

# Supporting your Claims Team Package



**Claims managers have a unique responsibility to manage complex claims and it is well recognised that, when equipped with skills, training & awareness related to mental health there are benefits for all stakeholders.**

**SuperFriend's Supporting your Claims Team package gives claims staff the knowledge they need to support their own wellbeing and the skills to manage challenging interactions during their workday.**

## 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.

#### *Communication Strategies for Claims Managers*

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

### Facilitated Workshop

#### *Communication Strategies for Claims Managers*

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 for people leaders and HR staff aimed at addressing

the specific change management challenges at client organisations. The bespoke session content and discussion guide are developed in consultation with the client and drawing on theory and best practice.

### Resources

#### *Tools*

- Mental Health and Wellbeing Information Card
- Taking Action: A Best Practice Framework for the Management of Psychological Claims

#### *Tip sheets*

- The call termination process
- Person-centred communication
- Managing challenging interactions
- One word to avoid when talking about suicide
- Mental illness

#### *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 all claims staff
- Access for up to 12 learners
- Learner activity and evaluation reports provided for online training

**\$ 4,500**  
(plus GST)