

TRAINING MODULES OVERVIEW

MINDFIT - WELLBEING & RESILIENCE



MODULES	IDEAL FOR
<ul style="list-style-type: none"> • Growth Mindset • Fight, flight or go with the flow • Embracing change • Home and work balance • Mental Health explained • Manage your headspace • Mindfulness • Positive mental health for the future 	<ul style="list-style-type: none"> • All front line and specialist teams • Managing your own headspace • Reducing ego, judgement and frustration • Difficulty with Conflict & Bouncing Back • Staff Burnout, compassion fatigue and sick leave • Navigating through change with optimism • Enhancing the positivity within teams and departments through better and more positive mindsets

VULNERABILITY



MODULES	IDEAL FOR
<ul style="list-style-type: none"> • What is vulnerability? • Money and hardship • Trauma • Mental Health • Drugs and Alcohol • Gambling • Disability • Carers • Small Business vulnerability • Elder Age problem debt & financial abuse <p>SPECIALIST COURSES</p> <ul style="list-style-type: none"> • Family Violence • Hardship • Suicide 	<ul style="list-style-type: none"> • Foundational content for awareness across all front line and specialist teams • Specialised content for Collections, hardship and complaints teams • Understanding the many layers of vulnerability • Reducing judgement associated with labelling customer groups • Building curiosity and empathy rather than judgement • A compassionate approach towards vulnerable customers • Remaining in the right headspace when dealing with challenging customer scenarios and conversations • Better identification, decision making and outcomes • Providing the Right Solution for the Right Customer

CUSTOMER ENGAGEMENT & CONFLICT



MODULES	IDEAL FOR
<ul style="list-style-type: none"> • Brand • Slang and Jargon • Connect with Your Customer • Yes Ladder • Language Carries Energy • Dirty Words • Take accountability • Your personality traits • Fight or Flight • The Cobra • The Apology • Empathy • Neutral Language • The 'NORMS' • The Decoy Effect • Objection Handling Toolkit 	<ul style="list-style-type: none"> • Understanding the basic and advanced mechanics to communication • Awareness of what creates conflict and what to avoid using in conversation • Mastering objection handling to proactively reduce conflict • Building consistency and setting expectations across teams and departments • Remaining authentically you in a technical industry/environment • Reducing escalated calls, ministerial complaints and ombudsman complaints

COLLECTIONS



MODULES	IDEAL FOR
<ul style="list-style-type: none"> • ACCC Guidelines in Collections • Collection Concepts • Willingness vs Capacity • Asking for the Money • Questioning Techniques • Maximising Payment • Navigating Common Objections to Paying • Selling Benefits 	<ul style="list-style-type: none"> • Setting a strong foundation within any collections and hardship team • Awareness of the do's and don't's within a collections environment – communication and regulatory • Mastering the art of questioning to understand a customer's situation and finding the best solution • Identifying a customer's willingness versus capacity and navigating this with the right approach • Understanding the mechanics to effective negotiation to get the largest amount, in the shortest time within a customer's budget • Communicating repercussions in a meaningful and engaging way

LEADERSHIP CAPABILITY



MODULES	IDEAL FOR
<p>ASPIRING LEADERS</p> <ul style="list-style-type: none"> • Provide Personal Leadership • Communicate Effectively by Email • Professional Business Writing • Interview Techniques • Deliver a Winning Presentation • Time Management <p>LEADERS</p> <ul style="list-style-type: none"> • Run a Productive Meeting • Coaching for peak performance • Tough Conversations in the Workplace • Continuous Improvement • Develop a Business Case • Implement an Operational Plan • Promote an Innovation in the Workplace 	<ul style="list-style-type: none"> • Building capability across a leadership team and aspiring leader group • Leadership Expectations Setting & Reset • Creating a culture of coaching • How to have tough conversations in a respectful way • Influencing Culture Change through a leadership team • Aspiring & New Leader Development • Existing & Experienced Leader Development • Sustainability and enhancement of Performance & Attitude • Ongoing Leadership Development i.e. 12-24 month program