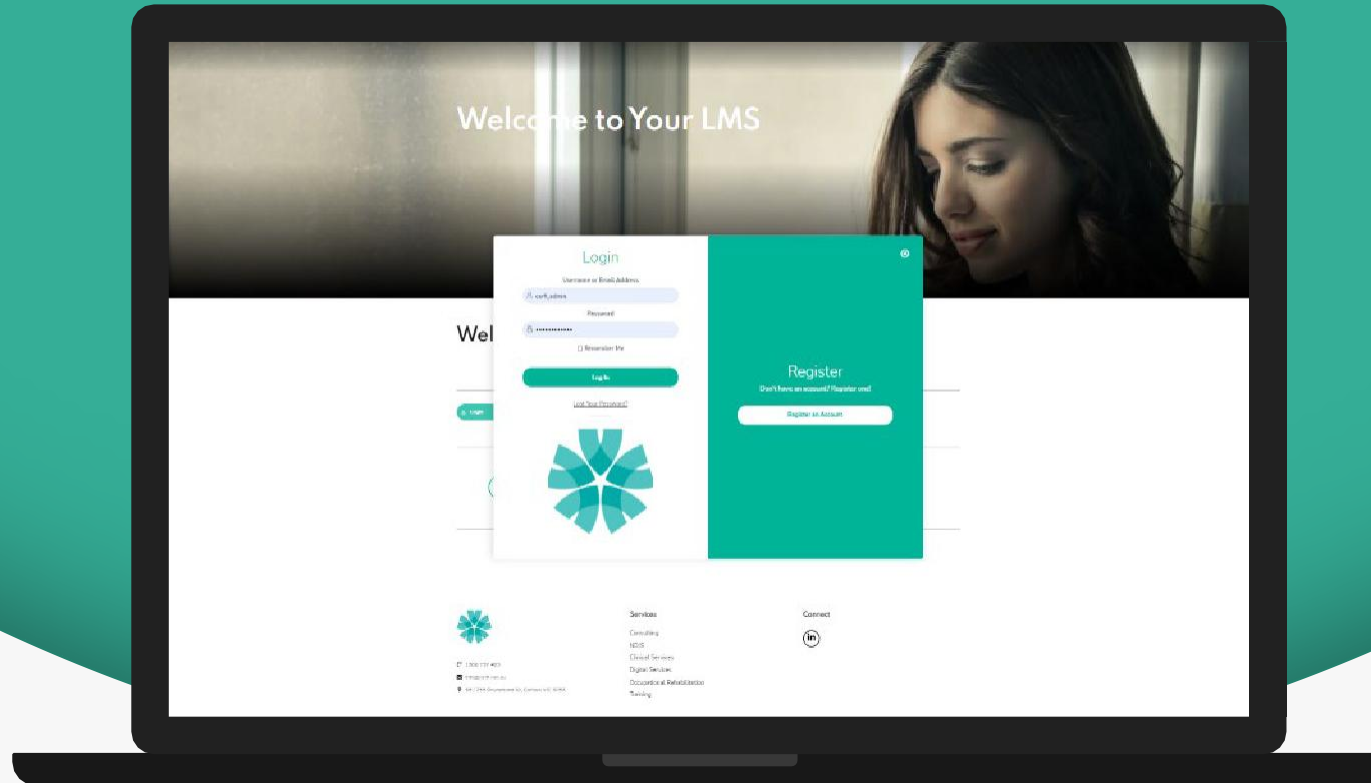


Carfi Wellbeing Training

Proactively building mental health literacy through
tailored training services





CARFI

WELLBEING

TRAINING

CARFI WELLBEING TRAINING

Building Mental Health Literacy in a Psychologically Safe Environment

Carfi wellbeing training services educate and demonstrate techniques to effectively deal with various issues people are likely to be confronted with within a workplace. Our Training Services aim to empower employees with the knowledge and skills to navigate intricate workplace and leadership challenges, elevate their mental health literacy, mitigate psychosocial risks, and strengthen their support networks and wellbeing strategies. These services are offered through a variety of flexible training modalities and delivery methods that can be adapted to suit our clients needs.





DELIVERY METHODS



DELIVERY METHODS

Carfi offers a range of modalities for the delivery of our wellbeing training. All of Carfi's training programs can be delivered in person, both within a traditional classroom environment and in a virtual setting. Various Carfi training programs are also offered as online eLearning courses or are utilised as part of a blended learning program, using a combination of both online and face-to-face training. Course delivery methodologies are tailored to suit our individual customers needs to meet the goals of their desired training program.

WEBINARS

Experience the future of workplace wellbeing with Carfi webinars - an innovative digital solution designed to heighten awareness and streamline the effective management of wellbeing and workplace issues. Our webinars prioritise accessibility, offering seamless training experiences for large cohorts, all while minimizing disruption to your workflow.

Carfi webinars offer a unique opportunity to offer bite sized online training solutions to our clients with inbuilt capability to collect and report on participant perceptions. Standard duration of Carfi webinars is between 1-2 hrs with an unlimited learner capacity.



WORKSHOPS

Carfi workshops educate and demonstrate techniques to effectively deal with various issues people are likely to be confronted with within a workplace. Our workshops have a desired maximum capacity between 10-20 participants to allow for active participation and collaboration. Our workshop style training offerings utilise purposeful and interactive teaching and learning strategies to encourage critical thinking, problem solving and the translation of knowledge and skills into everyday practice.

