



# Direction Psychology

TOWARDS HAPPIER, HEALTHIER LIVES

## EAP SERVICES

Employees are **diamonds**,  
and their mental **health**  
is your company's **wealth**.

1300 322 068  
[www.directionpsychology.com.au](http://www.directionpsychology.com.au)  
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# LACKING DIRECTION?

It's okay,  
we're here to help.

We believe employees  
are like diamonds,  
and their mental health  
is an employers wealth.



Helping people  
towards happier,  
healthier lives.



Towards happier,  
healthier lives.

## CONTACT US

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E.A.P





## OUR SERVICES

We offer one on one therapy sessions, critical incident counselling and corporate workshops, all aimed at helping employees become happier and healthier; leading to a more harmonious and productive workplace.

Our clinics are conveniently located North and South of the River Perth, and we also offer critical incident response, support and counselling online.

## WORKSHOPS

Our tailored two-hour experiential workshops are designed to address common workplace issues through education. Teaching communication and coping strategies to improve staff morale and overall well-being. Our current workshops include:

- Stress Management
- Improving Emotional Resilience
- Dealing With Difficult People
- Mental Health First Aid

## ABOUT US

We are a team of experienced Clinical and Registered Psychologists who genuinely care about the mental health and well-being of people.

We know that an employee's mental health can impact a business unit as a whole, and we aim to provide trusted support and guidance when it's needed.



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## CORPORATE WORKSHOPS



"This was a good reminder  
of how to be resilient."

"The workshop made me look  
inward to manage stress"

"It was eye-opening..."

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## STRESS MANAGEMENT

This 2 hour workshop teaches your staff about the nature and sources of stress, the damaging effects of stress, and effective skills to reduce and manage stress.

## IMPROVING EMOTIONAL RESILIENCE

This 2 hour workshop teaches your staff about the nature of resilience, and how to improve theirs with self awareness, emotional regulation, developing a flexible mindset, and being more mindful of reactions.



## DEALING WITH DIFFICULT PEOPLE

This 2 hour workshop teaches effective ways of dealing with common scenarios in the workplace, assertive communication styles and managing their own distress.

## MENTAL HEALTH FIRST AID

This 2 hour workshop teaches your staff to recognise the signs of mental health issues, how to be a supportive colleague and the importance of self care in high stress roles.



# Stress Management (2hrs)

Stress is becoming more of a concerning issue in the workplace, with employees reporting higher levels of stress than ever before. Stress experienced by employees in their job has negative impact on their health, performance and their behaviour in the organisation.

Our 2 hour Stress Management workshop will teach your staff about the nature and sources of stress, the damaging effects of stress, and effective skills to reduce and manage stress levels. Run by a psychologist, these workshops are interactive, reflective, and include evidenced-based information and strategies to your team.

## Outline of the Workshop

### Introduction

Welcome and brief intro to the presenter, the practice, and the purpose of the workshop.

### What is Stress?

Learn what is and isn't stress, and the nature of stress. The biological nature of stress will be covered, with the Fight/Flight/Freeze response outlined, and how it impacts on employees in the workplace.

### Common Causes and Symptoms

Participants will learn about the common causes and influence to stress, and how stress may manifest in different people. They will reflect on their own sources and symptoms of stress and the warning signs that indicate concern.

### Healthy coping skills vs Maladaptive coping skills

Learn about the difference between good and bad stress, and the different coping skills that can be implemented. Participants will reflect on their current skill set and the gaps that need addressing.

### How to manage your stress

Participants will go through four different stress management strategies, with experiential activities to show the specific nature of them. These include:

1. Regular Monitoring of your 'stress cup'
2. Relaxation skills such as deep breathing and muscle relaxation
3. Being present and using mindfulness to reduce stress
4. Understanding personal boundaries and saying no where needed
5. Healthy habits e.g sleep, exercise, creative outlets

### Takeaway lessons, and Q&A/discussion time.

Participants will create their own personalised stress management plan and have a chance to ask questions about the material.





## Improving Emotional Resilience (2hrs)

Emotionally Resilient workplaces experience more cohesion, less stress and tension as well as greater productivity. Emotional resilience refers to our ability to 'bounce back' from stressful, traumatic and tragic events. It is a skill anyone can develop and shapes an individual's perceptions and responses to adverse events.

Our 2 hour Emotional Resilience workshop will teach your staff about the nature of resilience, and how to improve this skill with self awareness, emotional regulation, developing a flexible mindset, and being more mindful of reactions. Run by a psychologist, these workshops are interactive, reflective, and include evidenced-based information and strategies to your team.

### Outline of the Workshop

#### Introduction

Welcome and brief intro to the presenter, the practice, and the purpose of the workshop.

#### What is Emotional Resilience?

Learn about emotional resilience, how it develops, the key aspects to practicing it.

#### Self Awareness

Participants will practice self awareness with an activity to reflect on their own emotional resilience. Learn about the importance of being mindful of thoughts and emotions, and experience a mindfulness based exercise.

#### Emotional Regulation

Learn about the importance of regulating your emotions, particularly in the workplace and with challenging situations. Participants will go through several activities to practice emotional regulation that they can take into their day to day lives.

#### Thoughts vs. Feelings

Managing unhelpful thoughts and uncomfortable emotions are two key aspects of resilience. Learn about the difference between the two, and how thoughts and feelings influence one another.

#### Responding to change

Flexibility is key for building resilience and bouncing back from adversity. Participants will discover how to identify their fixed vs. growth mindset and switch between.

#### Takeaway lessons, and Q&A/discussion time.

Participants will create their own personalised resilience plan and have a chance to ask questions about the material.





