



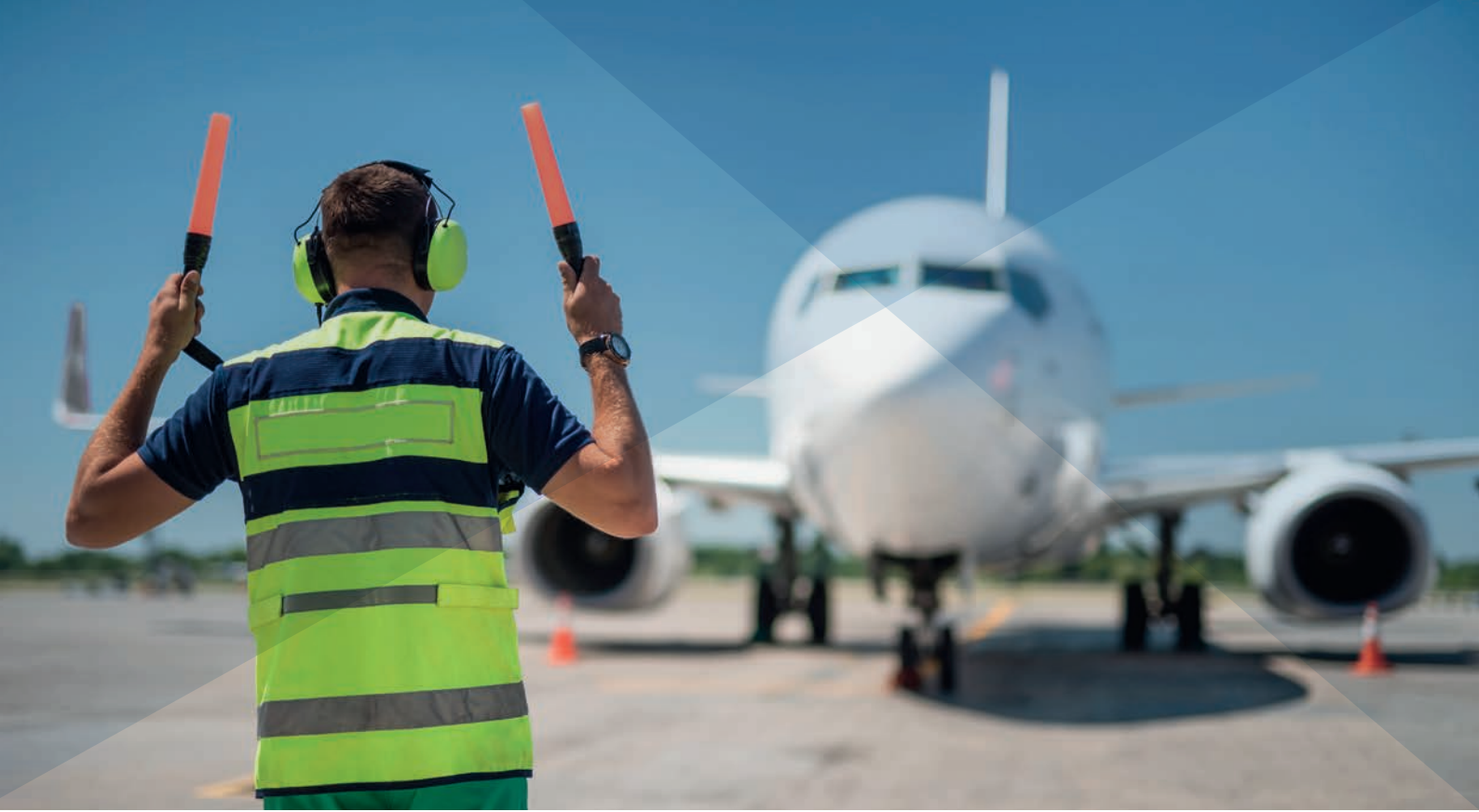
Training Programs



PSYCHOLOGY
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GRYPHON
PSYCHOLOGY



About our programs

This brochure provides information on the BSS and Gryphon Psychology training programs. These programs are engaging and interactive and designed for face-to-face delivery. However many of these courses can be delivered virtually.

We also offer customised workshops and presentations that are tailored to meet your organisation's specific needs.

For further information contact our training team to discuss how our training can best support your training objectives.

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Fatigue Management

Poor sleep and associated fatigue are common for shift workers. Fatigue can cause work and road accidents as well as contribute to a variety of physical and mental health problems.