DIGITAL (eLEARNING)

Carfi's digital mental health and wellbeing courses provide online training solutions that are scalable and sustainable. Our eLearning courses enable the ability to learn anytime, anywhere. Learning is accessible, portable and self-paced. Carfi's range of digital eLearning courses can be accessed through our Carfi LMS or can be licenses for inclusion in your existing organisational learning system.

Detailed information regarding our digital eLearning offerings can be found from page 15 onwards



BLENDED LEARNING

Carfi's blended learning programs provide a multiple modal approach to equip staff with the necessary knowledge, skills and behaviours to engage with various issues they are likely to be confronted with within a workplace. Our blended learning programs combine self-paced (asynchronous) training activities with live (synchronous) workshop style sessions. This approach caters to various learning styles, allows learners to engage in self-paced and self-directed learning and ensures workshop sessions a focused on the translation of theory into practice, within a safe learning environment.



TOPIC GUIDE

TOPIC GUIDE



Building a mindset to maintain wellbeing

Examine the impact of our mindset and interpretation on how we respond to challenges and explore strategies to build a mindset to maintain your mental wellbeing. Upon completion participants will be able to:

- Outline the impacts our mindset and interpretations have on the way we respond to challenges in our lives
- Identify strategies to build a mindset that maintains your wellbeing
- Apply a framework to support your interactions with others who require support

Delivery method: Webinar/ Workshop/ Digital / Blended Program



Psychological First Aid

An overview of the important role Psychological First Aid plays in supporting those experiencing distress within the workplace. Upon completion participants will be able to;

- Describe the role psychological first aid plays in supporting colleagues in the workplace
- Outline the aims, goals and limitations of psychological first aid
- Evaluate the use of interpersonal skills to effectively provide psychological first aid
- Recognise the signs of distress
- Apply the Psychological First Aid framework
- Describe the important concepts related to psychological first aid

Delivery method: Webinar/ Workshop/ Digital/ Blended Program



Mastering the role of coaching

Enable current or potential people leaders to develop their coaching skills, including:

- Understanding the purpose and the role of coaching
- Developing core coaching micro skills
- Exploring stages of change and how to address ambivalence
- Developing an understanding of how to coach effectively, using the GROW model.
- Developing knowledge of how to be a trusted, challenging and inspiring coach to your team.

Delivery method: Webinar/ Workshop

TOPIC GUIDE



Managing challenging stakeholder interactions

Aimed at customer-facing staff, this topic explores the common emotional reactions and early signs of distress stakeholders may experience. It assists staff to:

- Recognise the dynamics that operate in dealing with challenging stakeholder interactions
- Identify the common emotional reactions stakeholders can experience during an interaction
- Describe a framework to strategically respond to and diffuse challenging emotions and behaviours from stakeholders
- Identify the challenges faced within their role when engaging with stakeholders and effective strategies to navigate them
- Explore ways to look after themselves and maintain their mental wellbeing

Delivery method: Webinar/ Workshop/ Digital/ Blended Program



Mastering effective workplace interactions

This topic assists staff to develop an understanding of why it is important to engage with workplace issues, including:

- Recognising distress and how this impacts on workplace interactions
- Strategies for receiving and responding to feedback
- Strategies for approaching others to provide feedback
- Utilising a framework to engage in effective conversations
- Developing interpersonal skills to promote effective communication

Delivery method: Webinar/ Workshop



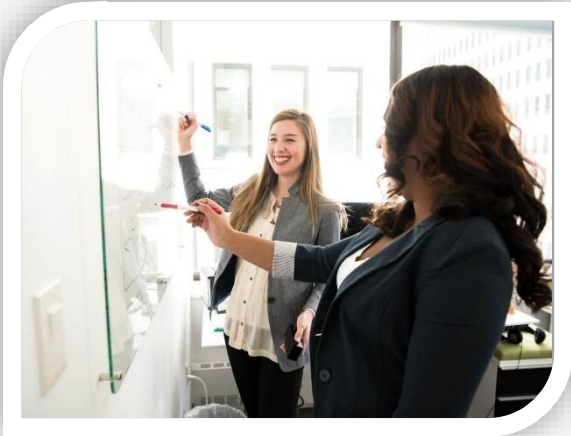
Early intervention for leaders

Aimed at Management level employees, this topic assists leaders to intervene early to promote positive mental health within the workplace. Upon completion participants will be able to;

- Describe why early intervention is important in maintaining wellbeing within the workplace
- Outline the important role leaders play in early mental health intervention within the work environment
- Recognise the early warning signs of distress and disengagement
- Identify the impacts of the distress cycle
- Apply an early intervention framework to engage in effective conversations

Delivery method: Webinar/ Workshop/ Digital/ Blended Program

TOPIC GUIDE



Failing Forward: Embracing setbacks for success

Learn how to reframe failure as an opportunity to learn and grow. Upon completion participants will be able to;

- Discuss failure and why it's important to manage our response to it
- Identify common reactions to failure and their impact on our growth
- Outline strategies we can use to manage failure

Delivery method: Webinar/ Workshop



Mastering Psychological Safety & Wellbeing in Leadership

Provide leaders with the necessary knowledge and skills to identify and mitigate psychosocial risks and proactively support a psychologically safe work environment. The topic explores:

- The importance of creating and maintaining a psychologically safe work environment
- Key strategies to build a climate of psychological safety
- How to express that leaders care about wellbeing
- The identification of key psychosocial risks within their team to develop an appropriate action plan
- Appropriate control measures to manage psychosocial hazards