## Dealing with Difficult People (2hrs)

Dealing with challenging, emotional, and difficult people on a regular basis can be distressing for everyone, and in the long run cause chronic stress for employees. The impacts of this can be wide ranging, often resulting in higher absenteeism and workplace burnout.

Our 2 hour Dealing with Difficult People workshop will teach your staff about more effective ways of dealing with common scenarios in their workplace, assertive communication styles, and managing their one distress. Run by a psychologist, these workshops are interactive, reflective, and include evidenced-based information and strategies to your team.

### Outline of the Workshop

#### Introduction

Welcome and brief intro to the presenter, the practice, and the purpose of the workshop. Participants brainstorm common scenarios they experience with difficult people e.g. intoxicated, aggressive, demanding, distressed, panicking.

#### Remaining calm

Several important skills will be outlined for remaining calm during and after a stressful event. We go through experiential breathing, grounding, emotional regulation, and self talk strategies. Managing your own and other's distress will be discussed and problem solved with the group.

#### Communication styles

Participants will learn about their own communication and conflict styles, and reflect on their own personal strengths and weaknesses in this area. Conflict resolution skills will be given, as well as the key factors of assertive communication, saying no in a non-aggressive way, and effective problem solving. Interactive and reflective exercises will go alongside this information.

#### Putting it into practice

Participants will role play common scenarios they have with difficult people, and implement the skills they have learnt in the workshop.

#### What to do after a stressful event

Using immediate self care and grounding strategies, utilising appropriate peer support, and recognising symptoms of vicarious trauma will be covered. The symptoms of chronic stress/ burnout will be outlined, as well as suggestions for change.

#### Takeaway lessons, and Q&A/discussion time.

Participants will create their own personalised plan for dealing with difficult people, and have a chance to ask questions about the material.



# Mental Health First Aid (2hrs)

Our 2hr Mental Health First Aid workshops will teach your identified staff how to recognise the signs of mental health issues, being a supportive colleague, and how to practice self care and reduce burnout in high stress roles.

## Outline of the Workshop

### Introduction

Welcome and brief intro to the presenter, the practice, and the purpose of the workshop.

### Common Issues and sensitivity

Brainstorming session around the types of difficulties staff have faced, traumatic incidents, difficult people, and the types of stories or situations they hear about in the workplace. The importance of confidentiality and approaching people sensitively will be discussed, as well as recognising signs that someone is not coping.

### How to implement peer support

Two main areas of need for peer support will be discussed: after a critical incident, and everyday life and work stressors. The symptoms and signs for both areas will be discussed, and strategies given to act in a peer support role.

### Overview of mental health disorders

A brief overview of the more common mental health disorders, such as depression, social anxiety, PTSD, OCD, generalised anxiety, panic attacks/disorder, self harm/suicidal thoughts. Participants will role play how to sit and listen to mental health disclosures e.g. suicidal thoughts, and assess risk.

### Counselling skills

The key skills needed to be a good peer support staff will be outlined and role played, using common scenarios staff encounter. Skills include Empathy, Reflective and Active Listening, Sitting with emotions and sensitive responses.

### Compassion Fatigue, Vicarious Trauma, and Self Care

Participants will be given information on recognising their own signs of CF or VT, and they will devise their own self care/stress management plan to cope.

### Future session outlines, and Q&A/discussion time

Participants will create their own personalised mental health self care plan and have a chance to ask questions about the material.





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## EAP BENEFITS

EAP services can **save** your  
company **money**, and  
improve productivity.

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# What does Mental Health cost your company?

45%

Of Australians between 16 & 85 will experience a mental health condition in their lifetime.



\$10.9 BILLION P/A

The cost of untreated mental health conditions a year:

- \$4.7 billion in absenteeism
- \$6.1 billion in presenteeism
- \$145 million in compensation



1 IN 5

Australian employees have taken time off work due to feeling mentally unwell.



90%

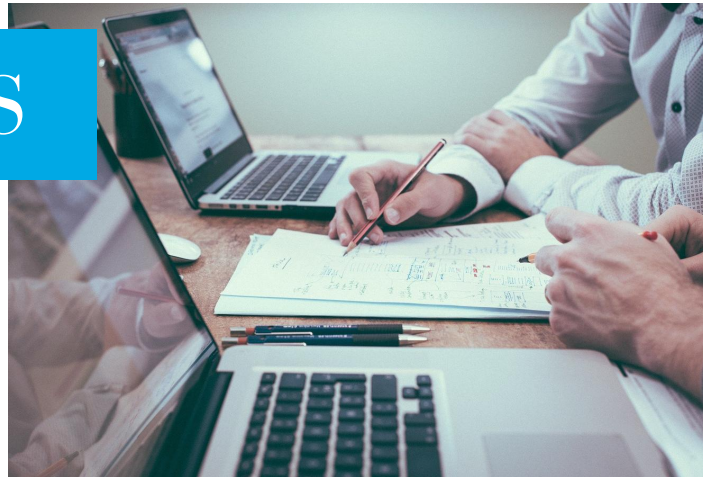
Of claims are attributed in mental stress, and work pressure accounts for 32% of reasons for mental stress.



# Why provide EAP services to staff?...

## LESS IN CLAIMS

The average compensation claim for EAP providers is \$8,700 compared \$23,000 for non-EAP providers.



## LESS TIME OFF

The average time off work is 5.3 weeks for EAP employers compared to 14.8 for non EAP workplaces.



## INTERACTIONS

Mentally healthy workplaces have better employee relations and interactions compared to unhealthy.



## MORE PRODUCTIVE

Mentally healthy employees are more productive as a result of less absenteeism and presenteeism.





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