TELUS Health Learning Catalogue

Build a thriving workplace culture with our suite of development programs.

TELUS® Health

TELUS® Health

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Training by TELUS Health

For decades, we've championed the unlimited potential of good health and demonstrated its clear link to great performance. We offer our customers a holistic and comprehensive suite of organisational development programs that build healthy, resilient individuals.

Quality assured

Developed by our expert team of organisational development specialists and senior psychologists, our programs are based on the latest clinical research and evidence.

Flexible delivery

We understand that workplaces are evolving. All programs have the flexibility to be delivered either face-to-face or online.

Holistic offering that is proactive and preventative

Covering all aspects of work and life – mental, physical, social and financial, our programs provide a holistic approach to building healthy, resilient, high-performing individuals and teams.

Elevate performance and productivity

Happy and healthy people equate to a productive and engaged workforce. When you equip your people with the skills they need to proactively manage their health and wellbeing, you elevate the performance of your entire workforce.

PROFESSIONAL ACCREDITATIONS

TELUS Health

Leadership Learning

Creating a workplace culture that is thriving and mentally healthy requires leaders who are self-aware, agile and equipped with the critical skills needed to lead their teams.

Empowerment

Building psychologically safe teams

AUDIENCE:
Leaders

DURATION:
1 hour

Today's leaders' effectiveness relies more on their ability to understand and influence other people. Creating a psychologically safe workplace is now mandated in the legislation and helps teams thrive. Success as a leader comes from developing oneself and developing others. This workshop will support leaders to recognise their leadership capability in an engaging and thought-provoking way by building understanding around how to build an authentic and psychologically safe team culture.

Enhancing employee interactions

AUDIENCE:
Leaders

DURATION:
1 hour

We know that no two individuals are the same; differences in values, communication styles and differences of opinion are inevitable in the workplace. Consequently, disagreements can lead to conflict, confrontation, reduced satisfaction and lowered productivity. Effective leaders must employ the right tools and techniques to manage conflict within their teams, reducing the risk of ongoing negative communication, leading to poor or even toxic working environments. This workshop is designed to provide leaders with the knowledge and skills to recognise the causes of conflict and the common types of conflict resolution styles they may encounter, or utilise to ensure positive outcomes for the individuals, the team, and the business.

Managing hybrid teams

AUDIENCE:
Leaders

DURATION:
1 hour

Hybrid environments involve employees working across different locations, whether working from home, from a public space or office. These hybrid arrangements present new challenges for leaders to be able to manage and support their staff effectively. This can impact connectivity, engagement, team cohesion and individual productivity. As we continue to embed hybrid working, leaders must learn how to adapt their style to accommodate different working preferences. This workshop is designed for leaders to manage their teams' wellbeing and assist in driving performance, engagement and productivity for a hybrid workforce, as well as how to implement self-care strategies.

Perimenopause and menopause

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

In this session we talk about how the experience of perimenopause and menopause can impact a women's physical and mental health, and social experience and at times, may indirectly impact others around them. This session aims to provide an understanding of the effects of perimenopause and menopause and what support can be accessed and how workplaces can support women going through this time of life.

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Mental health response

Leadership support - Bullying and harassment

AUDIENCE:
Leaders

DURATION:
Half-day

Bullying and harassment is a complex topic to navigate. Leaders must safeguard workplaces to ensure bullying and harassment do not occur, while promoting respectful working relationships. Through this workshop, participants will come to a shared understanding of what bullying harassment is and how it differs from conflict in the workplace. Participants will learn how individuals process information differently, and how unconscious bias may impact their decisions. Leaders will be equipped with how to have a performance management conversation, and what to do if they witness bullying and harassment.

Leadership support – Domestic and family violence support at work

AUDIENCE:
Leaders

DURATION:
Half-day

Organisations increasingly recognise the impact of domestic and family violence on the individual, the community and the workplace. Leaders are responsible for taking action, and the aim of this session is to raise awareness of responsibility in addressing the issue, as well as the initiatives which organisations and individual leaders can implement to make a difference.

This session is designed to support your leaders to be able to understand and respond, where possible, to disclosures of domestic and family violence in the workplace.