Delivery method: Webinar/ Workshop/ Blended Program



Leadership to enhance engagement & performance

Explore how leaders can connect with employees to foster engagement and maintain positive work performance. The topic explores:

- Factors that influence employee performance and engagement
- The early warning signs of disengagement
- A framework to support effective communication and constructive interactions
- Key interpersonal skills that promote effective communication
- The use of reflective practice in the provision of constructive performance feedback
- Best practice leadership strategies to support staff engagement

Delivery method: Webinar/ Workshop/ Digital/ Blended Program

TOPIC GUIDE



Supporting our people through organisational change

Explore how people leaders can support a team through organisational change, including:

- The different reactions employees are likely to experience in response to challenges, such as change and uncertainty
- How to support the team through these emotions (before, during and beyond outcome conversations)
- How to identify the early warning signs of distress and disengagement
- Why leaders are best placed to engage early and often with employees through an organisational change process
- The necessary skills and a framework leaders can apply to build capacity and confidence to connect with their team

Delivery method: Webinar/ Workshop



Unlocking potential through constructive feedback

Examine how to harness constructive feedback for personal and professional growth. Upon completion participants will be able to;

- Describe why feedback is important for growth
- Identify common barriers to giving and receiving feedback effectively
- Outline principles and strategies of giving and receiving feedback effectively

Delivery method: Webinar/ Workshop



Adaptive Minds, Agile Futures - Navigating through Organisational Change

- Examine how we handle change and the impacts of uncertainty and anticipation
- Identify the potential emotional reactions we can experience during a change journey
- Recognise how our mindset and interpretations can impact our ability to cope
- Describe how we can adjust and use strategies to assist us to manage uncertainty and build an adaptive mindset
- Identify ways to look after ourselves and our mental wellbeing during periods of change

Delivery method: Webinar/ Workshop

TOPIC GUIDE

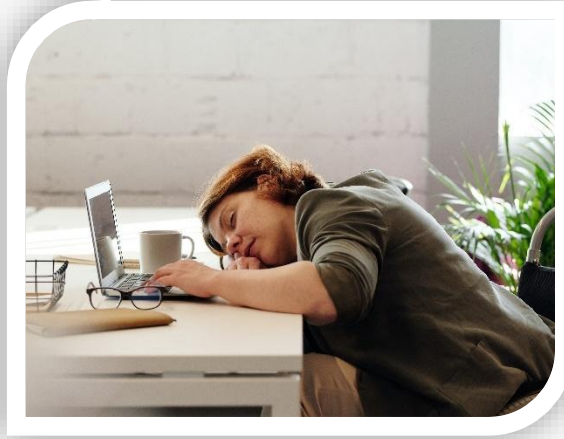


Person centered case management

Explore the person-centred approach to case management for complex physical and psychological injury cases. The topic assist participants to:

- Identify the complexities and challenges that can impact effective return to work coordination
- Explore key stakeholders perspectives when engaging in the return to work process
- Identify how to apply a person-centred communication framework
- Discuss the challenges faced within the role and effective strategies to look after yourself and maintain your mental wellbeing

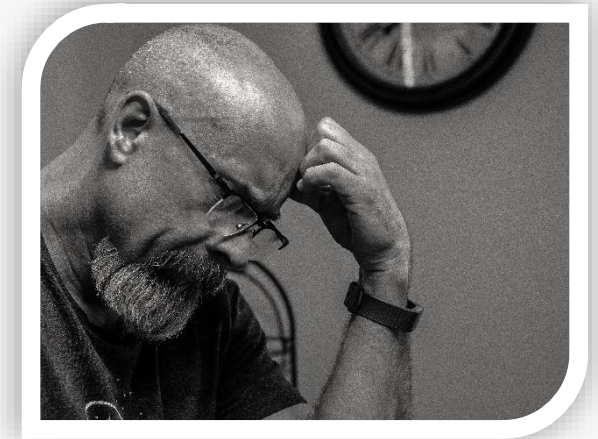
Delivery method: Webinar/ Workshop/ Digital/ Blended Program



Mental Health within the workplace

- Increase knowledge and awareness about the impact of mental health on the individual and the workplace.
- Explore the difference between mental health and mental illness, and common types of mental illness that present within the workplace
- Identify factors that impact upon mental health
- Recognise the early warning signs of mental health issues and distress
- Apply a framework to support others who may require your support
- Explore strategies you can use to maintain your own mental health
- Provide information and resources for available supports

Delivery method: Webinar/ Workshop



Understanding Trauma and Vicarious Impact

This training explores the concepts of trauma, how it affects individuals, and how repeated exposure to others' trauma can influence our own wellbeing. The training explores:

- Challenges faced by staff within their role and the impact of these challenges
- The trauma response, including the different types of trauma and how it can impact people
- The early warning signs of distress
- Influential factors that impact the ability to cope with trauma
- How to resolve/navigate traumatic reactions and connect and receive support
- practical self-care strategies to support wellbeing and resilience

Delivery method: Webinar/ Workshop/ Digital



LEARNING PROGRAMS

LEARNING PROGRAMS

Carfi's learning programs provide comprehensive end to end training programs to equip staff with the necessary knowledge, skills and behaviours to function within specific mental health and wellbeing support roles within their organisation.



