

TRAINING PORTFOLIO.

humanpsychology.com.au

**Human
Psychology**
Think. Feel. Perform. Better.™



“100% of your clients
are humans.
100% of your staff are
humans.
To thrive, we therefore
need to understand
human capital;
human potential,
wellbeing, motivation,
performance and
engagement. This is
our real business.”

Samantha Young,
Managing Director





Organisations are made up of people. Employees should always be our first priority because an engaged workforce delivers 3x the creativity, productivity and revenue. Happy employees are good for business.

We also know that;

- Only 30% of staff are actively engaged at work.
- Poor leadership and unresolved conflict are core reasons for turnover.
- We are not changing fast enough to keep up with the world.
- 2/3 of disengaged staff say training and skills development are extremely important to reconnecting with work.

Our mission is to help organisations and their people to embrace 21st century change by enhancing their self-awareness, building stronger and more cohesive relationships, increasing engagement, developing resilience and most importantly, caring for themselves and others.

PHILOSOPHY.

“Our philosophy + our training methods + our organisational experience + our psychology background = measurable and meaningful behaviour change.”

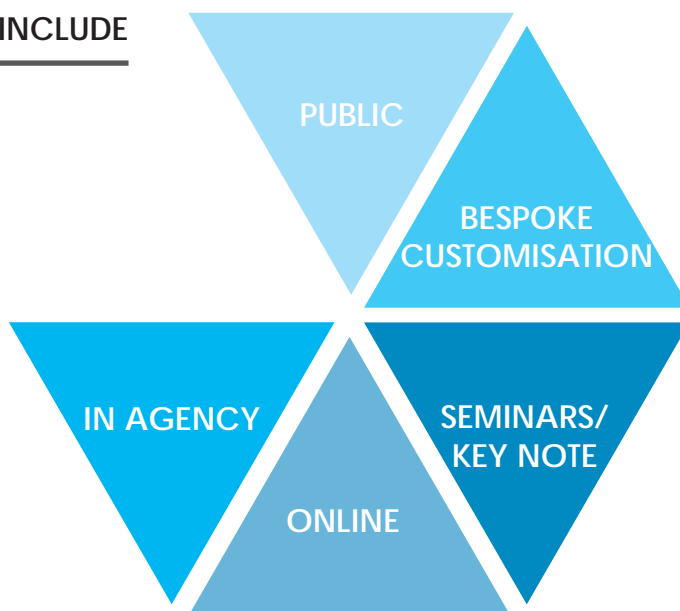
Samantha Young



THE HUMAN PSYCHOLOGY TRAINING PHILOSOPHY:

- Adult learning principles (engaging, challenging, applied and practical).
- 70 : 20 : 10 framework (experiential, social and formal mechanisms).
- Evidence-based content that is scientifically validated.
- Masters-qualified psychologists with commercial acumen.
- Psychology background mitigates potential risk of triggering participants when discussing potentially difficult content.

OUR PLATFORMS INCLUDE



“Tell me
and I forget.
Teach
me and I
remember.
Involve
me and I
learn.”

Benjamin Franklin

LEVERAGING
10 YEARS IN THE
LEARNING AND
DEVELOPMENT
INDUSTRY:

200

WORKSHOPS A YEAR

17

TRAINING SHELLS
AVAILABLE FOR
CUSTOMISATION

2000

EMPLOYEES A YEAR

LEADERSHIP.

Leaders set culture through their behaviours. Gallup research has found only 10% of humans are naturally wired to be great managers. Some others, while not naturally gifted, are teachable through training and coaching. If culture “eats strategy for breakfast” and leader behaviour sets culture then teaming people skills is imperative for a healthy, thriving organisation.



PEOPLE SKILLS.

Having exceptional 'People Skills' is an invaluable asset in our rapidly changing landscape. It sets the tone for how people perceive each other, how flexible or adaptable employees can be when problems arise, how well they can collaborate with colleagues and how well (if at all) they can resolve issues with co-workers quickly and effectively. As the saying goes “hard skills get you there—soft skill keeps you there”.



DIVERSITY.

Eradicating biases in the workplace, and recruiting and integrating employees from diverse backgrounds is critical for any organization's success. Forbes study has identified workforce diversity and inclusion as a key driver of internal innovation and business growth. Acknowledging and utilising the skills, experience and perspectives of gender, culture, age, sexual orientation, disability or other difference to help can steer organisations towards an inclusive workforce.



WELLBEING.

Since absenteeism and presentism has been reported to cost the Australian economy approximately \$44 billion a year, contributing positively to the wellbeing of employees has a direct impact on the bottom line. Training in the area of wellbeing will increase employee morale, engagement, productivity and effectiveness and overall work satisfaction and enjoyment.



