About Relationships Australia Victoria
Relationships Australia Victoria (RAV) is a leading training organisation with national and international expertise. RAV has over 65 years’ experience in relationship counselling, conflict resolution, family dispute resolution, mediation, family relationships, couples therapy and parenting education.

Our training
As a Registered Training Organisation (RTO), RAV provides quality higher education, vocational training and professional development in a range of areas relating to relationships between families, professionals and clients, and works with staff in small and large organisations to explore and maximise performance, wellbeing and workplace outcomes.

Customised training
In addition to the workshops detailed in this brochure, RAV can tailor training to suit the needs of particular organisations, management, staff and professional groups who work with a variety of clients across a range of sectors. RAV Training works closely with organisations to identify, develop and deliver relevant training.

The length and timing of workshops can be negotiated to suit your organisation, with workshops able to be conducted on site at your organisation, at an RAV centre, or at a chosen venue.

The cost of the workshops can be negotiated according to the number of workshops, resources and participants.

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Funded by the Australian Government.
* Images for illustrative purposes only.

Organisational training and workshops to help staff to better support their employees, clients and customers.
Responding to family violence in the workplace

Family Violence can impact upon staff and workplaces in a number of ways. This interactive training workshop is designed to assist managers and staff to feel confident in responding to family violence concerns in the workplace. Participants will gain valuable knowledge about, and skills in addressing family violence, and also have an opportunity to explore and practice the difficult task of talking to staff and responding to these situations – from both a personal and an organisational perspective.

In this workshop, participants will learn about:
- family violence in Victoria
- the potential impacts of family violence in the workplace
- the indicators of family violence
- how to create a ‘family safe’ work environment
- discussing family violence with employees
- self-care strategies.

Managing conflict

Conflict is a natural component of human interaction. How we manage conflict however, is important. Conflict managed poorly can lead to a range of negative outcomes: it can undermine relationships, generate and elevate stress, and reduce organisational productivity. Conflict managed well can result in issues being resolved in a timely and beneficial manner, improved relationships between staff and clients, increased productivity and even new ways for doing business.

In this workshop, participants will learn about:
- different types of conflict
- your response to conflict
- conflict handling styles
- principles of negotiation
- the general process of managing conflict
- strategies for managing conflict.

How to have difficult conversations

Managers may need to have difficult conversations with staff about performance or behaviour in the workplace. These conversations need to be clear and handled sensitively. In this workshop, participants will learn a number of effective communication and relationship management skills to assist in this process including attending, reflecting, summarising, effective questioning and responding to high emotions.

In this workshop participants will learn about:
- defining a difficult conversational topic
- establishing the conversation purpose
- preparation and timing
- use of language in the conversation
- debriefing.

Managing stress

Satisfaction in employment has been found to be beneficial to mental wellbeing – providing purpose, social connection and financial independence. However, workplaces can also be a highly stressful environment which generates anxiety – contributing to or triggering mental health problems. Moreover, while work can foster positive self-esteem, an unsatisfactory work environment or losing one’s job can be high risk factors for mental illness, in particular depression.

In this workshop, participants will learn about:
- causes of stress
- indicators of stress
- physiological reactions to stress
- effective ways to manage stress in different situations.

Managing workplace bullying

The Fair Work Act (2009) defines bullying as ‘repeated unreasonable behaviour towards another person or group which creates a risk to health and safety’. In the workplace, bullying behaviour can take many forms – obvious actions such as physical or verbal abuse, or more subtle behaviour such as withholding information, assigning meaningless or impossible tasks or excluding people from meetings, projects and tasks.

In this workshop, participants will learn about:
- the impact of bullying behaviour in the workplace
- recognising bullying in the workplace
- informal strategies to address bullying
- formal strategies to address bullying.

Other workshop topics

- Managing challenging behaviours.
- Performance management.
- Negotiation skills.
- Self-care.
- Workplace mediation.
- Effective communication.
- Critical incident and debriefing.
- Working safely in an outreach capacity.