Peer Support Program

The Peer Support Program provides staff with the necessary skills, knowledge and behaviours to support colleagues who are experiencing distress the work environment. The program partners with client organisations to establish a Peer Supporter network that is visible and are a known resource within the organisation to provide staff support

Program components:

- Participant interviews and assessment
- 2hr Online eLearning course
- 2-day Skill development session

Optional additional services:

- Community of practice sessions
- Refresher training
- Peer Support Supervision



Psychological First Aid for People Leaders

Leaders play a crucial role in supporting the mental health and wellbeing of their teams. The Psychological First Aid for People Leaders Program equips leaders with the essential knowledge and skills to identify and mitigate psychosocial risks, and effectively and proactively support a psychologically safe work environment.

Program components:

- 2hr Online eLearning course (Psychological First Aid)
- Half day skill development session
- Program Workbook

Optional additional services:

- Community of practice sessions
- Refresher training
- Peer Support Supervision

LEARNING PROGRAMS

Carfi's learning programs provide comprehensive end to end training programs to equip staff with the necessary knowledge, skills and behaviours to function within specific mental health and wellbeing support roles within their organisation.

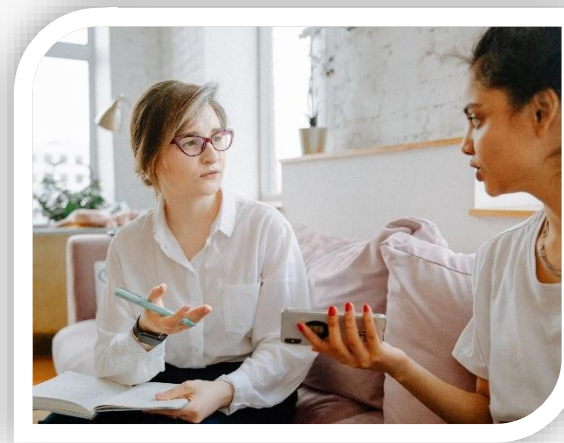


Return to Work Coordinator Program

This program explores the person-centered approach to injury management and return to work coordination for complex physical and psychological injury cases. The program will examine how to apply a person-centered communication framework to effectively engage with team members, managers and treating health practitioners to improve team members' health and return to work outcomes.

Program components:

- 3hr Online eLearning course
- Full day skill development session



Contact Officer Training Program

This program provides an overview of the important role the Contact Officer plays in supporting people who may be experiencing or witnessing domestic and family violence and inappropriate conduct within the workplace. The program provides a framework to support interactions with colleague, and explores the various challenges likely to be faced by people who connect with a Contact Officer.

Program components:

- 3hr Online eLearning course
- Full day skill development session

Optional additional services:

- Community of practice sessions
- Refresher training
- Contact Officer Supervision



DIGITAL **TRAINING**

WHAT IS CARFI ONLINE?

A MODERN WELLBEING SOLUTION

Digital learning solutions for online mental health and wellbeing training. Provides multiple learning and training solutions, formats and platforms to support our clients' and learners' needs



The screenshot shows the homepage of the CARFI Online website. At the top, there is a navigation bar with links for 'Home', 'Services', 'Digital Training', and 'Contact'. A teal-colored logo, resembling a stylized flower or star, is positioned to the right of the 'Services' link. Below the navigation bar is a large hero image featuring a group of people in a collaborative work environment. Overlaid on this image is the text 'Digital Mental Health & Wellbeing Programs' in a white, sans-serif font. A large, semi-transparent orange shape is positioned in the bottom left corner of the hero image. Below the hero image, the text 'Building Mental Health Literacy in a Psychologically Safe Environment' is displayed in a bold, black, sans-serif font. At the bottom of the page, there is a small paragraph of text: 'Our digital mental health and wellbeing programs educate and demonstrate techniques to effectively deal with various issues people are likely to be confronted with within a workplace. To minimise work disruption, our programs are conveniently delivered online via our LMS platform. Our training sessions are designed to raise workplace issue awareness and include a number of skill building exercises.'

Home Services Digital Training Contact

Digital Mental Health & Wellbeing Programs

Building Mental Health Literacy in a Psychologically Safe Environment

Our digital mental health and wellbeing programs educate and demonstrate techniques to effectively deal with various issues people are likely to be confronted with within a workplace. To minimise work disruption, our programs are conveniently delivered online via our LMS platform. Our training sessions are designed to raise workplace issue awareness and include a number of skill building exercises.