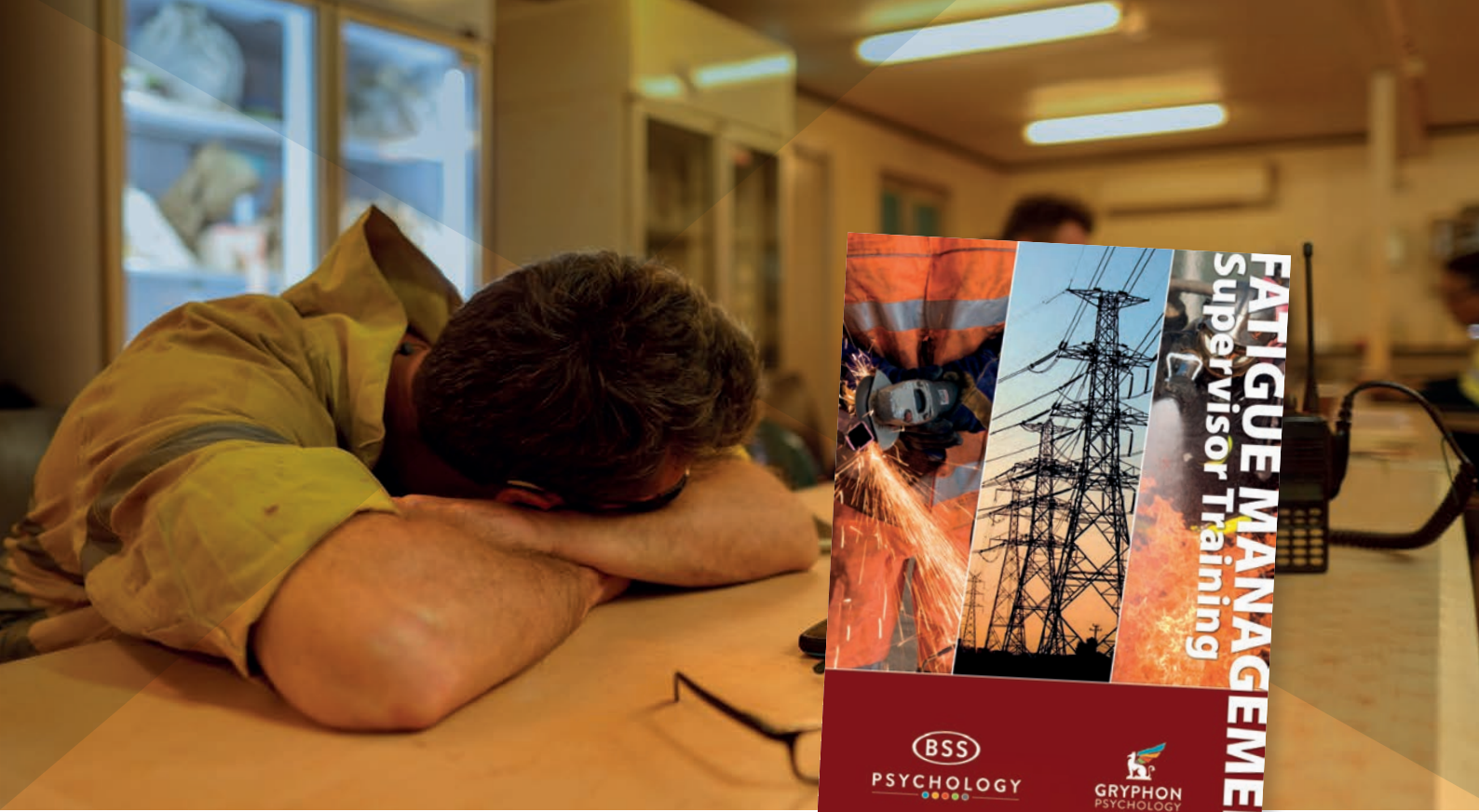
This course will cover:

- ▶ The extent and causes of fatigue in modern life and its effect on health, safety and performance
- ▶ The impact of shiftwork on health and ways to minimise these impacts
- ▶ The sleep cycle, including the importance of different types of sleep for physical and psychological recuperation
- ▶ Sleep hygiene – improving the quantity and quality of sleep
- ▶ Effects of alcohol and drugs on sleep and alertness
- ▶ Circadian rhythms and their impact on alertness and safety
- ▶ Improving alertness management on night shift

- ▶ Eating to improve alertness and promote sleep
- ▶ Getting to sleep and staying asleep after night shift
- ▶ Managing shift change
- ▶ Safe commuting, particularly after night shift
- ▶ Returning to site rested and fit for work

*Participants undertake a comprehensive assessment to determine the level and causes of their own fatigue and create an individual fatigue management plan. This will enable them to improve their sleep (both at night and during the day), improve their alertness when working at night, and better manage important issues such as shift change, re-adapting to days after night shift, etc.

