MENTAL HEALTH
TRAINING & EDUCATION FOR
workplaces and events

Affordable, evidence-based training services for your organisation

WAAMH
Western Australian Association for Mental Health
Is Your Workplace Mentally Healthy?

With one in five Australian workers experiencing mental health problems each year and the annual cost of mental illness reaching $10.9 billion, mental health is becoming a defining issue for business.

Sadly, one WA life is lost to suicide every day and workplace stressors are recognised contributors to poor mental health.

According to PwC, for every dollar a business invests in effective mental health initiatives, it receives an average return of $2.30.*

Just like our physical health, workers’ mental health needs to be cared for if we are to maintain an effective and productive organisation.

Evidence shows that mentally healthy organisations enjoy:

• A more loyal and productive workforce
• Lower turnover and higher retention rates
• Greater morale and job satisfaction
• Lower absenteeism and compensation claims
• Cost savings from all of these factors


About WAAMH

The WA Association for Mental Health (WAAMH) is the peak body and premier training provider for WA’s community managed mental health sector.

Engaged in the sector for more than 50 years, WAAMH is a not for profit organisation who advocate for effective public policy on mental health issues, deliver sector support and training services and promote positive attitudes to mental health and wellbeing.

We would love to work with you on creating a thriving, mentally healthy workforce.
Our Training Team

WAAMH’s training department is led by Manager of Training and Development, Katrina Bercov.

WAAMH has a team of fully-qualified, highly skilled specialist mental health educators from a variety of professional backgrounds including Psychology, Social Work, Mental Health Nursing, Health Promotion and Tertiary Education.

Our training team have:
• Extensive experience in the mental health sector
• University level mental health qualifications. A majority of our trainers have post-graduate qualifications.
• Formal qualifications in adult education and training
• Extensive training experience and outstanding delivery skills

Training Methodology

WAAMH’s training methodology utilises our PREPARED© quality framework which integrates and emphasises:

Participation and interactive learning
Rigorous evaluation
Engaging, stimulating delivery
Principals of Adult / Adolescent Learning
Aids for retention
Real world examples and case studies
Evidence driven, up to date content
Diverse teaching methodologies
### Mental Health Awareness

**Full day introductory guide to understanding mental health**

- Mental health overview
- Problems and disorders
- Causes and symptoms
- Fostering wellness
- Advice and support

### Advocacy

**Standing up for your rights**

- Rights and responsibilities
- Making your own choices
- The confidence to speak up
- Communicating clearly
- Access information / support

### FIFO Wellbeing

**Maintaining wellness on a FIFO schedule**

- Impacts of FIFO
- Isolation and depression
- Tips for wellbeing
- Maintaining relationships
- Diet, alcohol, sleep factors

### Fostering Resilience

**Help others to bounce back**

- Role modelling resilience
- Cultivating optimism
- Strength-based approaches
- Dealing with adversity
- Challenging self-talk
- Address diverse needs

### Workplace Coaching

**Getting the best from others**

- Questioning skills
- Emotional intelligence
- Providing feedback
- Using diplomacy
- Constructive challenging

### De-escalation Tools

**Addressing volatile situations safely and effectively**

- Establish rapport
- Recognise triggers / risks
- Preventative techniques
- Assess behaviours
- Defusing techniques

### One Day Training Courses

**For all employees**
Managing Challenging Personalities
Evidence driven personality insights for dealing with staff and customers

• Personality spectrums
• Diverse motivations
• Dealing with difficult people
• Communication styles
• Applying latest research

Understanding SERIES
Separate one day workshops each focusing on a specific diagnosis: signs, symptoms and how to provide improved support. Topics include:

• Understanding Anxiety
• Understanding Depression
• Understanding Bi-polar
• Understanding Phobias
• Understanding Psychosis
• Understanding PTSD
• Understanding Personality Disorders
• Understanding Addiction
• Understanding Alcohol Use
• Understanding Drug Use
• Understanding Self Harm
• Understanding Eating Disorders

