



newpsych psychologists

PO BOX 345  
Suite 5/118 Darby St  
Newcastle NSW 2300

ph: 02 4926 5005  
fax: 02 4927 0915

e: [reception@newpsych.com.au](mailto:reception@newpsych.com.au)  
[www.newpsych.com.au](http://www.newpsych.com.au)



newpsych psychologists

Training Packages



### **About NewPsych**

NewPsych Psychologists is the largest, most diverse practice servicing Newcastle, Port Stephens and the Hunter Valley. We have a very broad skill base and have a psychologist with the expertise to match your specific needs. NewPsych Psychologists has a reputation for prompt response, excellent service delivery and beneficial outcomes for clients.

### **Training**

NewPsych delivers staff training programs to companies addressing issues such as workplace stress, time management, work-life balance, customer service and management training. These programs can be tailored to meet your specific needs.

PACKAGE	DESCRIPTION	DURATION
Inspirational Leaders	Become an active and inspirational leader, motivating those around you. Explore the elements of leadership, including team building, conflict management, communication, managing complex staff and organisational issues.	<b>6 hours - 1 hour each week in lunch break over 6 weeks</b>
Resolving Conflict for Managers	Strategies for managers to begin managing conflict in their teams. Explore complex staffing issues including toxic personalities.	<b>2 hours</b>
Grief & Loss	This short course aims at exploring the process of grief and loss.	<b>3 hours</b>
Dealing with Difficult People and Situations	Learn how to communicate effectively to diffuse difficult people and situations, coming out unscathed. Learn how to avoid taking on board other people's stuff while staying positive and happy.	<b>3 hours</b>
Customer Service	How to deal with customers for win-win situation each time. Communicating clearly, avoiding conflict and defusing difficult situations. How to love what you do and show it!	<b>2 hours</b>
Quit Now	Use evidence based strategies to quit smoking for good.	<b>2 hours</b>

PACKAGE	DESCRIPTION	DURATION
Resilient Living	A short series of courses which encourages a resilient mindset. You will learn your own reliance IQ, as well as building resilience, including the 10 keys for resilient living.	<b>4 hours - 1 hour per week run over 4 weeks</b>
Mindfulness	Mindfulness is a strategy which encourages people to stay in the present moment. It is greatly beneficial for managing stressful situations both in and outside the workplace.	<b>1 hour session run each week in staff lunch break</b>
Calmer Chameleon - Dealing with Change.	Learn the six stages of change, obstacles for change and lapse versus relapse prevention. You will be encouraged to explore your own habits related to change and risk factors for lapse behaviours. You will also acquire strategies to maintain motivation and morale during the change process.	<b>3 hours</b>
Communicating to Get What You Want.	Clearly communicate your needs and goals without treading on any toes. Ensure your message is received the way it was intended.  Learn your own personal communication style. Make sure you are clear by understanding assertive versus passive versus aggressive styles. Learn to be assertive and influential.	<b>2 hours</b>

PACKAGE	DESCRIPTION	DURATION
Managing Emotions	In today's busy world, irritability and anger as well as sadness, frustration and annoyance can become overwhelming. This short session teaches strategies enabling you to manage these negative emotions of emotional regulation. Learn how to stay calm under pressure and avoid the emotional roller coaster.	2 hours
Practical Stress Busting	Gaining skills to improve stress resilience, as well as being able to deal with others when they are stressed. These skills lead to improved performance and healthier living.	2 hours
Emotional Intelligence	Learn the ability to recognise, process, understand and act upon emotional information within one's self and from others. This brief workshop teaches some basic strategies for the effective communication of emotional information.	2 hours
Coaching and Mentoring	How to inspire and motivate. Learn how to set goals with others, encourage and help others become the best they can be.	3 hours
Work-Life Collision	Assess the warning signs of problematic work-life balance. Manage competing needs, living with uncertainty, set boundaries, learn to say no, learn to say yes, and learn mindfulness. Set appropriate goals for work and personal life.	3 hours

