



DECEMBER 2023 - FEBRUARY 2024

# Working away during the holidays

Relationships can be challenging to manage at the best of times, and can become especially difficult to manage over the holidays. It's a time when things could already be stressful and overwhelming, so being at work and away from loved ones can feel isolating.

Prioritising self care is essential during this time, whether it is spending time with friends at work or taking time out for yourself. When it comes to managing relationships during the holidays, communication with loved ones is key. It allows you to manage expectations of what this period will look like for you, if you are missing out on family events. It can also be an opportunity to plan ways to create

new holiday rituals or celebrations that feel special for you and your loved ones when you return home.

It is never easy being separated from family and friends during this time of year, if you need additional support over the holidays, please contact our team to arrange a session with our Clinicians who can provide you with support either via phone, online or in person.



## CONFLICT MANAGEMENT

There is no one correct approach to managing conflict. Effective conflict managers adapt their style to the requirements of the situation. To effectively manage conflict in the workplace, we need to understand the causes and effects of conflicts, identify the various conflict resolution styles, and improve communication which will assist with problem solving. Our team has developed a Conflict Management training program aimed at targeting conflict in the workplace for managers and employees alike. The training addresses the skills required for conflict resolution as well as the strategies for effective implementation. We will also be running a training workshop on the topic in the new year so keep an eye on your inbox for more details.

To find out more visit our [website](https://www.bsspsych.com.au) or email our team at [training@bsspsych.com.au](mailto:training@bsspsych.com.au)



## CHRISTMAS BURNOUT - IT'S A THING

Christmas is meant to be "the most wonderful time of the year". However, it leaves some people feeling more like the Grinch than Santa's helper. There is an increased financial and time pressure, people tend to overcommit, routines go out of the window and overeating and over drinking are not uncommon. Here is what you can do to help manage and enjoy your Christmas break:

1. Manage your own expectations. Ask yourself what is important to you.
2. Manage other people's expectations. Practice saying "no" to things that are unrealistic or more than you can handle.
3. If you are concerned about money think of low-cost options (e.g. a car wash), go Op-shopping or organize a Secret Santa with friends and family.
4. Set aside intentional down-time, don't underestimate the value of a good, bad Christmas movie.
5. Get some exercise. Walking, running, and yoga are good for relieving stress.
6. Ask for help if you need it. Whether it's with a friend, family, colleague or your EAP, it always helps to talk to someone.
7. Check out our latest video for more tips on how to not just survive but thrive throughout this festive season. Whether you are at home or working away. Click the image or visit our [website](https://www.bsspsych.com.au).

## MEET THE BSS TEAM

Meet Mercedes, one of our Clinical Managers at BSS. Since joining the organisation in 2010, Mercedes has certainly witnessed some changes and growth along the way. "The people are the number one thing I love about working at BSS. As Clinical Manager, I get to mentor and support Clinicians in their professional journey. It is a very supportive and inclusive environment and it's great to see their growth over the years. I'm passionate about cultural diversity and have a strong commitment to support the Spanish speaking population in Perth. I am currently doing some pro-bono work for Spanish speaking refugees. In 2024, I'm aiming to spend more time with my sons, they're almost both adults, so I want to grab every opportunity to connect with them and maintain a healthy work/life balance."



Please call 1800 30 30 90 (AUS) or 0800 820 035 (NZ)  
to book a face-to-face, on-site, telephone or video counselling session



# Critical Incident Response Training Day

Recently, BSS Manager (Consulting and Content), Chris Burrows presented a half-day session on Critical Incident Response training to our Perth clients and industry colleagues. The course discussed 'How to be better prepared to respond to Critical Incidents in the workplace' and covered areas including:

- » What a critical incident is, and when to engage professional psychological support.
- » How to identify stress reactions, influencing psychological risk factors.
- » Increase knowledge and confidence in responding to those impacted.
- » Accessing support through each stage of the incident – shock, impact, recovery, growth.

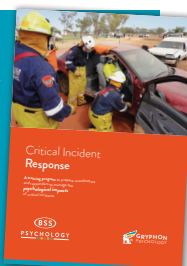
The event officially launched our new Critical Incident Response training, now available as part of our Training course suite. We received great feedback on the session and would like to thank those who attended. Keep an eye out for our next course around Conflict Management scheduled for early 2024.



**Ready To Book  
CIR Training?**

Simply call  
**1800 30 30 90**

or email our  
Training team  
[training@bsspsych.com.au](mailto:training@bsspsych.com.au)



## GETTING READY FOR 2024



With the new year arriving, it is a great opportunity to reflect on your achievements, challenges, and lessons learned in 2023. Here are some tips to get you started.

Define clear and achievable goals then break them down into smaller steps.

While setting goals is important, be open to adjusting them as circumstances change.

Incorporate self-care routines into your daily or weekly schedule. E.g. exercise, meditation, do what you enjoy or reach out to your EAP for the first time.

Review your finances and set a budget for the upcoming year. It will help make you feel prepared and organised for those anticipated expenses.

Strengthen relationships with family and friends either via phone or in person and evaluate how you use your leisure time. Identify any areas for improvement.

Enjoy the sunshine! Exposure to sunshine increases the brain's release of the serotonin hormone which is the 'feel good' hormone. Prioritise your physical and mental well-being by scheduling necessary health check-ups or screenings as part of your new year plan.



## HOLIDAY SEASON OPENING HOURS

For critical matters, our team is here 24/7.

For non urgent counselling appointments,

our offices will be closed on the following public holidays:

Monday 25 December 2023, Tuesday 26 December 2023, and Monday 1 January 2024.



## ONLINE PRESENTATIONS

Each session runs for 30-60 minutes and will be uploaded at 10am Australian Western Standard Time on the date stated and will be available for 5 business days. These sessions are available at no cost.

[CLICK HERE](#) A Vimeo link will take you to the current presentation that is available for viewing or simply search BSS Psychology.

**MONDAY 04 DEC** **BOUNDARIES WHY THEY ARE IMPORTANT**

**THURSDAY 07 DEC** **BRAIN MYTHS EXPLORED**

**MONDAY 11 DEC** **MENTAL TOUGHNESS**

**THURSDAY 14 DEC** **FIVE HOURS TO A BETTER RELATIONSHIP**

**MONDAY 18 DEC** **SUPPORTING A YOUNG PERSON'S MENTAL HEALTH**

**THURSDAY 04 JAN** **PARENTING NEURODIVERGENT CHILDREN**

**MONDAY 08 JAN** **WHY IT IS IMPORTANT TO KNOW ABOUT SLEEP DISORDERS**

**THURSDAY 18 JAN** **PAY IT FORWARD**

**MONDAY 22 JAN** **STRESSED OUT? A PRACTICAL GUIDE ON MANAGING STRESS**

## BSS ON LINKEDIN

Keep up to date with the latest BSS Psychology news, updates on our programs and helpful videos and tips. Click the LinkedIn icon above or search BSS Psychology.

