



# Training Program Overview

**Psychgroup** provides a flexible suite of learning programs designed to build capability in psychosocial risk management, practical workplace intervention, mental health literacy, injury management, and return-to-work practice. Our programs blend evidence-based content with practical, person-centred communication skills, equipping leaders and employees to foster mentally healthy workplaces and reduce the risk of psychological injury.

[psychgroup.com.au](https://psychgroup.com.au)

 **psychgroup**  
TRAINING & ADVISORY

# Training Program Suite

## Prevention

### Psychosocial Risk Management for Leaders

**Ideal for:** Leaders, supervisors, and managers responsible for meeting psychological health and safety duties under OHS/WHS legislation.

**Overview:** This course builds leader capability to identify, assess, and control psychosocial hazards in the workplace. It provides practical tools to meet legislative obligations and create psychologically safe environments where staff can thrive.

**Participants will learn:**

- The most common psychosocial hazards and how they present in workplaces
- How hazards lead to harm and contribute to psychological injury
- How to recognise when employees are exposed to psychosocial risks
- How to apply the full risk management cycle: identify, assess, control, and monitor

### Psychosocial Essentials for All Employees

**Ideal for:** General employees across all industries and organisational levels.

**Overview:** This course builds foundational awareness of psychosocial hazards and empowers employees to recognise early warning signs, communicate their needs, and participate in shared responsibility for psychological health and safety.

**Participants will learn:**

- What psychosocial hazards are and how they lead to harm
- How to recognise hazards early and initiate proactive conversations with leaders
- Their dual responsibility to manage their own health and safety in consultation with leadership

### Psychosocial Risk Governance

**Ideal for:** Boards, executives, and senior leaders responsible for organisational governance, due diligence, and oversight of psychological health and safety under contemporary OHS/WHS legislation.

**Overview:** This course provides boards and senior leaders with a clear, strategic understanding of their governance responsibilities in managing psychosocial risk. It focuses on the legal duties of Persons Conducting a Business or Undertaking (PCBUs), the critical information leaders must access to meet due diligence obligations, and the systems required to ensure a safe system of work. Participants gain the confidence to interpret risk data, ask the right questions, and provide effective oversight of psychological health and safety.

**Participants will learn:**

- The legal duties to identify, eliminate, and manage psychosocial hazards under updated OHS/WHS legislation
- The essential information required to fulfil PCBU due diligence obligations
- Key reporting metrics, indicators, and data sources that inform psychosocial risk
- The systems, structures, and infrastructure required to maintain a robust and compliant safety system of work

# Preparedness

## Psychological First Aid

**Ideal for:** Professionals working in environments where critical incidents, trauma exposure, or high stress events are common.

**Overview:** Psychological First Aid (PFA) provides a modern, evidence based alternative to traditional debriefing. The course teaches participants how to respond to distress with empathy, stability, and empowerment, supporting individuals in the immediate aftermath of a crisis.

**Participants will learn:**

- What constitutes a critical incident and how it impacts individuals
- How to recognise signs of distress in themselves and colleagues
- The core principles of Psychological First Aid and how to apply them in practice
- Skills for empathetic listening, grounding, and empowering choice during distress

## Managing Challenging Interactions

**Ideal for:** Customer-facing staff, call centre teams, and anyone exposed to distressed, escalated, or challenging clients.

**Overview:** This course equips participants with practical strategies to manage difficult interactions safely and professionally. It focuses on early recognition of escalation, de-escalation techniques, and maintaining personal safety and wellbeing.

**Participants will learn:**

- How to identify early signs of distress, escalation, or agitation
- Techniques to prevent aggression or violence through early intervention
- Communication strategies that reduce tension and support safe, constructive interactions

# Recovery

## Psychosocial Hazards Awareness for Return to Work (RTW) Planning

**Ideal for:** Professionals working in rehabilitation, insurance, claims management, and injury management roles who support workers returning to work following psychological or physical injury.

**Overview:** This course builds practical capability to recognise, understand, and address psychosocial hazards that influence injury development and return to work outcomes. Participants learn how psychosocial factors shape recovery, contribute to barriers, and inform tailored RTW planning. The program emphasises safe, meaningful conversations with injured workers and effective collaboration with treating practitioners to support sustainable, person centred return to work pathways.

**Participants will learn:**

- How to identify psychosocial hazards that contribute to psychological injury development
- How psychosocial hazards influence barriers to recovery and RTW
- How to hold safe, respectful, and meaningful conversations with injured workers about psychosocial factors
- How to integrate psychosocial risk planning into RTW design to support faster, safer, and more sustainable outcomes

## Relational Skills Essentials

**Ideal for:** Call centres, claims managers, and anyone in a client facing role where relationships directly influence outcomes.

**Overview:** This course builds foundational relational capability for professionals who engage with clients experiencing stress, uncertainty, or vulnerability. Participants develop confidence in guiding conversations that build trust, reduce resistance, and support better decision making.

**Participants will learn:**

- Motivational interviewing techniques to enhance engagement and influence behaviour
- How to hold courageous conversations with clarity, empathy, and professionalism
- Core principles of person-centred care and how to apply them in everyday interactions

## Mental Health Essentials

**Ideal for:** Anyone working with individuals experiencing compromised mental health or recovering from psychological injury.

**Overview:** This course provides a practical, accessible understanding of mental health conditions and the biopsychosocial factors that contribute to injury development and recovery. It equips participants with the skills to respond safely and effectively to individuals experiencing distress.

### Participants will learn:

- The most common mental health disorders encountered in workplace and claims settings
- The biological, psychological, and social interplay that shapes injury and recovery
- Key signs and symptomatology associated with common conditions
- Listening and communication skills that support individuals experiencing distress

## Training Delivery Options

### Delivery modes

- **eLearning:** Hosted on Psychgroup's LMS or available for organisational licensing.
- **Virtual:** Live virtual workshops facilitated by experienced practitioners.
- **Face to face:** Onsite in-person workshops held at your workplace or an offsite location

**Flexible customisation:** All programs can be adapted to your workplace context. We tailor content, timing, and delivery to fit operational needs and learning objectives.

### Why Psychgroup?

**Trusted partner across sectors:** Psychgroup provides training, advisory, and program development services to government agencies, state regulators, and private organisations across Australia.

**Expert led, evidence based:** Our consultancy is led exclusively by registered psychologists with specialist capability in psychosocial risk, psychological injury, organisational behaviour, and workplace wellbeing. Every program is grounded in contemporary research and practical application.

**Practical impact beyond compliance:** While our work with a state regulator keeps us at the forefront of WHS trends, we focus on strengthening culture, building capability, and creating safer, more supportive workplaces where people can thrive.

**Tailored, human centred solutions:** We combine technical expertise with real world understanding to deliver credible, human centred training and advisory solutions that leaders and employees can apply immediately.



## Ready to get started?

Empower your people with training that fits your organisation. Get in touch to discuss program length, delivery modality, and customisation options. We'll help you choose the best format and schedule to meet your goals.

Call **1300 611 993** or email us at [admin@psychgroup.com.au](mailto:admin@psychgroup.com.au)

For more information about Psychgroup's range of services, visit our website at [psychgroup.com.au](https://psychgroup.com.au)