Mindfulness Tools for Mental Calm
Drawing on eastern philosophies but supported by a western evidence-base, mindfulness is about focusing the awareness and developing a conscious experience of the present

• Focusing your awareness
• Calming your mind
• Achieving more balance
• Staying grounded and composed
• Achieving balance
• Reducing stress

Thrive!
A springboard for mental health

• Understand wellbeing
• Evidence-based techniques for maintaining health
• Spectrum of wellness
• Manage emotions
• Preventative tools
• Act, Belong, Commit
• Protective and risk factors
• Connected relationships

Managing Challenging Personalities
Evidence driven personality insights for dealing with staff and customers

• Personality spectrums
• Diverse motivations
• Dealing with difficult people
• Communication styles
• Applying latest research
## One Day Training Courses

**For all employees**

<table>
<thead>
<tr>
<th>Conflict resolution and Mediation Skills</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tools and techniques for resolving conflict effectively</strong></td>
<td><strong>Manicuring the hand that feeds you</strong></td>
</tr>
<tr>
<td>• Healthy and unhealthy conflict</td>
<td>• Communication tools</td>
</tr>
<tr>
<td>• Conflict styles</td>
<td>• Language and authenticity</td>
</tr>
<tr>
<td>• Resolving issues</td>
<td>• Issues and positive framing</td>
</tr>
<tr>
<td>• Communication tools</td>
<td>• Empathy</td>
</tr>
<tr>
<td>• Mediating agreement</td>
<td>• Negative behaviours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Managing Performance</th>
<th>Professional Boundaries</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best practice for productivity, retention and compliance</strong></td>
<td><strong>Appropriate interaction with clients, colleagues and public</strong></td>
</tr>
<tr>
<td>• Inspiring great performance</td>
<td>• Boundaries protect everyone</td>
</tr>
<tr>
<td>• Systems-driven approach</td>
<td>• Policy support</td>
</tr>
<tr>
<td>• Address underperformance</td>
<td>• Predicting ramifications</td>
</tr>
<tr>
<td>• Legislative requirements</td>
<td>• Workplace ethics</td>
</tr>
<tr>
<td>• Being solutions focused</td>
<td>• Warning signs and troubleshooting</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inclusive Cultures</th>
<th>Preventing Bullying and Harassment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Becoming more accessible and engaging to diverse groups</strong></td>
<td><strong>Staff training for safe workplaces</strong></td>
</tr>
<tr>
<td>• Bottom line benefits of inclusive cultures</td>
<td>• What is harassment?</td>
</tr>
<tr>
<td>• Gender neutral practice</td>
<td>• EEO legislation and personal consequences</td>
</tr>
<tr>
<td>• Disability and mental health</td>
<td>• Anti-bullying guidelines</td>
</tr>
<tr>
<td>• Cultural diversity</td>
<td>• Distinguishing between bullying and performance management</td>
</tr>
<tr>
<td>• LGBTIQ inclusion</td>
<td>• Cyberbullying</td>
</tr>
<tr>
<td>• Understand homosocial reproduction</td>
<td>• Behaviours to avoid</td>
</tr>
<tr>
<td>• Legislative requirements</td>
<td></td>
</tr>
<tr>
<td>• Inclusive recruitment</td>
<td></td>
</tr>
<tr>
<td>Psychology of Negotiation</td>
<td>Mental Health Communication</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td><strong>Harness the power of psychology for better outcomes</strong></td>
<td><strong>How to communicate with someone with a mental illness</strong></td>
</tr>
<tr>
<td>• Planning negotiations</td>
<td>• Communicating with the public</td>
</tr>
<tr>
<td>• Preserving relationships</td>
<td>• Message clarity</td>
</tr>
<tr>
<td>• Remaining outcomes focused</td>
<td>• Body language</td>
</tr>
<tr>
<td>• Confident bargaining</td>
<td>• Anticipate triggers and recognise warning signs</td>
</tr>
<tr>
<td>• Using the principle based model</td>
<td>• Responses to aggression</td>
</tr>
<tr>
<td>• Mapping concerns and motivations</td>
<td>• Power of positive language</td>
</tr>
<tr>
<td>• Creating win/win options</td>
<td>• Resolve conflict</td>
</tr>
<tr>
<td>• Problem solving tools</td>
<td>• Defusing techniques</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Persuasive Communication</th>
<th>Presentation Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Develop your influencing skills</strong></td>
<td><strong>Professional public speaking</strong></td>
</tr>
<tr>
<td>• Advanced communication skills</td>
<td>• Confidence and preparation</td>
</tr>
<tr>
<td>• Influence with integrity</td>
<td>• Structure and content</td>
</tr>
<tr>
<td>• Persuasive language</td>
<td>• Verbal and vocal language</td>
</tr>
<tr>
<td>• Using a planned approach</td>
<td>• Body language</td>
</tr>
<tr>
<td>• Understanding perspective</td>
<td>• Engaging your audience</td>
</tr>
<tr>
<td>• Resolving conflict</td>
<td>NOTE: this is a three day program with beginner, intermediate and advanced modules, available together or separately</td>
</tr>
<tr>
<td>• Handling objections</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emotional Intelligence</th>
<th>Suicide Prevention</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal effectiveness through EQ</strong></td>
<td><strong>It’s everyone’s business</strong></td>
</tr>
<tr>
<td>• Emotional domains</td>
<td>• Causes and risk factors</td>
</tr>
<tr>
<td>• Self awareness and empathy</td>
<td>• Preventative measures</td>
</tr>
<tr>
<td>• Influence and persuasion</td>
<td>• The power of positive communication</td>
</tr>
<tr>
<td>• Self motivation</td>
<td>• Intervention skills</td>
</tr>
<tr>
<td>• Relationship management</td>
<td>• Where to get help</td>
</tr>
</tbody>
</table>
Co-existing Disorders
Relationships between alcohol / drug use and mental health
• Causal relationships
• Workplace risk management
• Intervention strategies
• Holistic treatment
• Sourcing help and support