PACKAGE	DESCRIPTION	DURATION
Staff Retention – Keeping People Engaged	Your staff are your organisation's greatest resource. Develop strategies to encourage people to stay engaged and interested.	2 hours
Mediation Skills	Learn the basics of effective mediation.	2 hours
Career Planning	Explore strengths and areas for development as well as plans for future careers.	2 hours
Team Building	Working within a healthy team is important for all organisations and members. Team building strategies evolve into happier and healthier functioning, often with quick and tangible results.	3 hours
Calmer Chameleon - Dealing with Change in Your Team for Managers.	Learn the six stages of change, obstacles for change and lapse versus relapse prevention. Explore habits related to change and risk factors for lapse behaviours. Acquire strategies to maintain motivation and morale during the change process.	3 hours
Building Stronger Teams	Learn how to quickly strengthen relationships in the workplace. Explore conflict management, negotiation, assertiveness training and coping with uncertainty.	4 hours

PACKAGE	DESCRIPTION	DURATION
<b>Work-A-Holics Anonymous</b>	Learn how to work well and avoid overworking so you have a life.	<b>2 hours</b>
<b>Managing Teenagers</b>	Surviving teenagers and how to come out the other side with your relationship with your child intact.	<b>2 hours</b>
<b>1-2-3 Magic Parenting Group</b>	A group for parents involving a simple strategy aimed at making behaviour management of children aged 2 to 12 easy.	<b>2 hours</b>
<b>Building Resilient Children</b>	Explore strategies to encourage resilience in your children.	<b>2 hours</b>
<b>Getting a Good Night's Sleep</b>	Poor sleep affects every aspect of functioning. This workshop encourages you to develop good habits to gain that elusive good night's sleep.	<b>2 hours</b>
<b>Retiring From Work</b>	What next? An interesting time ahead but how much thought have you given to this important transition.	<b>2 hours</b>

PACKAGE	DESCRIPTION	DURATION
<b>Avoiding Burn-out</b>	Learn to recognise the signs, symptoms and stages of burnout in yourself & others whilst taking steps to avoid it progressing.	<b>2 hours</b>
<b>Building Better Relationships</b>	Establishing and maintaining effective relationships at work and at home. Learn how to be clear, to avoid conflict and encourage harmony.	<b>2 hours</b>
<b>Managing a Crisis</b>	The more prepared people are to manage these events, the less likely they are to become traumatised. Gain an understanding of critical incidents and the range of reactions they can produce. Learn valuable procedures to follow and how to manage people's reactions, including what to say and what not to say. Help managers define a critical incident management policy (additional 2 hours).	<b>3 hours</b>
<b>Secret Women's Business</b>	A weekly one hour lunchtime session covering topics such as managing the behaviour of others, in particular anger, bullying, emotionality, including destructive emotions, goals, career management, self esteem, preparing for retirement, managing perfectionist tendencies, grief and loss, and establishing good relationships.	<b>10 hours - 1 hour per week for 10 weeks</b>

PACKAGE	DESCRIPTION	DURATION
Secret Men's Business	A weekly one hour lunchtime session covering topics such as managing the behaviour of others, in particular anger, bullying, emotionality, including destructive emotions, goals, career management, self esteem, preparing for retirement, managing perfectionist tendencies, grief and loss, and establishing good relationships	10 hours - 1 hour per week for 10 weeks
Choosing the Right People	Select the right person for the job, through effective screening and interviewing. Learn how to get things right at this time and improve outcomes for teams in the future.	2 hours
Appraising Performance	How to systematically review employees' performance by giving appropriate and useful feedback.	2 hours
Succeeding at Business Meetings	How to prepare and present yourself in the best light to achieve the outcome you desire.	1 hour
Goals Achievers	The steps to setting and achieving goals while developing a vision. Develop SMART goals in this session.	2 hours

PACKAGE	DESCRIPTION	DURATION
Time Creation	Time creation isn't about making more time, but using the time we have more effectively. Use some simple strategies to help prioritise more and achieve more effectively.	2 hours
Resolving Conflict for Staff	Learn practical strategies to understand conflict, people's various emotional responses, problem patterns of behaviour and different communication styles. Learn a range of conflict resolution strategies and negotiation skills.	3 hours
Managing Aggression	Strategies for managers to begin to look at managing conflict in their teams. Explore complex staffing issues including toxic personalities.	2 hours
Harassment & Bullying	Recognising and managing bullying in the workplace. Suitable for staff and managers.	2 hours
Suicide Awareness	The signs and symptoms to be aware of and how to respond. Suitable for staff and managers.	2 hours
Impact of Addictions in the Workplace	Promoting the awareness of behaviours such as gambling, alcohol and other drugs on work performance. Learn signs and symptoms to be aware of as well as appropriate responses and treatments.	2 hours