Leadership support – Sexual harassment

AUDIENCE:
Leaders

DURATION:
Half-day

Leaders have an obligation to prevent the occurrence of sexual harassment in the workplace. This program is designed to provide participants with an understanding of what constitutes sexual harassment in the workplace and its impact on individuals. This program is designed to provide leaders with an understanding of how to best support an individual who discloses an incident of sexual assault or harassment in the workplace in a manner that engenders wellbeing, empowerment, and respect.

Leadership support – Stress, burnout and self-care

AUDIENCE:
Leaders

DURATION:
Half-day

Leaders have an obligation to safeguard workplaces and minimise exposure to psychological stress and burnout. If stress is not identified, and not effectively resolved, it can become cumulative, building more and more until we reach a point of physical, emotional and mental exhaustion, also known as 'burnout'. Burnout isn't like the flu; it doesn't go away after a few weeks unless you make some changes in your life. This session will guide leaders with some practical strategies for mitigating employee stress and burnout and to promote self-care.

Leadership support – Vicarious trauma and compassion fatigue

AUDIENCE:
Leaders

DURATION:
Half-day

Leaders have an obligation to safeguard workplaces from workplace hazards such as exposure to trauma that may result in psychological stress and burnout. This session will guide leaders with some practical strategies for building and maintain resilience to minimise the adverse impact of vicarious trauma and compassion fatigue for all employees. Through this workshop, participants will come to a shared understanding of how vicarious trauma and compassion fatigue impact individuals within the workplace. Leaders will be equipped with strategies on how to respond to staff experiencing symptoms.

Psychological health and safety for leaders

AUDIENCE:
Leaders

DURATION:
Half-day

Leaders have a responsibility to ensure that their workplaces are free from any psychological risks and hazards. Psychosocial hazards are factors in the design or management of work that increase the risk of work-related stress and can lead to psychological or physical harm. Leaders must demonstrate the capabilities required to ensure their workplaces are free from any risks and hazards. This in-depth workshop will guide participants with an understanding of building psychologically safe and healthy workplaces and will guide leaders with tools and strategies to develop these skills.

Responding to a workplace critical incident

AUDIENCE:
Leaders

DURATION:
Half-day

A critical incident can occur in any workplace, and can be sudden, unexpected, or threatening. Evidence has found that the psychological impact following a critical incident needs to be addressed. This program aims to educate leaders about the varying physiological responses to trauma, how to normalise employee reactions to a workplace critical incident and empower leaders with practical strategies and support. This approach enables individuals to deal with the impact and enable post traumatic incident growth.

Supporting individual mental health in the workplace as a leader

AUDIENCE:
Leaders

DURATION:
1 hour

A leader must have the knowledge and capabilities to have conversations about mental health. Poor mental health can have a significant impact upon an individual's capacity to maintain productive outputs at work - an issue that organisations cannot afford to ignore. The purpose of this session is to help leaders build confidence in recognising mental health concerns in the workplace and to have appropriate and helpful conversations with peers and employees.

Emotionally intelligent leadership

AUDIENCE:
Leaders

DURATION:
2 hours

This workshop is designed to engage participant's in considering what emotional intelligence means to them as a leader. It teaches participants to cultivate a sense of self-awareness and develop self-regulation strategies to benefit not only themselves, but to be able to model these behaviours to those in their sphere of influence. Finally, this workshop encourages attendees to explore different communication styles, and to consider ways in which empathy plays a vital role in having conversations in an emotionally intelligent way.

Resilient leadership

AUDIENCE:
Leaders

DURATION:
1 hour

A leader plays an important role in role modelling resilience. Not only can resilience enhance the capabilities of a leader, but it can also have an impact on the productivity and wellbeing of employees. To build resilience, a leader must be able to first identify their own stress response to adversity and develop adaptive responses while supporting their team members to adopt similar healthy coping strategies. This session reviews how leaders can develop and implement practical strategies for building resilience within a team environment to boost productivity and wellbeing.

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Mental Health Learning

Building a mentally healthy workplace is a journey. Building skills and changing mindsets take reinforcement over time, and the mental health learning pathway can improve people's awareness and retention, keeping it top of mind for months or years to come.

Psychology at work

Foundational mental health awareness

AUDIENCE:
Leaders

DURATION:
1 hour

Almost half (45%) of adult Australians will experience a mental health condition at some stage in their life, meaning that every individual is likely to be impacted or know at least one person with a mental health condition. This program aims to increase participants' awareness of mental health conditions and confidence to begin understanding how mental health plays a part in the workplace. Covering areas such as stress, anxiety and depression and their impact on work, this practical workshop debunks myths, overcomes stigma and focuses on the causes and outcomes of mental health at work.

