



AWS SUITE OF TRAINING PROGRAMS

Mental Health in the Workplace

This training provides a basic understanding of mental health, common challenges, and how to recognise and respond to suicide risk in the workplace. It also offers practical strategies for fostering a safe, supportive, and informed work environment.

Leadership Matters – Psychological Safety and Wellbeing

This training explores mental health awareness, psychological safety, and the impact of psychological injury in the workplace. It equips managers with effective strategies to reduce risks and create a culture of safety and support.

Counsellor by Chance – Navigating Informal Support Roles

Many employees find themselves in a ‘Counsellor by Chance’ role, offering support to colleagues in distress. This training provides essential skills for managing difficult conversations, responding to incidents, and offering support while maintaining professional boundaries. It is not designed to train participants as counsellors but to equip them with practical tools for handling sensitive workplace situations.

Managing Customer Aggression

This session provides practical strategies for managing aggression and agitation in workplace settings, whether from clients or colleagues. Participants will develop skills to de-escalate conflict, handle challenging interactions with confidence, and maintain a safe workplace environment.

Thriving in Challenging Roles, Workplace Resilience and Vicarious Trauma

Building resilience is key to navigating workplace challenges. This training covers professional boundaries, emotional intelligence, self-management, and self-care. The full-day option also includes strategies for reducing the risk of vicarious trauma, compassion fatigue, and burnout.

Understanding Team Dynamics

A strong team culture is built on trust and communication. This session explores team dynamics, communication styles, conflict resolution, and strategies for fostering psychological safety within teams.

Training Delivery

Sessions are designed for face-to-face facilitation on-site but can be delivered online if required. Maximum of 25 participants per session.

We offer full day, half day and introduction training sessions, depending on your organisation’s needs. Get in touch to find the training that is right for your team.



To get started or book in a session, contact our team:

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