Mentally Healthy Workplace
Creating healthy cultures
• Assessing risks
• Positive policies
• Building resilience
• Tools for thriving
• Proactive programs

Preventing Psychological Injury
How equipped is your workplace to meet its psychological injury OSH obligations?
• Safe workplaces
• Measuring wellbeing
• Hazard Identification
• Psychological symptoms
• Common risk factors
• Avoiding compensation claims
• Effective interventions
• Risk assessments and controls

Workplace Counselling (2 days)
Learn to counsel others in the workplace
• Building rapport
• Establishing counselling goals
• Empathy and listening skills
• Questioning, clarifying and paraphrasing
• Identifying warning signs
• Dealing with emotion
• Access professional support

Facilitate Better Meetings
Meeting planning and facilitation skills.
• Planning and preparation
• Engaging stakeholders
• Ground rules and boundaries
• Leading group discussion

Establishing Internal Support Groups
Creating and facilitating staff support groups at work
• Benefits of support groups
• Getting established
• Boundaries and behaviour
• Tools and techniques
• Guiding discussion
Creating Harassment Free Cultures
Positive workplace cultures don’t happen by accident

- Champion a zero-tolerance culture
- EEO legislation and anti-bullying guidelines
- Strategic preventative tools
- Respond to incidents
- Protect yourself and your organisation

Recruiting for Psychological Fit
Harnessing the latest psychological research for better recruitment outcomes

- Psychological profiling
- Understand your needs
- Identify workplace culture
- The forces of homosocial reproduction
- Identify long term prospects
- Find the best fit

Working with Community Organisations
Inside guide to Corporate Social Responsibility relationships

- The third sector landscape
- Working with community organisations
- Diverse benefits: CSR, PR, HR, tax
- Community sector issues and perspectives
- Win win partnerships
- High return sponsorship opportunities
- Best practice case studies

Workplace Mental Health Support
Providing support and assistance to a staff member experiencing mental health issues.