How to have an R U OK? conversation

AUDIENCE:
Leaders

DURATION:
1 hour

For many, approaching and having the conversation about mental health, can be a daunting experience. Still to this day, there is an unfortunate negative stigma surrounding the topic of mental health and mental health conditions, which places a barrier for many people speaking up in the workplace. This session will provide guidance and practical strategies on how to have a safe and effective conversation with someone at work who may not be OK.

How to share my mental health with others

AUDIENCE:
Leaders

DURATION:
1 hour

We talk a lot about how to approach or support someone else in a mental health conversation, but we spend less time considering how difficult it is to speak up about ourselves either to a colleague or to our managers. It can take courage and patience with us to think of the right words to share with someone how we might be feeling – whether we feel we need extra support or not – simply sharing with someone else can feel daunting. This session explores the reasons why it feels difficult to ask for support and provides guidance for individuals to know when and how to speak up, what does support look like in a workplace context, and how to ensure they share their mental health with others in a way that is safe for everyone.

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Neurodiversity at work

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Organisations that invest time and resources into the recruitment, retention, and support of neurodivergent workers reap many benefits. They stand to gain a competitive edge by encouraging new ways of viewing the world, and problem-solving, as well as championing diversity and inclusion within workplace culture. This session is designed to provide colleagues and managers who support neurodivergent team members, a deeper understanding of neurodiversity, overcome misconceptions and encourage the embrace of possibilities that inclusion of the neurodiverse community brings.

Productivity hacks

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Time management is a vital skill for managing in this modern economy. This workshop aims to help participants examine their productivity and give insight into where they can improve. Participants will be given practical tips to help manage time, prioritise effectively, and adapt their work routines to support productive work in a range of settings.

Stress, burnout and self-care

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

If stress is not identified, and not effectively resolved, it can become cumulative, building more and more until we reach a point of physical, emotional and mental exhaustion, also known as 'burnout'. Burnout isn't like the flu; it doesn't go away after a few weeks unless you make some changes in your life. This workshop is designed to provide participants with an understanding of what stress does to our minds and bodies, and an overview of how unmanaged stress may present in our lives. Practical strategies are presented on how to manage stress in our work and personal lives.

Thriving through change

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Change can spur creativity, growth and development, but it can also instil feelings of uncertainty. Change is a key mechanism in ensuring that organisations remain relevant and competitive in response to changing global trends, market drivers and technology. Employees can respond differently to organisational change, including excitement, fear or trepidation. This session explores strategies that all employees can take to better respond to organisational change, including their emotional reactions and own behaviour.

Vicarious trauma and compassion fatigue

AUDIENCE:
Employees and Leaders

DURATION:
2 hours

Some job roles require a high-level of empathy, and this is true when dealing with people who experience trauma. We bear witness to this traumatic event through second-hand exposure, and consequently are at risk of taking on some of that emotional pain. The purpose of this workshop is to provide participants with an understanding of what vicarious trauma and compassion fatigue are, what they look like behaviourally, and how it can impact them inside and outside of work. This session will also provide participants with some practical strategies for building and maintain resilience to minimise the adverse impact of vicarious trauma and compassion fatigue.

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Work life balance

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

The concept of work-life balance is at best, an elusive ideal and at worst a complete myth. Why? The idea is that you can compartmentalise everything into either "work" activities (work, meetings, trips, conferences) or "life" activities (spending time with family, staying fit, eating right) and by doing so "have it all." doesn't really work in reality. This workshop aims to help participants to gain a holistic view of work-life balance. Participants will be supported to identify what a successful work life balance is to them. Practical skills around boundary setting and using time effectively will be reviewed. There will also be opportunity to develop a care-plan to help improve their balance.

Self improvement

Building mental fitness and new habits

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Mental fitness is an intentional practice of creating awareness of how we think, feel & behave. We all know what is good for us for optimal mental fitness - hydrate, exercise, eat well, sleep well - but very few of us are practising good self-care on a regular basis. There are many reasons why we do not practice self-care, however, typically we hear ourselves saying the words "not enough time" or "I just can't commit to it". To be able to support our mental health though, we need to be able to turn our intentions into actions and create a self-care plan that works. This session focuses on strategies to maintain mental fitness and offers practical strategies to take care of ourselves in busy and challenging environments.

