

# **Working with Challenging Behaviours - Building Positive Relationships**

## **Professional Development Training**

### **to maximise mental health and wellbeing in the workplace**

#### **With Sue Koningen**

#### **Is your workplace as rewarding as it could be?**

Workplace health and safety (WH&S) legislation requires workplaces to be, as far as is reasonably practicable, physically and mentally safe and healthy for all employees. This means steps must be taken to ensure that the working environment does not harm mental health or worsen an existing condition. This is now the law.

With one in five Australians experiencing a mental health condition in any given year, taking action to improve workplace mental health and safety is critically important for business.

The forgotten foundation of mental health and wellbeing is entrenched in our capacity to form healthy, nonreactive relationships.

This is such an important piece of the workplace wellness puzzle.

#### **The Silent Challenges**

For many the workplace is like a second home or family. Unlike families, there are systems in place determining the roles and responsibilities of each position with policies and procedures governing the provision of service.

However, the structure and systems operating in family life are very different. Environmental and social challenges can become overwhelming, impacting on the health and wellbeing of staff. As these issues continue to grow – the workplace may also be impacted and distracted.

Increasing Staffs ability to manage work/life challenges ensures your organisation is meeting WHS requirements to provide an environment that is both physically and mentally safe and healthy.

Creating an environment that supports and promotes the wellbeing of staff is ethically responsible.

It also makes sound business sense.

#### **The importance of Connection**

Connection Is a Core Human Need, but 'We Are Terrible at It'

Most people believe connection is something they earn by being "good enough" when it is really something they develop by being "willing enough".

Knowing how to build and maintain positive healthy relationships is fundamental to the health and wellbeing of each staff member as well as the growth and productivity of every organisation.

Investing in personal development training is not just about creating a healthier workplace or superior customer service – it's also about staff retention. Happy workplace – happy staff.

## **Professional Development – Personal Development**

Working with Challenging Behaviours - Building Positive Relationships is a significant catalyst for change and innovation, creating opportunities to develop and advance Wellness.

The aim of the program is to improve relationships, and provide training in problem solving, communication and coping skills to strengthen workers from the inside-out. Building an inner integrity to withstand and resolve the raw and always complex, emotional elements of work/family life.

### **Objective:**

- To build a new 'tool box' of skill sets more powerful and effective to manage work/life relationships, enhance worker resiliency, workplace stability and promote emotional wellbeing.

### **The main content of this training course:**

- Identify the root causes of tension in the workplace
- Recognise common triggers and inhibitors of behaviour
- Explain the attitude and behaviour cycle as it relates to staffs own experience
- Appreciate the 'Drama Triangle' and how to identify it
- Understand and apply behaviours for defusing/calming situations

### **Participants Outcomes:**

- Improved ability to manage challenging behaviour & Build Positive Relationships
- Reframe thoughts and behaviour to improve workplace conditions.
- Acknowledge behaviours that plays a part in how others respond
- Identify Triggers – Determining what 'sets people off' and how to avoid the pitfalls
- Communicate in non-blaming ways
- Set healthy boundaries
- Limit behaviours contributing to the devastating impact of 'burnout'.
- Develop positive work/life relationships built on trust.

### **Workplace outcomes:**

- A workforce focused on wellness and productivity
- A reduction in the costly impact of:
  - *Sick days*
  - *Time off*
  - *Burnout*
  - *Mental Health issues*
  - *Relationship difficulties*
  - *Conflict resolution*
  - *Staff turnover*
  - *OH&S Claims*

**Sue Koningen** is a master of storytelling. Drawing from life experiences, Sue's approach to training is presented with humour as she encourages participants to identify their behaviour from the stories she tells and examples of real life situations that can be overwhelming or challenging when striving to build positive relationships. Sue's positive high regard for people is matched by her belief in the process of change and the benefits of forming deeper connections of trust in order to build successful, respectful personal relationships – the foundation of mental wellness.

Sue is an author, motivational speaker and educationalist. Sue's work within this field spans over 20 years improving the lives of families and individuals confronted by the many challenges mental ill health and substance use has on families as they struggle to cope with depression, alcohol or substance use and suicides.

This program has achieved outstanding results in developing self-efficacy and deeper connections through overriding out-dated and debilitating beliefs and expectations and replacing them with more realistic patterns of thinking to manage life's challenges. Sue's added insight has been gained from coordinating a community jobs plan program for people in recovery from co-morbid conditions to achieve their potential to become job ready and as Team Leader of a Woman's Refuge supporting women and their children experiencing domestic violence. Sue holds a Diploma of Community Services.

#### **Training Options:**

**Working with Challenging Behaviours - Building Positive Relationships Training** can be developed around your organisational needs either as a 1 or 2 day workshop or series of 1.5hr sessions.

Ideally a 1 day training workshop will create the most productive learning environment and build a supportive team experience, with a half day follow up 1 week later.

If you're interested in investing in cutting edge life skills and strategies training for your staff to improve mental wellness in your workplace, please contact me to discuss your organisational needs.

Kindest regards,

#### **Sue Koningen**

Workplace Trainer, Coach  
Psychoeducational Facilitator  
Peer Support Specialist

#### **Contact Details**

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