Duration: Full Day



Fatigue Management – Supervisor Training

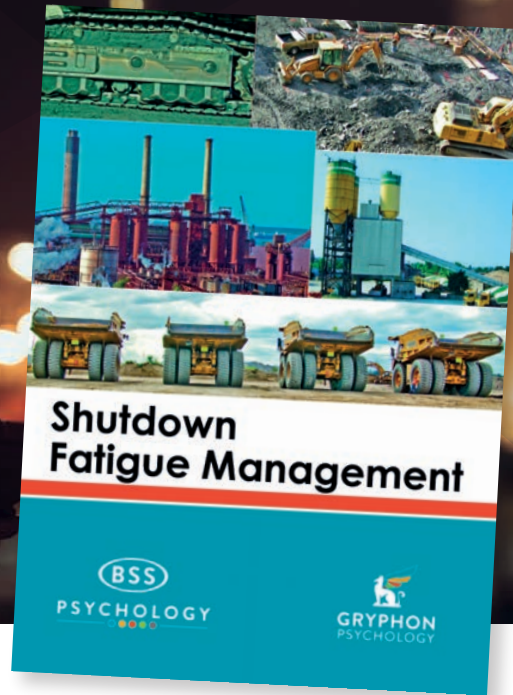
Supervisors have a key role to play in promoting and managing employee ‘Fitness for Work’. This training program provides supervisors with knowledge and skills to do this effectively.

The training covers the following:

- ▶ The organisation’s approach to managing fitness for work / fatigue
- ▶ The skills and attitudes necessary to manage fitness for work in a constructive manner (in particular to encourage employees to report when they or others may be fatigued or otherwise unfit for work)
- ▶ Assessing signs that individuals may be fatigued or otherwise unfit for work
- ▶ Providing feedback to support concerns about an individual’s fitness for work
- ▶ Providing appropriate support to assist individuals to address fitness for work issues
- ▶ Assisting employees to access medical, EAP or other assistance
- ▶ Evolving appropriate documentation of fitness for work issues
- ▶ Developing a ‘FFW aware’ culture in their workgroups

Pre-requisite: Supervisors need to have already attended either the Fatigue workshop or the Alcohol and Other Drugs workshop.

Duration: Half Day or Full Day



Shutdown Fatigue Management

Shut Down Crew are at high risk of fatigue for a number of reasons including:

- ▶ They can be mobilised to site at short notice and for long swings, often including high number of consecutive (up to 10 or even 14) night shifts
- ▶ They move between different shutdowns / contactors with inadequate time off, both before and after projects
- ▶ Due to the short term, casual nature of their employment, most have not had any fatigue training nor any screening for sleep disorders

To address this situation, we have developed a program to specifically addresses the needs of these employees, the training includes:

- ▶ The importance of various types of sleep that influence physical and psychological recuperation

- ▶ Sleep hygiene and improving the quantity and quality of sleep
- ▶ Arriving at work refreshed and fit for work
- ▶ Improving sleep when on site
- ▶ Managing day sleep and night alertness
- ▶ Moderating alcohol use, especially on shift change and after night shift
- ▶ Managing coming onto and going off shift
- ▶ Making the most of short preparation and recovery periods

Participants undertake a basic assessment of their sleep including a screening for common sleep disorders. The trainer also provides participants with advice about accessing assistance to address any identified issues.

Duration: 2-3 Hours



Shiftwork, Sleep & Safety: Managing Fatigue in a 24/7 Workplace

This program has been designed to help shift workers improve the quality and safety of their lives both at work and home. It will help them to assess and improve their sleep and provide practical strategies to improve sleep and reduce fatigue when working at night.

Shift-workers are exposed to a range of increased personal and work risks including but not limited to - accidents both road and work, long-term health problems including cardiovascular disease, diabetes etc., mental health problems including anxiety & depression, and increased relationship and family problems. Many of these problems result from poor sleep. Poor sleep though is often due to a lack of time when working long shifts or difficulty in sleeping at times you would normally expect to be awake, for example, sleeping during the day when working at night.

It includes:

- ▶ Preparing to return to work after a break
- ▶ Commuting safely to remote locations
- ▶ Preparing to go onto night shift
- ▶ Managing alertness on nightshift
- ▶ Getting to sleep and preventing awakening when sleeping during the day
- ▶ Improving recovery when going off night shift to days off

Duration: Full Day



Better Sleep

Poor or unrefreshing sleep often results from psychological causes such as stress, anxiety and depression.

The three most common patterns are:

- ▶ Trouble getting to sleep
- ▶ Waking up frequently throughout the night
- ▶ Waking too early in the morning

The Better Sleep program is designed to help individuals who feel they are not getting enough sleep, or do not feel refreshed when they awake. It provides practical steps to assess sleep and to address the most common causes of poor sleep.