Building resilience

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Resilience is a dynamic process that enables individuals to adapt to difficult situations in a way that enhances wellbeing and reduces the negative impact of adversity. Learning to work within the constraints of one's environment and focusing on aspects that one can control is an important aspect of resilience.

The purpose of this workshop is to support participants to understand the nature of resilience and develop practical resilience enhancing strategies for themselves and their colleagues.

Dealing with your inner critic

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Self-criticism is a common phenomenon that can affect all of us at some stage in our lives. Our 'inner-critic', can have a range of negative impacts on ourselves and those around us. This is because the 'self-critic' can belittle, criticise and negatively judge our abilities, decision-making and self-worth. This can in-turn, affect our confidence, relationships and overall wellbeing. In the workplace, we want to feel calm and confident, but it's difficult to be happy when we are experiencing constant criticism.

This session is designed to provide individuals with a guide on how to manage the 'inner-critic' and reduce its impact on wellbeing. Participants of this session will be given the opportunity to reflect on and rate their current state of wellbeing. Participants will then be introduced to a range of helpful, evidence-based strategies in the form of a step-by-step guide.

Emotional intelligence

AUDIENCE:
Employees and
Leaders

DURATION:
2 hours

Individuals are increasingly measured on their emotional intelligence. Our ability to succeed within a workforce that requires frequent interaction with our colleagues, stakeholders and customers, depends on our ability to read other people's signals and react appropriately. This workshop engages participants in considering the importance of emotional intelligence, by creating self-awareness, regulating emotions, and practising self-control. We also explore how to mitigate our self-saboteurs for being our best selves at work and at home.

Grief and loss

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Grief is the intense sorrow people experience following a loss. It is a normal and necessary process that requires time to work through. Grief brings with it intense feelings and emotions. Many people feel deep pain when they experience a loss. Supporting someone that is experiencing grief and loss can be challenging given that there is a lot of misinformation surrounding grief. This session is designed to support all staff within the organisation on the tools to understand and respond to a colleague who may be experiencing grief and loss.

Managing anxiety

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Anxiety involves intense, excessive, and persistent worry and fear about everyday situations. According to research, it is the most common mental health condition affecting adults. This workshop aims to explore the general nature of anxiety and its impacts on individuals. Participants will reflect on common barriers to overcoming anxiety and will review strategies to support overcoming these obstacles.

Managing feelings of anger and frustration

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Anger is often the forgotten emotion when considering and managing psychological health. This session provides context around the current environment, and cumulative factors that could lead to anger and frustration. Through this, anger is explored, including how it can present itself through emotions, thoughts, and behaviours, adaptative/maladaptive functions, and the difference between anger and aggression. Participants will discuss ways to support others who may be experiencing anger and frustration and will examine key evidence-based self-care strategies to self-manage anger.

Mindfulness

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Mindfulness is an effective evidence-based stress reduction practice. It has been shown to positively impact the workplace in many areas including through reducing stress, absenteeism and presenteeism. It has also been found to improve many areas of health, wellbeing, mental health, resilience, and engagement. This course gives participants an introduction to the practice of mindfulness – how to implement its many benefits into our everyday working lives and to understand the incredible benefits of this practice.

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Reset and recharge for the new year

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Entering a new year is an opportunity to reflect on the past twelve months and to bring about change. This session is designed to provide participants with an understanding around the importance of taking a mindful break over the holiday season, allowing our minds and bodies to recharge. This session will share practical strategies to reset and recharge, enabling individuals to discover once again what brings them pleasure and to find their motivation for the new year.

Sleep better, feel better

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

On average, Australian adults report sleeping 6 hours a night, with two interruptions (i.e., waking up). Across the board, we tend to be sleeping less than the generation before us. Sleep is essential for adults to function normally. The aim of this workshop is to support participants to better understand and manage their sleep. Participants will explore how sleep works and how it can affect your everyday functioning. Practical skills to help improve sleeping habits will be reviewed.

