

## Summary

AusHealth Work recognises it's not always convenient to attend a workshop or course outside the workplace. AusHealth Work is pleased to offer a range of online courses for all employees, as well as specific courses targeted to managers and supervisors. Times stated are indicative only and all courses receive a certificate of completion.

## Courses for Managers and Supervisors

### Conflict Resolution (40 minutes)

This course has been developed to provide an understanding of how to manage and resolve conflict and includes:

- Drivers and influences that can lead to and escalate conflict
- The human body's reaction when faced with conflict
- Key signs of increasing tension in individuals
- How to assess threat & risk using a logical threat and risk assessment model
- Some aspects of the law in relation to conflict
- How to formulate strategies to minimise personal risk in conflict situations, and
- Practical techniques to de-escalate and manage conflict.

### Bullying and Harassment for Managers and Supervisors (90 minutes)

This course has been designed to provide managers and supervisors with an understanding about workplace bullying and harassment, and what they can do to prevent and manage bullying and harassment in the workplace. This course will provide an understanding of:

- The effects of bullying and harassment in the workplace
- The types of behaviours that are considered bullying and harassment
- The responsibilities of managers and supervisors
- How to identify bullying and harassment using a risk management approach, and
- How to handle incidents or reports of bullying or harassment.

### Duty of Care for Managers and Supervisors (30 minutes)

This course has been developed to provide an overview and understanding of WHS responsibilities at each level of the workplace and a practical understanding of how to fulfil duty of care responsibilities. This course will provide an understanding of:

- The worker's responsibilities
- The manager and supervisor's responsibilities
- How to fulfil your duty of care responsibilities.

### Risk Management for Managers and Supervisors (75 minutes)

This course has been designed to provide you with an understanding about how risk is managed in the workplace and your role in reducing risk and includes:

- How and why the work health and safety (WHS) risks are managed in the workplace
- When a risk management approach should be applied
- How to identify hazards
- How to assess risk
- How risk controls should be applied, monitored and reviewed, and
- The importance and benefits of consulting with workers.



#### Interested in a course?

Contact your AusHealth Work Business Development Manager to discuss your needs.



1800 633 838



[www.aushealth.com.au](http://www.aushealth.com.au)

## Courses for Employees

### Alcohol and other Drugs in the Workplace (75 minutes)

The aim of this course is to develop your awareness of the impacts of the harmful use of alcohol and other drugs, and to outline steps you can take to get help if you need it. This course will provide an understanding of:

- Why your organisation has introduced an alcohol and drug policy
- The impact of the use of alcohol and other drugs in the workplace and the wider community
- Reasons people use alcohol and other drugs
- Alternatives to the use of alcohol and other drugs, and
- An overview of the main drugs used by Australians.

### Bullying and Harassment for Employees (60 minutes)

This course has been designed to provide employees with an understanding about bullying and harassment in the workplace, the type of behaviour that should be avoided and what employees can do if bullying or harassment is occurring in their workplace. This course will provide an understanding of:

- The effects of bullying and harassment in the workplace
- The types of behaviour that are considered bullying and harassment
- How to identify bullying and harassment
- Your responsibilities, and
- What to do if you or your co-workers are being bullied or harassed.

### Duty of Care for Workers (30 minutes)

This course will provide workers with an understanding of how to fulfil their duty of care to help maintain the health and safety of the workplace. After completing this course you will understand:

- Work, health and safety (WHS) responsibilities, which are otherwise referred to as duty of care responsibilities, at each level of the workplace, and
- Your responsibilities as a worker.

You will also gain a practical understanding of how you are required to fulfil these responsibilities.

### Risk Management for Workers (60 minutes)

This course has been developed to provide worker with an understanding of how risk is managed in the workplace, and their role in reducing risk. This course will provide an understanding of:

- How and why work health and safety (WHS) risks are managed in the workplace
- How to identify hazards
- How to assess risk, and
- How risk controls are applied, monitored and reviewed.



#### Interested in a course?

Contact your AusHealth Work Business Development Manager to discuss your needs.