The Better Sleep program is based on the scientifically proven *Cognitive Behaviour Therapy for Insomnia* (CBT-I) approach to managing insomnia. CBT-I focuses on three major objectives:

- ▶ Identifying and eliminating ineffective sleeping habits
- ▶ Reducing sleep-related anxiety and other psychological issues that disrupt sleep

- ▶ Addressing dysfunctional beliefs and attitudes that increase arousal and make sleep difficult

The program is based on a comprehensive manual that contains:

- ▶ Information on sleep and its importance
- ▶ A full range of assessments that will determine what issues are making sleep difficult
- ▶ Specific strategies to address the above issues
- ▶ Practical advice to address common psychological problems such as stress, anxiety and depression that cause poor sleep

The program is delivered by qualified clinicians with training in delivering the program and in treating individuals with sleeping problems.

Duration: Half Day



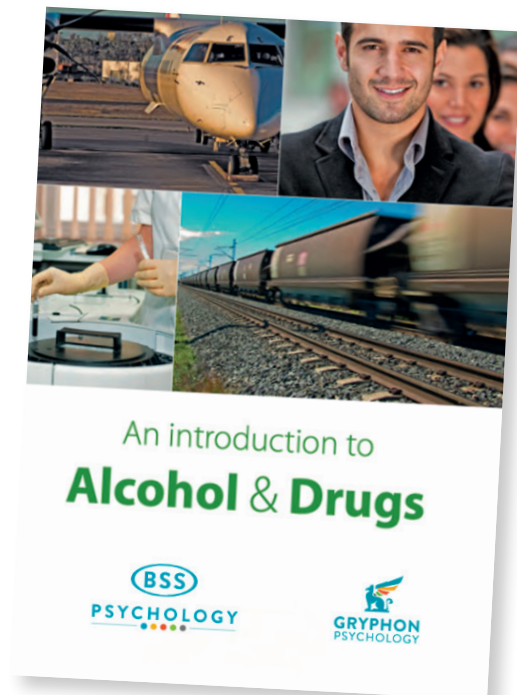
Alcohol and Other Drugs

This Alcohol and Drug education program provides employees with an understanding of how Alcohol and Drugs can impact “fitness for work” and increase ‘risks at work’.

The course covers the following:

- ▶ An understanding of “fitness for work” and its importance
- ▶ What is Drug Abuse
- ▶ The contribution of alcohol and drugs can have on work and road accidents
- ▶ The impact of alcohol and drug abuse on mental and physical health
- ▶ The ways in which alcohol and drugs can cause impairment
- ▶ How long alcohol and drugs remain in the body
- ▶ Safe alcohol consumption
- ▶ Cannabis
- ▶ Methamphetamines
- ▶ Commonly abused medicinal drugs
- ▶ Accessing help for alcohol and drug problems

If required, the training can also include a section on workplace alcohol and drug testing.



Duration: 2 Hours



Online Fitness for Work Training

*These online programs can be customised with an organisation's specific fatigue / alcohol and drug / fitness for work requirements as well as corporate logos, workplace photos and other images.

FATIGUE INDUCTION ONLINE

This program can be used as basic fatigue training or as a periodic refresher.

It covers the following key areas:

- ▶ An introduction to fatigue and fitness for work
- ▶ Causes and effects of fatigue
- ▶ Sleep and how to improve it
- ▶ Circadian rhythms and shift work
- ▶ Managing fatigue at night
- ▶ Shift work, health and wellbeing
- ▶ Safe commuting

Each section has a short, interactive quiz to ensure mastery of the content.

Duration: 45 minutes

ALCOHOL & DRUGS ONLINE

This program provides an introduction to alcohol and drugs; and their impact on health and safety.

It covers the following key areas:

- ▶ Types of illicit drugs
- ▶ Overview of problem drug use in Australia
- ▶ Alcohol, drugs & impairment
- ▶ Safe alcohol consumption
- ▶ Methamphetamine
- ▶ Cannabis
- ▶ Commonly abused prescription drugs

Each section has a short, interactive quiz to ensure mastery of the content.

Duration: 30 minutes



PSYCHOSOCIAL RISKS AND PSYCHOLOGICAL SAFETY ONLINE

This program provides an overview of psychosocial hazards and their impact on employees' health and wellbeing.