Staying connected and overcoming loneliness

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Human beings are inherently social creatures. As far back as we can trace, humans have thrived in social groups and for good reason. Loneliness is a feeling that many of us might shy away from or a feeling that we assume we would only feel if we had a lack of social connection with those around us. But loneliness can creep up in someone's life even if you're socially connected to the world around you. This webinar explores the concept of loneliness, how this may show up for an individual, and covers practical strategies to identify and overcome loneliness. We discuss the importance of staying connected, and how we maintain strong social connections and finding our sense of belonging.

Vision and goal setting

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Vision is something that can help give our behaviours and actions direction. If we don't know where we are meant to be heading, how are we meant to get there? Having a clear vision helps you direct your energy in the direction you want to head. Understanding your vision can help unify multiple areas of your life, achieve your goals, and build resilience. This workshop provides an overview of the importance of creating a vision and goal setting and gives evidence-based strategies on how to best achieve your goals.

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Psychologically Safe Workplaces Learning

Culture

Building respectful workplace relationships

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Most of us spend a good part of our adult lives at work. In fact, time spent interacting with colleagues and peers can sometimes exceed time spent with friends and family. For this reason having supportive, positive and rewarding relationships at work is important to one's sense of personal wellbeing. Positive workplace relationships impact the individual and organisational effectiveness by facilitating better communication, collaboration, and teamwork. This program is designed to provide participants with an understanding of how to develop and maintain effective and respectful workplace relationships and how such relationships can enhance individual and team effectiveness, productivity, wellbeing, and happiness at work.

Contributing to a psychologically safe team culture

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Typically, when we think about mental health in the workplace, we don't automatically consider our individual responsibility and opportunity in contributing to a psychologically safe workplace. This includes allowing others to share ideas and thoughts safely, to support our colleagues manage workplace environment, and to be a peer to speak to, if needed. The session focuses on strategies that individual employees can adopt to contribute to a safe team culture.

LGBTIQA+ ally awareness

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

An ally of the LGBTQIA+ community is those who do not necessarily identify as part of the community but work to advocate support for others who may identify within this community. Despite the social acceptance of the LGBTIQA+ community in recent memory, more work needs to be done for members of the LGBTIQA+ community to feel accepted at work. This session aims to explore what the acronym means, highlights the importance of recognising LGBTIQA+ in the workplace, as well as explore our own unconscious biases. Individuals will learn how to become an ally within the workplace by building awareness, use of pronouns, and contributing to an inclusive workplace.

Unconscious bias, diversity and inclusion

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Every human being makes immediate, snap decisions about new people or situations. This process is called Unconscious Bias, and it can have a profound influence on how we live and work. The brain will subconsciously categorise based on gender, age, race, weight, attractiveness, and disability. It can also affect our decisions within the workplace, such as who we hire, who we promote and who we choose to work with. This workshop will give your employees the skills they need to build and be part of a high-performing diverse culture. This workshop is suitable for employees at all levels in the business.

Understanding self and others to enhance interactions at work

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Self-Awareness and Emotional Intelligence are crucial in forging new and maintaining current relationships with our colleagues. As we know that no two individuals are the same; differences in values will occur. As well as differences in communication styles, differing beliefs and differences of opinion within the workplace. Consequently, disagreements do happen, which can lead to conflict, confrontation, reduced satisfaction and lowered productivity. This workshop is designed to guide participants to recognise how their own values influence interpersonal interactions and conflict resolution at work.

Psychological health and safety

Bullying and harassment – Employees

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Bullying and harassment can, unfortunately, occur in any workplace. Every employee has a role to play in how they respond to bullying and harassment and can take proactive steps to mitigate conflict in the workplace. Positive workplace relationships impact the individual and organisational effectiveness by facilitating better communication, collaboration and teamwork.

This workshop is designed to ensure employees understand the problem of bullying in the workplace and provide best-practice strategies for recognising, managing and removing the risks of workplace bullying.

Peer support development training

AUDIENCE:
Employees and
Leaders

DURATION:
1-day or 2-day
format

Peer support is a group of volunteers within an organisation who provide support to colleagues. Peer support involves using listening skills and knowledge of the workplace to encourage colleagues to manage their stress reaction. The role of the peer support volunteer is not psychological counselling, but to provide appropriate emotional support, relevant information and to refer to professional support if necessary. Peer support volunteers can also complement broader organisational support programs and provide a cost-effective, 'on the ground support' system. The aim of this program is to provide participants with the knowledge and skills to become a Peer Support Volunteer and support their colleagues during stressful times, whilst maintaining their own self-care.

