



Managing Psychosocial Risk In The Workplace

Psychosocial hazards are psychological and social conditions in the workplace that have the potential to cause psychological and physical harm. They result from the design and management of work, interactions with leaders, colleagues and other individuals and the working environment.

This training program provides supervisors and leaders with the knowledge and skills to manage common workplace psychosocial hazards, and covers the following:

- ▷ Australia Psychosocial codes of practice
- ▷ Common psychosocial hazards and their associated harms
- ▷ The relationship between psychological safety, accountability and performance
- ▷ Understanding the difference between feeling uncomfortable and feeling unsafe
- ▷ How stress turns hazards into harm.

Understanding key psychosocial risks including:

- Burnout
- Poor work design

- High and low job demand
- Poor sleep and fatigue
- Inappropriate and unreasonable behaviour
- Workplace conflict.

Skills required

- Effective communication
- Effective feedback
- Dealing with strong emotions and clarifying concerns

The role of the supervisor

- Responding to inappropriate behaviour
- Supporting complainants of bullying or harassment
- Supporting respondents to allegations of bullying or harassment
- Promoting a respectful workplace.

Psychosocial support can be accessed by emailing training@bsspsych.com.au or phoning the BSS office on 9211 3700 or Freecall 1800 30 30 90.

BSS Main Office: Garden Office Park, Building C, Level 3, 355 Scarborough Beach Rd,
Osborne Park, WA
Counselling available Australia-wide
National and International toll-free counselling support also available 24/7
For more information, please contact:

appt@bsspsych.com.au | +61 8 9211 3700
1800 30 30 90 (AUS Freecall) | 0800 820 035 (NZ Freecall)