



# TRAINING AND DEVELOPMENT

Customised Training Programs  
and Seminars For Excellence



EMERGENCY SUPPORT  
NETWORK PTY LTD

*Specialising in People Risk Management*

The **Emergency Support Network (ESN)** offers customised professional development programs. Training is provided both on and off site to promote ease of accessibility for staff in both metropolitan and regional areas.

Our experience extends to facilitating training for individuals with disabilities, including those with hearing and sight impairments.

We deliver valuable and enjoyable learning into the workplace. Using positive psychology and best practice learning techniques, training can be provided as:

- **Customised Corporate Training.** Sample courses are below and others can be created to meet your specific needs.
- **Mental Health Commission's Response Training Services** Panel MCH141 which includes: mental health information, communication skills, governance and leadership, peer workforce and consumer up skilling.
- **Group Crisis Intervention Training** with internationally and nationally accredited Crisis Intervention Management Australasia / International Critical Incident Stress Foundation

## TRAINING PROGRAMS

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We offer courses and develop skills in a wide range of areas. These include but are not limited to:

- **Managing Psychosocial Hazards**

Understand the impact of risks including stress and possible mental health issues. Become familiar with a useful framework for managing such hazards.

- **Dealing with Workplace Bullying and Harassment**

Gain insights into why and how bullying occurs. Learn to protect yourself and apply some simple techniques to handle the situation.

- **Managing Workplace Bullying and Harassment**

Senior staff and the organisation can be liable for any bullying and harassment action by their staff. Develop understanding, prevention techniques and skills to simplify but sensitively manage these situations.

- **Dealing with Difficult People**

People can be rude, demanding, aggressive or critical. Unlock the secret behavioural motivations that drive

this kind of conduct. Learn strategies to respond effectively to people with problem behaviours and attitudes.

- **Managing Aggressive Behaviour**

Staff tend to revert to instinctive and unhelpful defence postures and communication styles when confronted with aggression. Learn simple and easily applied techniques to defuse rather than escalate the situation.

- **Effective Conflict Resolution**

Avoiding dealing with conflict or doing so carelessly are common problems in the workplace. Both typically inflame an already difficult situation. Acquire practical strategies to resolve conflict and introduce harmony successfully.

- **Managing Workplace Grievances**

Grievances at work are common and can expose the organisation to risks that managers are often unaware of. Develop skills to smooth and manage grievances between staff.

- **Dispute Mediation for Supervisors and Managers**

Learn to effectively mediate disputes. This workshop enables you to help the parties isolate the issues, develop options for resolution and reach an agreement to accommodate the needs of all involved.

- **Grievance Officer Training**

A workshop to equip selected members of staff as Grievance Officers. Learn to intervene constructively in staff issues. Gain a firm understanding of the role, the legislation, processes for resolution and practical techniques to defuse conflict and stress in the workplace.

- **Positive Performance Management**

Address and improve poor employee performance. Develop strategies to turn performance processes into a positive experience that enables the employee to demonstrate their capacity.

- **Having Healthy Conversations**

Difficult conversations with staff can be made healthy using some crucial interventions. Learn these to help you plan for the conversation, then engage the staff member using neurolinguistic programming and also develop your communication repertoire.

- **Peer Support Officer Training**

Naturally supportive members of staff can volunteer to train to be able to provide support for colleagues in times of stress.

- **Personal Resiliency Skills for Frontline Staff**

Learn to deal with distressing or traumatic frontline experiences. Acquire resilience techniques. Understand the nature of stress, trauma, safety and burnout dynamics.

- **Mental Health Awareness for Frontline Staff**

Understand some common signs that indicate mental health issues. Develop strategies to reduce risk through mental health first aid and referral resources.

- **Managing Workplace Crisis**

Master how to identify employees most affected. Know the stages of critical incident stress, how staff may react and how to best support and monitor them. Learn to reduce impact and risks to the organisation.

- **Critical Incident Response for Frontline Staff**

Understand how critical incidents such as a sudden accident, death or crime can occur and then impact staff. Develop the skills necessary to assist staff to deal with the resulting stress.

- **Creating Positive Team Dynamics**

Group workshop to create functional cohesive teams. Reset team culture to repair the negative impact of conflict on productivity as well as reducing potential liability.

- **Coping with Change**

Understand strategies to deal with fear, uncertainty and suspicion when change is introduced to the workplace.

- **Managing Workplace Change**

Learn simple and effective techniques to communicate and manage any change that is likely to cause employees distress.



We have a wide range of additional professional development programs available. Customised courses may be necessary to fulfil your particular needs so it is recommended to contact us to discuss your requirements.

## Wellness and Employee Engagement Seminars

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Our popular one hour Wellness and Employee Engagement Seminars offer valuable maintenance to professional and personal employee wellbeing.

Sessions include, but are not limited to:

- Sleep Well For Health
- Playing At Work To Enhance Productivity
- Positive Work Life Balance
- Impacting Positively Through Body Language
- From Emotional Intelligence To Social Intelligence
- Impact With A Winning Attitude
- Enhance Your Self Confidence
- Creating Positive Mental Health
- Goal Setting For Success

## FOR FURTHER INFORMATION, PLEASE CONTACT

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### EMERGENCY SUPPORT NETWORK PTY LTD

Phone: +61 8 9203 7777  
Email: [info@emergencysupport.com.au](mailto:info@emergencysupport.com.au)  
Website: [www.emergencysupport.com.au](http://www.emergencysupport.com.au)