Psychological health and safety

AUDIENCE:
Employees and
Leaders

DURATION:
1 hour

Workplaces have a responsibility to ensure that their workplaces are free from any psychological risks and hazards. Psychosocial hazards are factors in the design or management of work that increase the risk of work-related stress and can lead to psychological or physical harm. Each individual employee has a role to play in keeping their workplace psychologically safe and healthy. Therefore, this workshop provides an overview of how employees can understand the requirements of a psychologically safe and healthy workplace and provides participants with practical strategies with how they can support themselves and the workplace to be safer.

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Sexual harassment in the workplace

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Sexual harassment is unacceptable in any context – whether in the workplace or elsewhere. This program is designed to provide participants with an understanding of what constitutes sexual harassment in the workplace and its impact on individuals. It invites participants to consider the different scale of inappropriate sexual harassment in the workplace, and some of the myths surrounding sexual harassment. The training empowers all staff to play a role to build and maintain workplaces that are safe and respectful.

Understanding domestic and family violence

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Domestic and family violence is a serious social problem which impacts the individual, the community and society at large. Consequently, this also impacts on the workplace. This workshop is designed to bring the issues into the open and add to a growing awareness of domestic and family violence. This includes help-seeking behaviours and support services. The aim of this workshop is to raise awareness of domestic and family violence, to dispel widely held misconceptions, and to provide practical information on how individuals can seek help for themselves or others.

Workplace skills

Managing difficult conversations

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Many of our roles involve having some type of difficult conversation – whether that is influencing a team to follow a new process, or providing feedback to a colleague, or managing a challenging situation with an internal stakeholder. Difficult conversations can make us feel queasy inside and can drive us to avoid them altogether, resulting in the problematic situation becoming more problematic longer term. Managing such situations means finding effective ways to navigate difficult conversations and behaviours. The purpose of this workshop is to enable participants to effectively have conversations to reach positive outcomes at work and other contexts, ultimately increasing resilience and the ability to influence and negotiate with others.

Professional boundaries

AUDIENCE:
Employees and Leaders

DURATION:
1 hour

Most of us spend a large portion of our adult lives working. Sometimes, whether we're aware or not, we can take on board too much or cross into unfamiliar territory at work, and this can create additional stress. Learning to set limits and expectations cannot be the easiest thing for individuals to do. Setting professional boundaries is, therefore, an important skill set for anyone to acquire in effectively managing workload pressures and external stressors.

This program is designed to provide participants with an understanding of how to develop and maintain professional boundaries and thrive in the workplace. Participants will learn strategies to set appropriate boundaries and limits with various work stressors.

Understanding and managing customer behaviour in high-risk situations

AUDIENCE:
Employees and
Leaders

DURATION:
2 hours

Customer and support service roles inevitably require employees to deal with challenging conversations and behaviours. Therefore, it is essential for an employee to develop an understanding of the customer's circumstances, employ strategies to successfully manage conversations, and know how to maintain their own self-care throughout the conversation. This workshop provides participants with information on how to recognise when a customer or client may be at risk and why they may be emotionally distressed, how to manage highly distressing conversations, and how to monitor their own emotions and maintain self-care.

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Mental Health First Aid Training

Mental Health First Aid training empowers and equips employees with the knowledge, skills and confidence needed to support a colleague, friend or family member experiencing a mental health problem or experiencing a crisis such as being suicidal.

MHFA equips your entire organisation with mental health knowledge, fosters empathy and understanding, and promotes peer support. This is important, because sometimes you may feel more comfortable speaking to a peer rather than a manager.

MHFA Standard Course

The 12-hour Standard Mental Health First Aid course explores how to provide initial support to adults who are developing a mental illness or experiencing a mental health crisis. Active engagement is encouraged; no more than 20 attendees are recommended per session to ensure interaction.

Standard course delivery:

- **Traditional classroom:** A 2-day course led by an accredited MHFA Instructor.
- **Blended learning:** A self-paced online learning component, followed by a 4-hour, face-to-face session led by an accredited MHFA Instructor.
- **Online learning:** A self-paced online learning component, followed by two 2.5-hour video conferencing sessions led by an accredited MHFA Instructor.