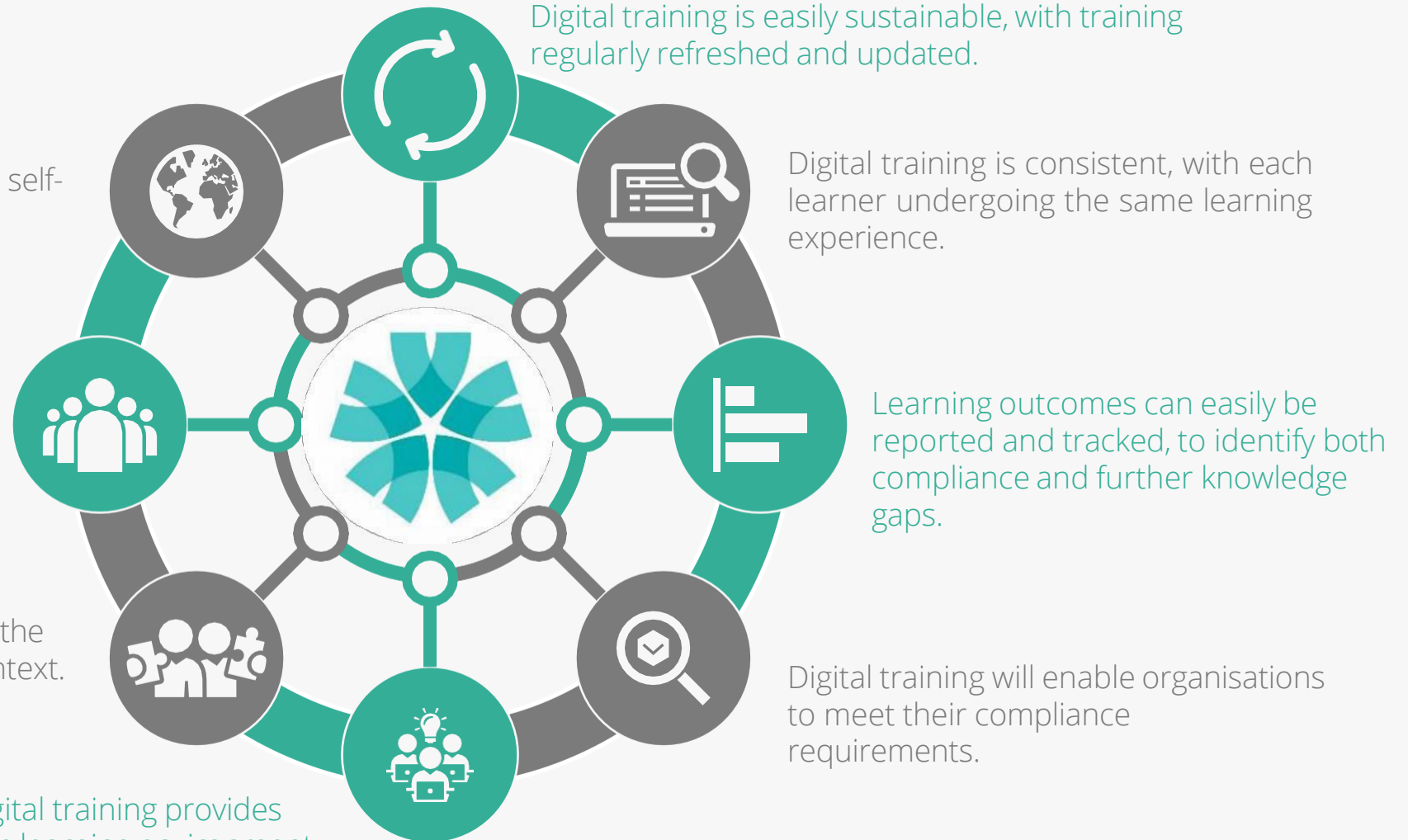
WHY DIGITAL?

Ability to learn anytime, anywhere.
Learning is accessible, portable and self-paced.

Digital training is scalable across the organisation, with training available to every learner.

Digital Training can be tailored to suit the organisational or team needs and context.

Through Carfi's LMS system, digital training provides opportunities for a collaborative learning environment.



CARFI ONLINE

ACCESS VIA OUR INTERNAL LMS



LEARN ANYWHERE

Access our courses online, on-demand, from anywhere in the world!



LEARN FROM THE EXPERTS

All our courses are designed and delivered by registered psychologists!