- Identify mental health issues in staff
- Communicate about mental health
- Legal requirements
- Reduce stigma
- Rights and responsibilities
- Role adjustment
- Psychologically safe workplaces
- Best practice support
- Managing return to work

ALL Courses
- 9.30am - 4pm Customised for your organisation
- Up to 24 people
- Date and venue of your choice.
- Skilled trainers, quality resources and attendance certificate included.

ONE DAY Courses
- $1800 members / $2200 non-members
- Discounts apply for multiple bookings
Internationally Recognised Courses

Two day options for all adults

Applied Suicide Intervention Skills Training (ASIST)
Learn to apply the suicide intervention model which has saved hundreds of thousands of lives around the world.

ASIST is an interactive two day workshop which will qualify you as an ASIST-trained caregiver able to intervene and help prevent the immediate risk of suicide.

The ASIST workshop is divided into five sections that follow in a logical progression to gradually build comfort and understanding around suicide and suicide intervention.

Two day course with two trained facilitators for up to 30 participants.
$4200 WAAMH members $4800 non-members
Plus $50 resource fee per person

Mental Health First Aid
Internationally recognised two day crisis response course. Mental Health First Aid is the internationally acclaimed equivalent of standard first aid, delivered around the world.

This important training course is suitable for everyone and particularly recommended for all human services professionals and people dealing with the general public.

This two-day interactive course will equip you with the skills and resources to recognise and respond appropriately to someone experiencing a mental health crisis, until professional help arrives.

This internationally recognised course was developed at the Centre for Mental Health Research at Australian National University and is now delivered across 20 countries around the world.

Content Includes:
• Understanding mental health
• Symptoms and causes
• Diagnoses, prevalence and misconceptions
• Respond in a crisis

$4400 non-members /
$3600 WAAMH Members
Two day course for up to 20 participants
Plus $30 per manual

Individual places via www.waamh.org.au/events.aspx
<table>
<thead>
<tr>
<th>Short Presentations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For large group events</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Stamping Out Stigma</strong></td>
<td><strong>Substance Savvy</strong></td>
</tr>
<tr>
<td>Combat misconceptions</td>
<td>Drugs, alcohol and your brain</td>
</tr>
<tr>
<td>Many people facing mental health issues say that their experience of stigma was worse than the condition itself. This is an important presentation about the impacts of stigma and what we can all do to correct misconceptions and reduce its effects.</td>
<td>This insightful presentation looks at some of the lesser known facts about the impact of substance use, which may just surprise you. Free of judgement, but big on information, it empowers everyone with substance savvy information.</td>
</tr>
<tr>
<td><strong>Mental Myth-busters</strong></td>
<td><strong>Stress Science</strong></td>
</tr>
<tr>
<td>An introduction to mental health</td>
<td>Staying on top when life speeds up</td>
</tr>
<tr>
<td>How much do you really know about your mental health? This is a fast paced and interactive presentation exploring truth and myths and is the ideal short introduction to understanding mental health issues.</td>
<td>Discover where stress comes from and how we can reduce and manage it, while still dealing with life’s demands. Learn to recognise and respond to the signs of stress and hot tools and tips for a less stressful life.</td>
</tr>
<tr>
<td><strong>What is Anxiety?</strong></td>
<td><strong>What is Depression?</strong></td>
</tr>
<tr>
<td>Our most common mental health disorder</td>
<td>One in five</td>
</tr>
<tr>
<td>Anxiety is the most common mental health disorder in Australia, effecting 14% of the population. This helpful workshop looks at the signs, causes and facts about anxiety, as well as discuss evidence based treatments and helpful strategies for reducing its effects.</td>
<td>Depression effects one in five people over a lifetime but you are not alone in dealing with it. This accessible workshop explores the causes, types and symptoms and provides evidence based information about the types of treatments available and where to get help.</td>
</tr>
</tbody>
</table>
Mindfulness
Finding calm in a frantic world

Drawing on eastern philosophies with a western evidence-base, mindfulness is about focusing the awareness and developing a conscious experience of the present. This session introduces the key concepts to get you started.

