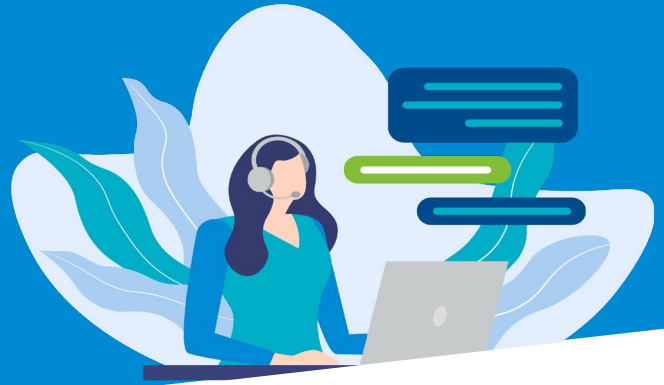


Supporting your Contact Centre Team Package



Contact centre staff face unique challenges in their role often due to the high work demands, managing challenging interactions, high levels of performance management, and limited development opportunities.

SuperFriend's Supporting your Contact Centre Team package supports contact centre staff with 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.

Positive Interactions for Contact Centre Staff

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

Facilitated Workshop

Positive Interactions for Contact Centre Staff

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

Tip sheets

- The call termination process
- Person-centred communication
- Managing challenging interactions
- One word to avoid when talking about suicide
- Mental Illness
- 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 contact centre staff
- Access for up to 12 learners
- Learner activity and evaluation reports provided for online training

\$ 3,000
(plus GST)