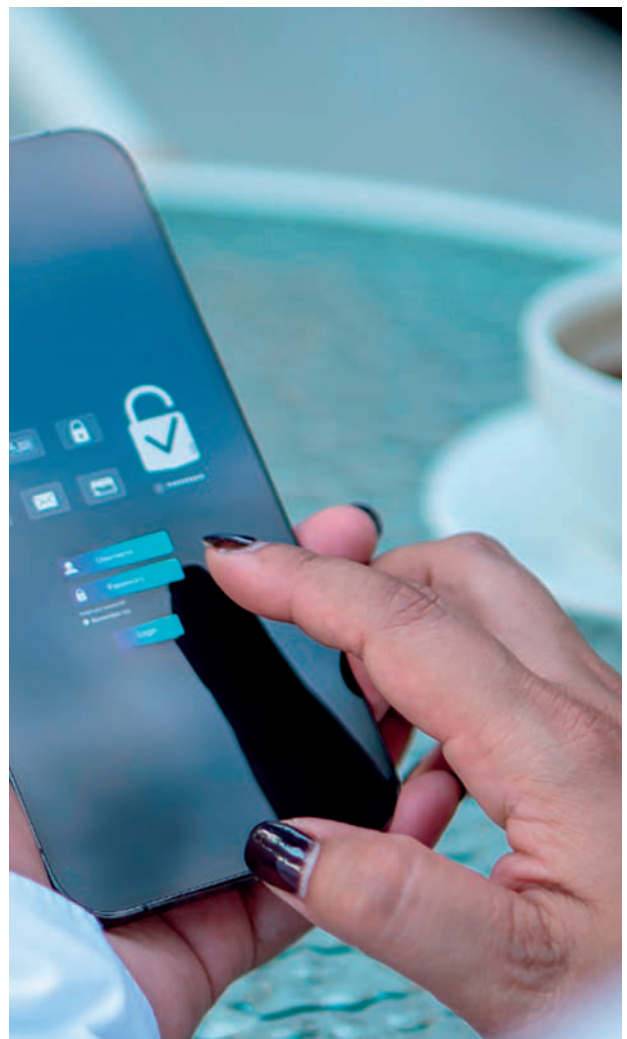
It covers the following key areas:

- ▶ What are psychosocial hazards?
- ▶ How psychosocial hazards cause harm
- ▶ Psychological safety
- ▶ Managing stress
- ▶ Harassment, bullying & racism
- ▶ How to intervene with inappropriate behaviour
- ▶ How to respond if you are a target of inappropriate behaviour

Each section has a short, interactive quiz to ensure mastery of the content.

These online programs can be customised with an organisation's specific fatigue / alcohol and drug / fitness for work requirements as well as corporate logos, workplace photos and other images.

Duration: 30 minutes





Mental Health at Work

This training program will help all employees understand mental health and how to improve it both for themselves and their loved ones.

The course objectives are to:

- ▶ Increase understanding of mental health and mental health problems and reduce associated stigma
- ▶ Create a supportive workplace for individuals with mental health issues
- ▶ Provide information about the most common forms of mental health issues
- ▶ Raise awareness of suicide at all levels within the organisation
- ▶ Provide employees with strategies to promote their own mental health including:
 - increasing their resilience and ability to bounce back
 - developing a better understanding and management of stress
 - improving work/life balance
- ▶ Increase the willingness to access assistance to address mental health issues
- ▶ Increase the willingness to support and assist others to address mental health issues
- ▶ Encourage the development of an organisation-wide mental health strategy

Duration: Half Day



Mental Health at Work – Supervisor Training

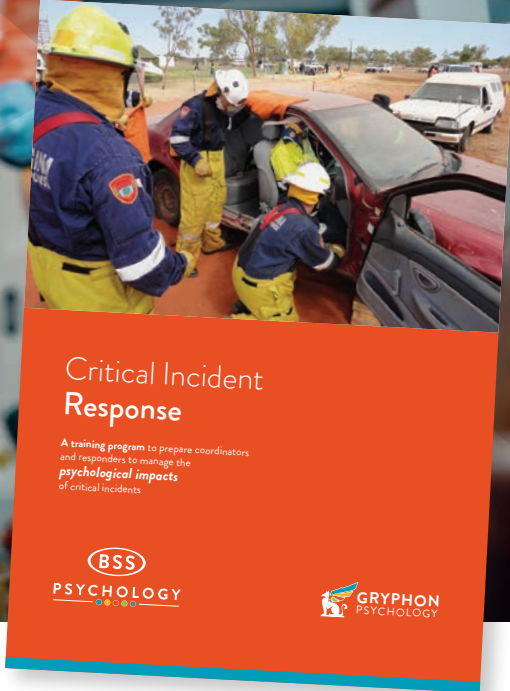
This training course will provide leaders with the knowledge and skills to support and manage employees with personal and mental health issues.

