

# Supporting your Underwriting Team Package



**Underwriting staff face unique challenges in their role often due to the high work demands, high levels of performance management, increasingly complex applications and the need to manage challenging interactions and deliver difficult news in an empathetic manner.**

**SuperFriend's Supporting your Underwriting Team package gives underwriting 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.

#### *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.

### Facilitated Workshop

#### *Interpersonal Strategies for Underwriting*

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

underwriting staff aimed at addressing the specific challenges they are facing in their role. 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
- De-escalating challenging interactions
- 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 underwriting staff
- Access for up to 12 learners
- Learner activity and evaluation reports provided for online training

**\$ 3,000**  
(plus GST)