Balancing Act
What is ‘life balance’ and do you have it?
How does ‘life balance’ affect your mental wellbeing? Come along and complete your own take home ‘Wheel of Life’ and learn to get your balance back.

Mental Health Risk Factors
Are you at risk?

This revealing workshop introduces both protective mental health factors and risk factors, allowing participants to learn to estimate their own personal risk ...and learn where to find help if required.

Support a Mate
Offering support when times are tough

Many of us don’t know what to say or do when a friend is facing a mental health issue. This workshop looks at how we can all reach out and offer support when a mate is doing it tough, and offers some communication tools and tips.

· Unlimited audience numbers
· Venue of your choice: anywhere in the Perth metro area
· One hour: $550 WAAMH members / $650 non-members
· Two hours: $850 WAAMH members / $950 non-members
· Includes digital self-print handouts
True Accounts of Lived Experience (TALE)

The TALE Speakers’ Agency trains and supports people with personal lived experience of mental illness and recovery, to share their personal stories with audiences around WA.

Research tells us that one of the most challenging aspects of mental illness is the stigma that still surrounds it, along with lack of community understanding. Sometimes it takes a story or personal connection to put a human face on the statistics and help us understand the real meaning behind the facts.

The TALE speakers are not professional trainers, but ordinary individuals whose lives have been touched by mental health issues and who have an optimistic story of recovery to share.

Our trained TALE speakers will visit your event or workplace, with a professional support person, and discuss their own journey of mental health recovery while acting as a role model for speaking out about these issues.

- $250 WAAMH members / $350 non-members
- 20-45 minutes, including questions
- Any size audience
- Anywhere in the Perth metro area
- Includes speaker with lived experience and professional support worker
Consultancy Services
For mentally healthy organisations

WAAMH’s highly qualified and experienced team can also provide support and assistance to develop mentally healthy workplaces and employee wellbeing.

Consultancy services are tailored to individual organisational needs and include the creation of custom programs to suit your particular culture and situation.

Services include:

• **Wellbeing Audit:**
A confidential audit of staff wellbeing followed by a comprehensive report of current status and recommendations.

• **Custom Resources:**
Professionally produced resource packages to improve workplace wellbeing including posters, information packages, service directories, wellbeing guidelines and giveaways.

• **Mentoring, Coach or Buddy Programs:**
Design, implementation and training for internal support programs.

• **Anti-Bullying Programs:**
Design, implementation and training for ensuring a safe and harassment-free workplace.
Scheduled Courses
The WAAMH Training Calendar

In addition to our customised on-site training, available at your workplace, WAAMH offers a diverse calendar of scheduled courses, available to the wider community.

Published biannually, this schedule of courses can be booked individually, via our website.

Individual places, including all materials, personalised certificate of attendance and all-day catering, are:
• $195 WAAMH members
• $245 non-members

Most of our courses are run at Workzone, Level 1, 1 Nash Street, Perth. See our currently available courses on-line: www.waamh.org.au/events/training-courses.aspx
Become a WAAMH Member

WAAMH Membership offers a range of benefits, such as:

• Savings on all training and workshops
• Discounted access to our online Shine mental health eLearning package.
• Advanced notice of sponsorship opportunities, special offers and exclusive events like the WA Mental Health Conference.
• Opportunities for collaboration and strategic partnerships
• Receive WAAMH’s monthly newsletter
• Feature your logo on WAAMH’s website and list your contact details in our Service Directory if applicable
• Advertise your organisation in the media and at key events during Mental Health Week at a discounted rate
• Access to an extensive library of resources and materials
• Be represented at sector forums and workshops
• Have input into advocacy and your voice heard by a peak body

With a diverse range of categories to suit any organisation, WAAMH Membership is essential for any organisation which cares about mental health.


Visit us online at www.waamh.org.au
Or contact us to discuss your training needs on 08 6246 3000