The course will cover:

- ▶ An introduction to managing mental health at work
- ▶ An overview of workplace programs that protect and promote mental health
- ▶ The factors that contribute to mental health problems at work
- ▶ A brief overview of how to assess an organisation’s efforts to manage mental health
- ▶ Managing workplace stress including work that employees find satisfying and fulfilling
- ▶ Providing support for employees with personal or work problems by:
 - raising concerns with employees
 - providing feedback
 - offering appropriate support
- ▶ Managing individuals with a mental health issues by:
 - recognising the early signs of possible mental health issues
 - assessing the potential risk to the person’s well being and fitness for work
 - referring the person for appropriate professional assistance
 - taking action if the person is unable or unwilling to accept assistance
 - assisting the person return to work

Pre-requisite: All participants must complete a Mental Health at Work Session prior to the Supervisors session

Duration: Half Day



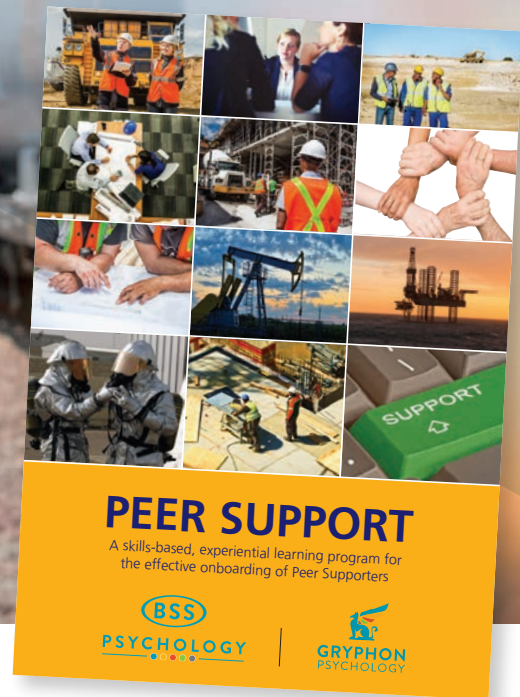
Critical Incident Response

This program is designed to prepare leaders and first responders to manage the psychological impacts of critical incidents.

The course will cover:

- ▶ Understanding the potential impacts of a critical incident
- ▶ Adopting a psychological first aid approach instead of debriefing, and understanding the difference
- ▶ How to effectively engage and utilise professional psychological support at all stages and levels of intervention
- ▶ Identifying those who are affected by critical incident stress
- ▶ How to prioritise and direct support resources for those most affected
- ▶ How to respond to immediate distress
- ▶ Communicating bad news
- ▶ Supporting next of kin
- ▶ The different support priorities over time, post critical incident
- ▶ Monitoring at risk individuals
- ▶ Self-care for coordinators and responders

Duration: Half Day



Peer Support Program

Peer Support is a program in which selected employees are trained to provide support to workmates experiencing personal or mental health issues. They provide practical assistance, particularly in times of high stress or following critical incidents. They are sympathetic listeners who assist workmates to put issues into perspective and begin the problem-solving process. They can also provide resources and information on sources of further assistance and encourage individuals to take action.

The training provides new Peer Supporters with the required knowledge and skills to carry out this role. This includes:

- ▶ An overview of the goals and ethics of the Peer Support role
- ▶ A knowledge of the causes and effects of personal and work-related stress
- ▶ An understanding of the peer support role and how this fits with programs such as the EAP
- ▶ Effective listening and support skills
- ▶ Effective feedback and communication skills
- ▶ Problem-solving
- ▶ How to refer for professional assistance

Duration: 2 Full Days

The training includes a comprehensive course manual with handouts, other resource and wallet cards. After the training, all Peer Supporters have ongoing support from BSS' clinicians for advice in dealing with complex situations.

A Peer Support program increases the effectiveness of the company's EAP, particularly in reaching individuals and groups who are often reluctant to access counselling.

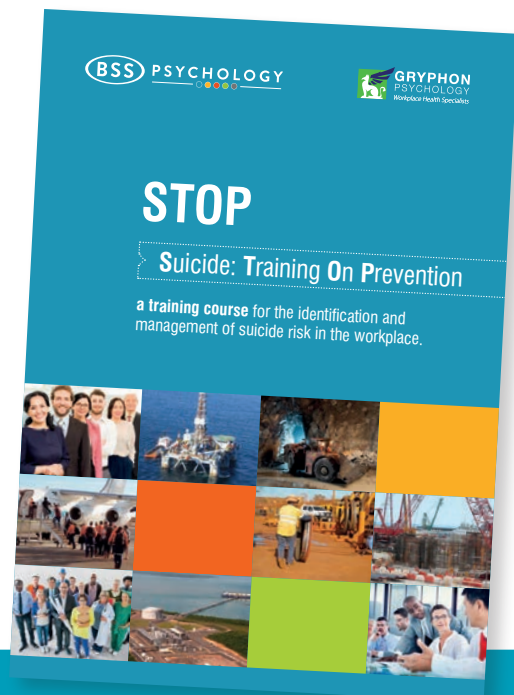
BSS Peer Support trainers are all clinicians with extensive backgrounds in the management of workplace issues. They have all responded to incidents on remote worksites and have counselling experience with workers from a wide range of industries.