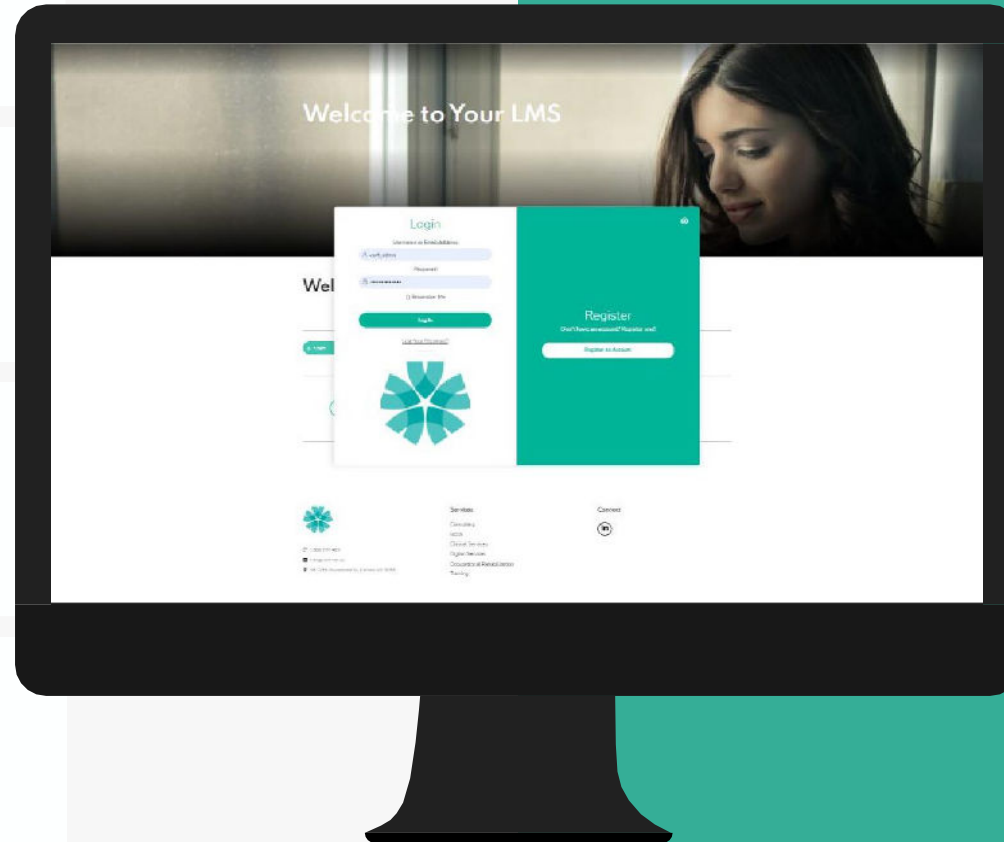
LEARN TOGETHER

Access messages, notifications and communications from colleagues!



LEARN ON THE GO

Take your learning with you with our mobile responsive platform!

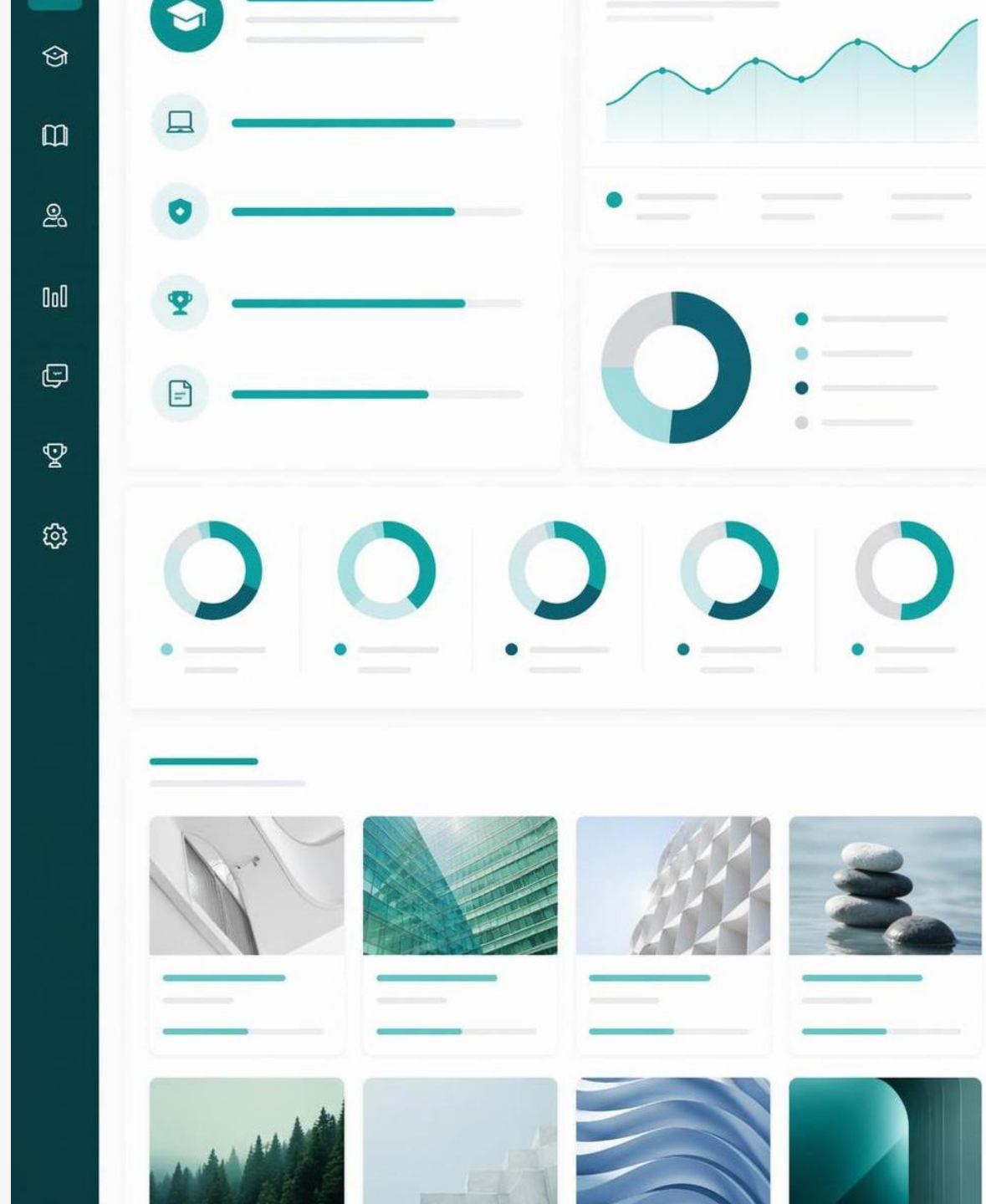


SCORM FILE LICENSING

Carfi offers our eLearning programs via SCORM licensing, allowing organisations to host and manage training directly within their own Learning Management System (LMS). This deployment option provides organisations with full control over learner access, reporting, and integration with existing learning pathways.

Under a SCORM licensing arrangement, Carfi supplies SCORM-compliant course packages that are compatible with most modern LMS platforms. This allows , staff to access training through their familiar organisational learning system, reducing barriers to engagement and streamlining the learner experience.

