides an introduction to person-centred communication using an Effective Communication framework (OARS) aligned to FSC Standard 21.

Positive Interactions for Contact Centre Staff

This course provides an introduction to understanding mental illness aligned to FSC Standard 21 and strategies to manage and de-escalate challenging calls.

Interpersonal Strategies for Underwriting

This course provides an introduction to person-centred communication strategies and includes an Effective Communication framework (OARS) approach and content aligned to FSC Standard 21.

Resources

- Mentally Healthy Workplace Toolkit
- Mental Health and Wellbeing Information Card
- Giving and Receiving Feedback poster
- Taking Action: A Best Practice Framework for the Management of Psychological Claims

Tip sheets

- Using an integrated approach to support your team
- Understanding your legal obligations
- Psychological risk and protective factors
- Five Ways to Wellbeing - Engaging people and teams
- The role of leaders in supporting mental health and wellbeing
- 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
- The call termination process

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- Managing challenging interactions
- Mental illness
- Person-centred communication
- One word to avoid when talking about suicide
- Conflict management styles
- Creating a safe environment for conflict
- De-escalating challenging interactions
- Introduction to conflict management
- Growth mindset
- Promoting a growth mindset tip sheet
- Cultivating a growth mindset activity
- Grow your team's mindset activity
- Motivation
- Motivation cards activity
- Team motivation
- Team goal setting activity
- Positive leadership
- An introduction to strengths activity
- Identifying your strengths activity
- My top VIA character strengths activity
- The VIA classification of 24 Character Strengths
- An introduction to strengths
- Five tips to apply your strengths at work activity
- Job crafting
- Job crafting quiz
- Job crafting bingo activity
- Job crafting activity
- Empowering job crafting
- Workplace culture
- Defining our team culture activity
- Strengths-based leadership
- Paper tower building activity
- Strength stars activity
- Identifying strengths in leaders activity
- My Team's Top VIA Character Strengths activity

Guides

- Looking After You Guide
- Building Thriving Workplaces: Guidelines and Actions
- Manager's Guide to Difficult Conversations in the Workplace

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 all staff working in insurance and superannuation
- Access for up to 20 learners
- Learner activity and evaluation reports provided for online training

\$ 5,200
(plus GST)