STOP (Suicide Training on Prevention)

This training will provide staff with the knowledge and skills to identify, support and manage individuals who are at risk of self-harm or suicide.

- ▶ Gain an overview of suicide risk in the workplace
- ▶ Recognise the myths associated with suicide
- ▶ Learn to respond to the risk of suicide by:
 - Spotting the hazard (warning signs)
 - Assessing the risk (suicide risk factors)
 - Managing the immediate safety of the person at risk of suicide
- ▶ Learn communication strategies for engaging with the person at risk including:
 - De-escalating the situation
 - Key questions to ask
 - What to say and what not to say



Duration: Half Day



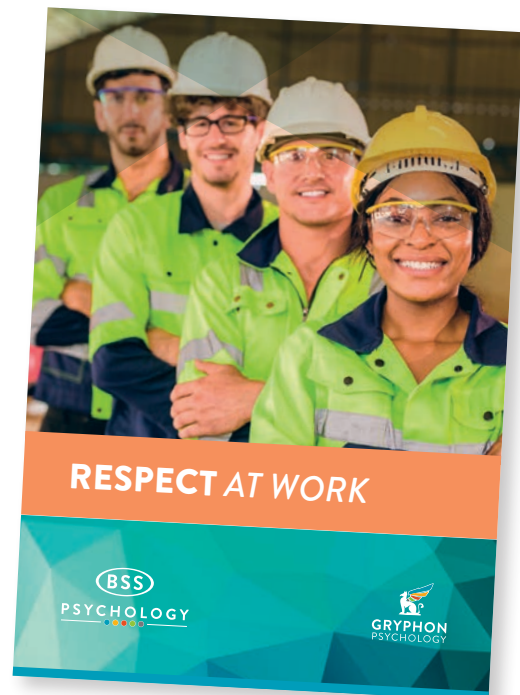
Respect at Work

This program will provide employees with the knowledge and skills to promote respectful behaviour at work and to respond effectively when individuals engage in behaviour that creates a psychological risk to other employees.

The course addresses key areas of Respect at Work by assisting participants to:

- ▶ Understand the importance of respectful behaviour at work
- ▶ Recognise sexual harassment, racism and bullying and understand their negative impact on both individuals and the organisation
- ▶ Learn about and practice constructive strategies to address disrespectful behaviour
- ▶ Understand how to constructively address disrespectful behaviours from others

This program can be combined with the “Managing Psychosocial Risks” course, to form a full day program to train leaders in managing these workplace hazards.



Duration: Half Day



Managing Psychosocial Risks in the Workplace

This program assists managers and supervisors to understand and deal effectively with psychosocial hazards in the workplace. The program is designed to build on the knowledge and skills provided in the “Respect at Work” training.

This program covers:

PART 1: UNDERSTANDING PSYCHOSOCIAL RISK

- ▶ Common psychosocial hazards and duty of care associated
- ▶ Understanding ‘feeling unsafe’ versus ‘feeling uncomfortable’
- ▶ Stress and how it causes physical and psychological harm
- ▶ Recognising and managing burnout
- ▶ Common workplace psychosocial risks
 - Poor work design
 - High and low job demand
 - Poor sleep and fatigue
 - Inappropriate and unreasonable behaviour
 - Conflict

Duration: Half Day or Full Day

PART 2: SKILLS TO DEAL WITH PSYCHOSOCIAL RISK

- ▶ Effective communication
- ▶ Effective feedback
- ▶ Dealing with strong emotions and/or concerns

PART 3: THE ROLE OF THE SUPERVISOR

- ▶ Responding to inappropriate behaviour
- ▶ Supporting complainants of bullying or harassment
- ▶ Supporting individuals accused of bullying or harassment
- ▶ Promoting a respectful workplace

The workshop includes a range of exercises and practical scenarios to allow participants to practice the knowledge and skills covered.



Trauma-Informed Training

This program is designed to assist individuals and leaders to understand and develop trauma-informed practices to build resilience, restore trust and empower those who have faced adversity.