<https://custificsoftware.com/products/scorm-cloud/infrastructure/>



DIGITAL COURSES



Psychological
first aid



Person-centered case
management



Early intervention
for leaders



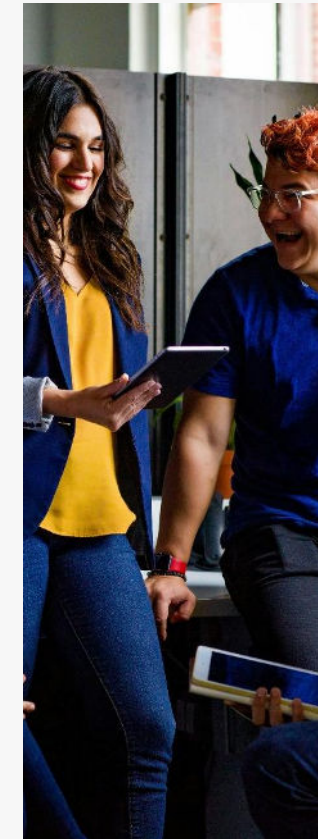
Managing challenging
stakeholder
interactions



Leadership to enhance
engagement and
performance



Building a mindset
to maintain wellbeing



Navigating Psychosocial
Risks: Understanding
Mental Health and Your
Responsibilities



Understanding Trauma
and Vicarious Impact

Psychological First Aid

This course provides an overview of the important role psychological first aid plays in supporting those experiencing distress within the workplace. Upon completion of this course participants will be able to;

- Describe the role psychological first aid plays in supporting colleagues in the workplace
- Outline the aims, goals and limitations of psychological first aid
- Evaluate the use of interpersonal skills to effectively provide psychological first aid
- Recognise the signs of distress
- Apply the Psychological First Aid framework
- Describe the important concepts related to psychological first aid

3

Modules

1.5

Hour(s)



Person-centered Case Management

This course explores the person-centered approach to injury management and return-to-work coordination for complex physical and psychological injury cases. Upon completion of this course participants will be able to;

- Define the person-centred approach to case management
- Rationalise the importance of the person-centred approach when managing complex cases
- Identify how to apply the person-centred communication framework to engage with workers, managers and treating health professionals to improve health and work outcomes
- Describe how to engage in meaningful and quality conversations with key stakeholders to anticipate and mitigate risks and plan, execute and embed best-practice case management strategies
- Describe how to engage key stakeholders to collaboratively develop a comprehensive and individualised return to work plan

5

Modules

2

Hour(s)



Early Intervention for Leaders

Aimed at management level employees, this course discusses how leaders can intervene early to promote positive mental health within the workplace.

Upon completion of this course participants will be able to:

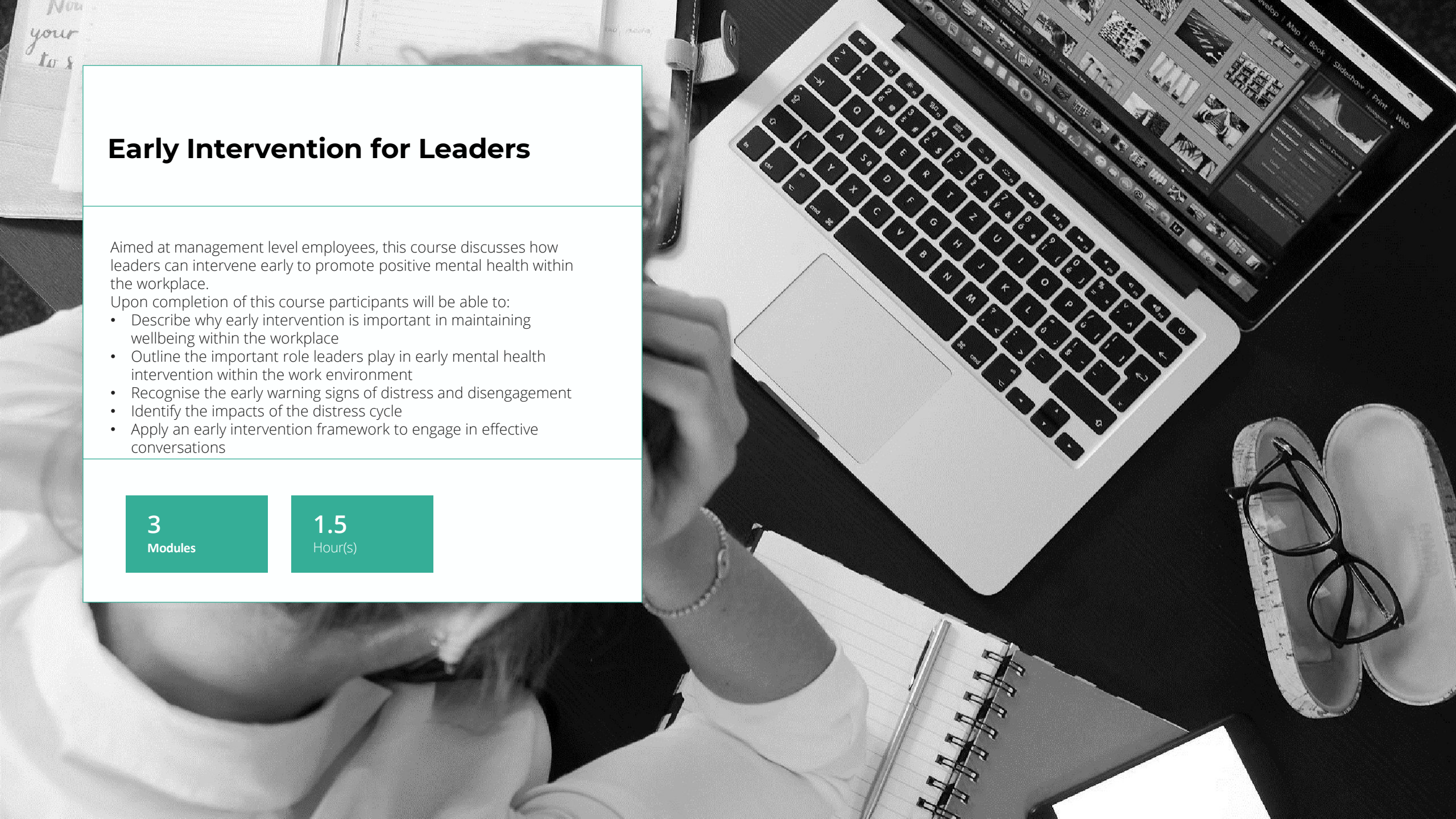
- Describe why early intervention is important in maintaining wellbeing within the workplace
- Outline the important role leaders play in early mental health intervention within the work environment
- Recognise the early warning signs of distress and disengagement
- Identify the impacts of the distress cycle
- Apply an early intervention framework to engage in effective conversations