MHFA Refresher Course

This course enables participants to refresh skills learned during the 12-hour Standard Mental Health First Aid Course and to extend accreditation for a further three years.

Refresher courses are available for individuals who have completed a full Mental Health First Aid course in the classroom, or as blended- or online learning, as well as holding a valid accreditation within the past three years. Evidence of completion must be provided prior to the commencement of refresher training.

Active engagement is encouraged, and no more than 20 attendees are recommended per session to ensure interaction.

Refresher course delivery:

- **Traditional classroom:** A 4-hour standard mental health first aid refresher course.
- **Online learning:** A 5-hour standard mental health first aid refresher course.

TELUS® Health

Managing Work and Family:
Win Win Parenting Support Programs

Support your employees to better manage the many demands of juggling work and family with our suite of programs. Today, more than ever, working parents are juggling the demands of managing a career and family. Not managing parenting effectively at home results in costly spill-over effects in the workplace including negative impacts on employee health, morale, absenteeism and productivity.

Designed by parenting expert Dr Rosina McAlpine, our programs equip your employees with the knowledge and skills required to manage the daily challenges of being a busy working parent. Our programs are suitable for employees raising children toddler to teenager and can be delivered individually or as part of a 6- or 12-month Program.

6-month Family Wellbeing Program

More than a one-off session – our 6-month program provides employees with practical solutions and ongoing support to enable them to embed sustainable wellbeing practices into family life.

Each month, employees develop their knowledge and skills with:

- A live 30-minute webinar, and
- On-demand access to our Family Wellbeing Resource Centre containing:
  - Webinar recordings
  - Podcasts (audio version of live webinars)
  - Summary handouts

6-Month Program Overview

- Getting organised – Managing work and family
- Parenting strategies: Helping you be your personal best
- Supporting child safety - Bully-proofing your child
- Family relationships: Harmful versus nurturing communication
- Mental wellbeing - Recovering after major events
- Empowering families – Developing healthy self-esteem

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12-month Family Support Program

This comprehensive 12-month program provides working parents with year-round support, delivering practical solutions to embed sustainable parenting and work practices for a better work-family life.

Each month employees develop their knowledge and skills with:

A live 30-minute webinar, and

A live 1-hour webinar with step-by-step strategies

- Opportunity to ask questions with a parenting expert
- On-demand access to our Work–Family Resource Centre:
  – Webinar recordings
  – Podcasts (audio version of live webinars)
  – Tip sheets with links to further resources
  – Articles on key parenting topics

12-Month Program Overview

- Getting organised – Managing work and family
- Setting intentions – Finding clarity, confidence and conviction
- Supporting child safety – Bully-proofing your child
- Family health – Healthy eating, exercise and sleep habits
- Mental wellbeing – Recovering after major events
- Empowering families – Developing healthy self-esteem
- Managing kids screen time – Strategies for safe technology use
- Family wellbeing – Building positivity into family life
- Parenting support – Being a positive role model for your children
- Pre-teens and teens – Understanding the teenage brain
- Emotional regulation – Helping children manage their emotions, toddler to teen
- School holidays – Managing work and family

TELUS Health

Nutrition at Work

Designed by our team of accredited, practicing dietitians, our programs support the health of your people and impact real behaviour change over time. Our programs are suitable for your entire workforce and can be delivered individually or as part of a 6- or 12-month Health and Nutrition Program.

6-month Health and Nutrition Program

- Nutrition 101
- Staying healthy when you're busy (habit change, goal setting, meal planning and meal prep)
- Managing urges and cravings + Mindful eating
- Food, immunity and mood
- Reading food labels and healthy food swaps
- Eating facts and fiction (including, The truth about sugar)

Plus receive one free bonus webinar:

- Managing your health through the festive season

12-month Health and Nutrition Program

- Nutrition 101
- Staying healthy when you're busy (habit change, goal setting, meal planning and meal prep)
- Managing urges and cravings + Mindful eating
- Food, immunity and mood
- Reading food labels and healthy food swaps
- Eating facts and fiction (including, The truth about sugar)
- Women's health
- Family food
- Men's health
- Plant based eating and the gut microbiome
- Nutrition for Shift Work
- Performance Nutrition

Plus receive two bonus webinars:

- Managing your health through the festive season + Intermittent fasting – Fad or future?

Contact your TELUS Health Customer Success Manager
for additional information on our learning offerings.