- ▶ Understanding trauma
- ▶ Understanding the impact of trauma on the brain and the body
- ▶ Understanding the difference between stress and trauma
- ▶ Trauma-informed skills and leadership
- ▶ Culturally sensitive trauma-informed practices
- ▶ Practical skills in supporting others
- ▶ Understanding Vicarious Trauma
- ▶ The importance of self-care



Duration: Half Day



Conflict Management

This program is designed to be used in the following ways:

- ▶ As a training program for individuals or groups to improve their ability to manage workplace and personal conflict
- ▶ As a coaching program for managers, supervisors and other individuals to increase their skills in managing conflict
- ▶ As a framework for our counsellors to undertake conflict resolution for its client organisations with two or more of their employees

The Conflict Management manual provides a comprehensive structure to guide individuals participating in any of the above processes. It provides information, examples and practical exercises to develop the knowledge and skills to:

- ▶ Understand the causes and effects of interpersonal and group conflict

- ▶ Recognise different conflict resolution styles and when each is appropriate
- ▶ Distinguish between wants and rights and accept the responsibilities that go with these
- ▶ Reduce the negative emotional impact of conflict, both in themselves and others
- ▶ Clarify underlying interests to reconcile competing 'positions'
- ▶ Communicate both their concerns and needs more effectively
- ▶ Effectively deal with individuals who use aggressive, unproductive or win / lose behaviours
- ▶ Engage in effective problem solving
- ▶ Increased personal resilience to better manage conflict in the future

Duration: Half Day or Full Day

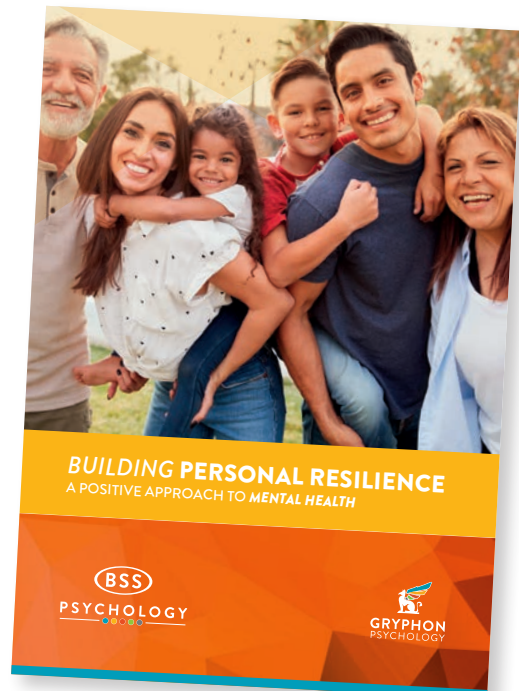


Building Personal Resilience

This course will assist individuals to develop the skills that promote personal resilience and positive mental health in themselves and others.

It focuses on the following key areas:

- ▶ Understanding mental health and mental health disorders
- ▶ Understanding resilience and the behaviours and skills that underlie it
- ▶ Understanding the link between resilience and depression
- ▶ Developing the ability to regulate emotions
- ▶ Fostering an internal locus of control
- ▶ Understanding the relationship and difference between rights, wants and responsibilities
- ▶ Developing realistic optimism
- ▶ Overcoming learned helplessness (discouragement)
- ▶ Challenging faulty thinking
- ▶ Improving sleep and mood
- ▶ Understanding the link between exercise, diet and mental health
- ▶ Managing stress, anxiety, and depression



Duration: Half Day or Full Day



Managing Difficult Workplace Behaviour

This program will assist managers and supervisors to more effectively deal with behaviours that do not breach company policies and procedures but make the workplace less effective and / or unpleasant for other employees.

This course will cover:

- ▶ Understanding behaviour
- ▶ Common types of difficult workplace behaviour
- ▶ Defining problem behaviour
- ▶ Understanding rights, wants and responsibilities
- ▶ An overview of managing difficult behaviour
- ▶ Staying calm / managing anger
- ▶ Communicating effectively
- ▶ Setting limits on inappropriate behaviour
- ▶ Addressing behavioural issues with employees
- ▶ Managing specific common types of problem behaviour:
 - Passive-aggressive behaviour
 - Negative behaviour
 - Manipulative behaviour
 - Emotional dysregulation



Duration: Half Day or Full Day



Services offered

Employee Assistance Counselling

A service for employees and their spouse or partner and dependent children living at home. This is a confidential, short-term, support service, paid for by your employer.

Fitness for Work Assessment and Reporting

Available to organisations when concerns arise regarding an employee's fitness for work due to alcohol, drugs, fatigue or mental well-being. The BSS Psychology and Gryphon Psychology clinician will also assist the employee develop a Return-to-Work plan.

Critical Incident Response

BSS Psychology and Gryphon Psychology provides prompt, professional, on-site assistance following any crisis or stressful event impacting on a workgroup.

Specialist Training

BSS Psychology and Gryphon Psychology are leading providers in workplace training services in the areas of:

- ▶ Fatigue Management
- ▶ Fitness for Work
- ▶ Alcohol and Other Drugs Education
- ▶ Mental Health Awareness
- ▶ Mental Health for Leaders
- ▶ Positive Mental Health
- ▶ Stress Management and Resilience
- ▶ Peer Support
- ▶ Supportive Supervision
- ▶ STOP - Suicide Prevention Training
- ▶ Conflict Management





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