3

Modules

1.5

Hour(s)



Managing challenging Stakeholder Interactions

This course, aimed at customer-facing staff, the common emotional reactions and early signs of distress that stakeholders may experience. Upon completion of this course participants will be able to:

- Identify the dynamics that operate in dealing with challenging stakeholder interactions
- Describe common emotional reactions stakeholders can experience during an interaction
- Describe how to activate your strategic response to a challenging interaction
- Apply a framework to strategically respond to challenging stakeholder interactions
- Identify ways to look after yourself and maintain your mental wellbeing

3
Modules

1.5
Hour



Leadership to Enhance Engagement and Performance

This course explores how leaders can connect with employees to foster engagement and maintain positive work performance. Upon completion of this course, participants will be able to;

- Identify contributing factors that influence team member performance and engagement
- Recognise the early warning signs of disengagement and distress and how the workplace response impacts engagement and performance
- Apply a framework to support effective communication and constructive interactions with team members to maximise engagement
- Describe key interpersonal skills that promote effective communication
- Examine the use of reflective practice in the provision of constructive performance feedback
- Describe how to navigate challenging team member reactions and behaviours
- Identify best practice leadership strategies to support staff engagement

4

Modules

2

Hour(s)



Building a Mindset to Maintain Wellbeing

This course explores strategies to build a mindset to maintain your mental wellbeing, how to look after yourself and how to look after those around you.

Upon completion of this course participants will be able to;

- Describe the mental health continuum
- Outline the impacts our mindset and interpretations have on the way we respond to challenges in our lives
- Identify strategies to build a mindset that maintains your wellbeing
- Apply a framework to support your interactions with others who require support

3

Modules

1.5

Hour(s)



Navigating Psychosocial Risks: Understanding Mental Health & Your Responsibilities

This course empowers leaders to understand their responsibilities in identifying and responding to psychosocial risks in the workplace. It focuses on the strategic, ethical, and legal obligations of leadership in fostering a mentally healthy work environment. Upon completion of this course participants will be able to:

- Examine why mental health is a critical factor in organisational success
- Recognise the link between employee wellbeing and performance
- Identify your responsibilities and obligations in supporting mental health and wellbeing

3

Modules

1

Hour(s)



Understanding Trauma and Vicarious Impact

This course provides an introduction to how trauma affects individuals and explores the ways repeated exposure to others' trauma can impact our wellbeing. Upon completion of this course participants will be able to:

- Describe the different types of trauma and their impact
- Identify early warning signs of distress in yourself and others
- Explore factors that influence the ability to cope with trauma
- Recognise psychosocial risk indicators of Vicarious Trauma (VT)
- Develop practical self-care strategies to support wellbeing and resilience

3
Modules

1 Hour(s)





BESPOKE TRAINING DESIGN

DEVELOPMENT PROCESS

BESPOKE TRAINING DESIGN – TRAINING IS DEVELOPED WITH THE END USER IN MIND

Carfi possesses capability and expertise to develop bespoke training programs. Through our robust and collaborative development process, Carfi enables the development of training programs including webinars, workshops, digital eLearning courses and blended learning programs with full customisation to meet the needs of our client organisations.

1

Requirements gathering

Identification of target topic of interest or identified knowledge gap, including the establishment of intended learning outcomes and target audience.

2

Consultation with SME and storyboard development

Development of instructional design plan, learning Framework and/or Storyboard in consultation with subject matter experts and senior consultant. Establishment of technical specifications to ensure appropriate integration of program.

3

Stakeholder review and storyboard sign off

Stakeholder review of instructional design plan, learning Framework and/or Storyboard in consultation with subject matter experts and learning and development coordinator.

4

Prototype development

Development of training prototype

5

Stakeholder review and refinement

Review and feedback from subject matter experts and stakeholders.
Test integration of digital eLearning course with stakeholder LMS (if required).

6

Distribution

Deployment of training program

THANK YOU

Website
www.carfi.net.au

Email
info@carfi.net.au

Contact
1300 737 403

Head Office
58 / 255 Drummond St
Carlton, Victoria

