

Conflict Management

Why can't we all just get along?

Humans are social beings and it is our relationships with others that provide the meaning and opportunities to learn and grow. However, relationships also come with challenges and the way we work through our conflicts can have long-lasting effects. As uncomfortable and painful as conflict may be, avoiding it is not a healthy choice as it often creates further conflicts and could damage our relationships. Conflict management rather than avoidance in the workplace has become more and more complicated as workplaces have become more and more complex. To address this, BSS has developed a new Conflict Management program with the aim to help our clients resolve issues in the workplace. The new Program comprises of: training for individuals or groups to improve their ability to manage workplace and personal conflict, a coaching program for managers, supervisors and other individuals to increase their skills in managing conflict, and a framework for BSS Clinicians to undertake conflict resolution for client organisations with two or more their employees.



Throughout March, BSS Director Peter Simpson will lead a series of workshops across Perth, Brisbane and Mackay for our clients and industry colleagues, introducing our new Conflict Management program and how it can help effectively resolve conflict in the workplace. To find out more about the Conflict Management sessions or about the Program, visit our [website](#), email our Training Team training@bsspsych.com.au or call 1800 30 30 90.



Creating safe spaces for women in Resources

As we recognise International Women's Day, it's vital to address psychosocial hazards faced by women in resources industry, including harassment, discrimination, and sometimes even violence. These hazards, significantly impact mental and emotional well-being. To ensure a safe environment, the industry must adopt a risk-based approach, prioritizing psychosocial safety alongside operational safety. Inclusive leadership is key, especially in male-dominated industries, to support staff well-being and ensure workforce sustainability. Psychosocial safety measures and leadership training are essential to combat these issues effectively. It's imperative for employers to monitor and maintain a safe work environment, addressing risks of harassment, discrimination, and violence effectively. Remember, you can reach out to your EAP for a confidential discussion about a range of concerns including learning more about psychosocial hazards. To book an appointment with a BSS Clinician, call 1800 30 30 90 or email appt@bsspsych.com.au

NEW LOCATION BUT BUSINESS AS USUAL

After 25 years in West Perth, BSS Psychology is moving to a new premise at the Garden Office Park in Osborne Park. BSS Manager Joseph Simpson explains the move and what it means for our clients.

Why is BSS moving? Growth in both our Clinical and our Business Support Teams has seen us expand into 4 offices across West Perth over the past few years. Moving to a new premises with a bespoke fit out will improve the experience for our clients and team alike.

How will it impact clients? A 25% increase in counselling rooms to accommodate our growing team with larger & brighter spaces. This will increase the availability of client times in Perth. Free on-site parking for 2 hours, easy access from multiple freeway exits

and public transport makes the service more accessible for clients and their family members. The surrounding gardens create a welcoming and calm environment before and after appointments at BSS.



What are the benefits of the move? Aside from increased availability and access for our clients, the new office provides a fresh working environment for our staff with modern collaboration spaces, and quiet rooms. We believe that by looking after our team, it helps ensure continual service excellence - a commitment to always strive to better serve our clients and their teams. A new office is also a great way to mark our 25th anniversary which we are celebrating this year.

BSS IS MOVING

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



RECOGNISING WOMEN ONSITE TODAY AND EVERYDAY - MEET ALISHA

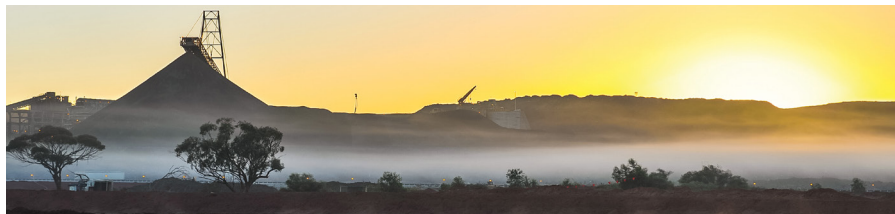
My role at BSS is as an Onsite Clinician. The site is within a town in the Pilbara so I also support the community with counselling as well as providing psycho-education sessions around mental health and well-being topics.

For over a year now, a typical workday begins with checking my diary to see what clients I have and if I have received any new referrals. I usually liaise with the team I work within Onsite, (which is the health and safety team), and catch up with them about how their week has been and let them know my whereabouts whilst Onsite. I also attend crew meetings and provide presentations on mental health topics to up-skill and educate staff.



The most empowering thing about my role is that I truly get to express and be myself and support my clients. I also love the fact that I work in the mining sector and have the privilege of seeing more women in leadership roles and I am able to learn and work alongside them, which I find very inspiring. I love that I am able to express myself in a professional setting and promote the value of individuals utilising mental health support services through their own workplace.

Outside of work, I love reading, playing the drums, caring for and fostering greyhounds until they are re-homed. My main goal for this year is to keep up with my fitness regime and adhere to my own self-care activities to ensure I can continue to support my clients. I think in our profession we are often "like a sponge" for others, we can forget we also need a break and some TLC, so I will ensure this is my focus in 2024.



SUPPORTING THE PEER SUPPORTERS

Time to stop putting yourself on the bottom of the priority list! Self-care is a critical component of being an effective supporter.

Peer Supporters provide empathetic assistance and understanding to others and often find themselves emotionally invested in the well-being of individuals they support. The demands of supporting others can be emotionally taxing and if not managed appropriately can lead to burnout and compassion fatigue. Self-care is about deliberately taking care of your own well-being through restorative activities.

By engaging in regular self-care practices, it allows you to recharge, manage your own emotional well-being, sustain empathy, and helps you provide meaningful support. Self-care might be a multi-billion-dollar industry, but it doesn't have to cost you a cent!

Examples include calling a friend, taking a walk, deep breathing, music, yoga, reading a book, and exercise. The important thing is to find self-care activities that work for you. If you find yourself in a position that you feel talking may be helpful, please reach out to one of our Clinicians. When identifying yourself as a Peer Supporter you are eligible to access rapid support from our team. To make an appointment, call 1800 30 30 90 or email appt@bsspsych.com.au



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 MAR LOOK WHAT YOU MADE ME DO... WORKING WITH ANGER

THURSDAY 07 MAR GRIEF AND LOSS

MONDAY 11 MAR CULTIVATING HAPPINESS

THURSDAY 14 MAR ADHD

MONDAY 18 MAR BEING A GOOD MODERN DAY LEADER

THURSDAY 21 MAR INTRODUCTION TO ACCEPTANCE AND COMMITMENT THERAPY

THURSDAY 25 MAR LET'S SWIPE RIGHT

THURSDAY 28 MAR WORLD BIPOLAR DAY

MONDAY 08 APR CHANGE

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 or search BSS Psychology.

