



# Psychosocial Risks Awareness for Supervisors and Managers

## Course Outline

### COURTENELL PTY LTD.

ABN 30 050 109 281  
ACN 050 109 281  
Mail P O Box 248, Broadway, NSW 2007  
Address 147 St Johns Road, Glebe, NSW 2037  
Email [train@courtenell.com.au](mailto:train@courtenell.com.au)  
Web [www.courtenell.com.au](http://www.courtenell.com.au)  
Phone 02 9552 2066

### AIMS

Psychosocial hazards represent potential sources of harm within the workplace. They can manifest in diverse ways, involving aspects such as organisational structure, supervision practices, and the provided work environment and equipment. The management of psychosocial risks involves the identification of these hazards and the implementation of measures to reduce the extent of psychological harm experienced.

The existence of psychosocial hazards is not a recent phenomenon; they are observable in nearly every workplace, ranging from unreasonable workloads and micromanagement to a lack of opportunities for career development. However, with the increasing focus on mental health, employee well-being, and workplace culture in the Media, organisations are now under greater pressure to address these hazards. Therefore, this has relevance all the way down to the supervisor and manager level of all businesses.

To address this concern, Courtenell's 4 hour **Psychosocial Risks Awareness for Managers and Supervisors** has been designed to provide supervisors and managers with the necessary knowledge and skills to identify, assess, and manage psychosocial risks within their teams, so they can address any deal with any occurrences and report to senior management for further risk management actions.

### LEARNING OUTCOMES

On completion of this training, participants should be able to:

- Define psychosocial hazards and explain their impact on the physical and mental health of employees!
- Identify common psychosocial hazards in the workplace.
- Identify common sources of psychosocial hazards.
- Explain the potential impacts of unaddressed psychosocial risks on employee health, well-being, and organizational outcomes.
- Demonstrate how to respond to a psychosocial incident, to diffuse the situation and report to management.
- Utilize tools and frameworks for evaluating the severity and potential impact of identified psychosocial risks.
- Understand the role of supervisors and managers in modelling appropriate behaviours and setting expectations around psychosocial well-being.

### BUSINESS BENEFITS:

- **Enhanced Employee Productivity:** Understanding and mitigating psychosocial hazards can lead to a more engaged workforce. Employees in a supportive environment are more likely to be focused and efficient, contributing positively to the organization's productivity.
- **Reduced Absenteeism and Turnover:** Addressing psychosocial hazards can result in lower absenteeism and employee turnover, reducing recruitment and training costs.
- **Improved Organisational Reputation:** Demonstrating a commitment to employee well-being enhances the organisation's reputation, attracting top talent and fostering positive relationships with stakeholders.
- **Positive Organizational Culture:** A focus on managing psychosocial risks contributes to a culture of inclusivity, respect, and well-being. This can enhance employee loyalty.
- **Compliance and Risk Mitigation:** Training enables businesses to proactively identify and manage psychosocial risks, reducing the likelihood of legal issues related to workplace mental health and safety regulations.

### PARTICIPANT BENEFITS

♦ Training ♦ Auditing ♦ Consulting



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- **Increased Knowledge and Skills:** Participants gain a deeper understanding of psychosocial hazards and develop practical skills to address them effectively.
- **Personal Wellbeing:** Participants can apply the knowledge and techniques learned to manage the people under their supervision.
- **Better Communication and Empathy:** Learning about psychosocial hazards and their impacts can foster greater empathy and communication skills among participants, enabling them to address sensitive issues more effectively and support their supervisory skills and actions.
- **Improved Leadership Skills:** The training will equip supervisors and managers with the skills to lead by example, demonstrating how to manage stress and support employees facing psychosocial challenges, thereby enhancing their leadership capabilities.
- **Contribution to a Healthier Workplace:** Participants having completed this course could play a vital role in supporting senior management's efforts in maintaining a mentally healthy work environment, positively impacting the well-being of their colleagues and persons they manage.

### MODE OF DELIVERY

- On-site workplace based.
- Virtual – Instructor led. This delivery method is available but not recommended. This course involves hands-on practical activities, interactive discussions, group activities, and can dive into sensitive topics which may encounter challenges in maintaining a secure and supportive virtual learning environment.

### DURATION

4 Hours

### TIME

Courtenell's on-site courses normally run between 9.00am – 4.30pm but can be delivered according to the clients' preferences. Courtenell is flexible in providing on-site training during afternoon and night shifts, as well as on weekends (additional fees may apply).

### TRAINER

All of our trainers are experienced consultants with qualifications and extensive experience across diverse industry sectors. Possessing Training and Education qualifications, our trainers are adept at tailoring their approach to meet the specific needs of the audience.

### TRAINING EVALUATION AND CERTIFICATE

Through group and general discussions, case studies, and a short quiz, participants will engage in activities to reinforce their knowledge and to further improve their awareness on **Psychosocial Hazards and Risks**. Participants will receive a Certificate of Attendance on successful completion of this course.