LEADERSHIP.

PHILOSOPHY OF MANAGEMENT

“You can buy a man’s time, you can buy a man’s physical presence at a given place; you can even buy a measured number of skilled muscular motions per hour or day. But you cannot buy enthusiasm; you cannot buy initiative; you cannot buy loyalty; you cannot buy the devotion of hearts, minds and souls. You have to earn these things.”

Clarence Francis



Leadership development requires self-insight and authentic self-awareness, core skills in planning and executing crucial conversations around performance, workplace behaviour and relationship management. These skills can be built through training and coaching. Leadership is an act of service, not a title, and today's leaders need to respond to changing times with a changing mindset which enables work environments where talented teams, not just talented individuals, can flourish.





LEADERSHIP CONVERSATIONS

Leaders need to be able to conduct challenging conversations about performance, personality difference and inappropriate workplace behaviours with confidence and skill. Leadership is the conversation.

CREATING A SAFETY CULTURE

Leaders determine safety behaviours in their organisation. A safety culture or how employees think and act about safety, is driven by values and attitudes from the top. Everyone deserves to go home safely from work.

LEADING ETHICALLY

Ethical leaders “walk the talk” and model and reinforce appropriate workplace behaviour. There is no place for bullying and harassment in a 21st century organisation and leaders must legally and ethically implement preventative and reactive strategies to ensure a safe workplace.

COMING SOON - NEUROLEADERSHIP SERIES



MANAGING CHALLENGING PERSONALITIES

Managing difficult personalities and interpersonal conflict is one of the most time consuming and challenging parts of being a leader. It requires emotional intelligence, a high degree of self awareness, courage and the right process (legally and ethically).

BUILDING EFFECTIVE AND ENGAGED TEAMS

Build shared values, supportive behaviours and productivity with a customised team effectiveness process designed to exactly suit your team’s current needs and challenges.

MANAGING EMPLOYEE WELLBEING

In the 21st century, employee wellbeing will be the new performance metric. Leaders must understand mental health and how to talk to their organisation and employees about healthy workplace behaviours and how to support each other during times of psychological difficulty or stress.

“The culture of any organisation is shaped by the worst behaviour the leader is willing to tolerate.”

Anonymous

WELLBEING.

“Organisations need to redesign the employee experience, creating a place where people want, not just need, to work each day.”

Samantha Young



Wellbeing significantly strengthens the relationship between employee engagement and performance. Employees with high wellbeing are more attached to their organisations, more productive and psychologically healthier. Healthier employees are more committed and committed employees are healthier.





REDUCING WORKPLACE TRAUMA

Vicarious trauma and burnout are occupational hazards from working in caring and first responder roles. We need to take care of ourselves and cultivate our resources to maximise the cost to our own mental and physical wellbeing so we may continue to serve those clients who need our help.

MASTERING STRESS

Depending on the cause, stress can be defined as 'a reaction which occurs when the actual and perceived demands made on an individual can either motivate or overwhelm that person's ability or resources to cope'. Understanding the early warn signs and symptoms of negative stress and burnout and learning practical tips based on new research, can help us to master stress.

RADICAL RESILIENCE

A profound springing back into shape, radical resilience is a deliberate, conscious choice, and therein lies its power. Radical Resilience is about actively choosing how we react in any given situation, and especially those circumstances that shake us to our core.

POSITIVE PSYCHOLOGY

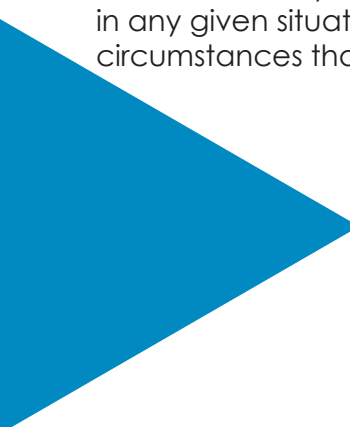
We are biologically programmed to filter for the negative, as a primitive survival response to detect and avoid threat. A conscious and consistent focus on generating positive experiences helps to counteract this negativity bias. Happiness is a work ethic and our brains require training through consistent application of scientific positive psychology principles.

WELLBEING AT WORK

Almost 50% of Australians will experience mental health issues, affecting 1 in 5 workers. If left untreated it can add 3-4 more sick days/month. It is important for employees to build a basic understanding mental health issues in the workplace so they can identify when peers or they as individuals are having difficulties that may be affecting work performance, how they can start a conversation and where they can seek help.

MINDFULNESS

Mindfulness practice can help reduce stress, anxiety, depression and physical pain. It cultivates 3 key skills; concentration, sensory clarity and equanimity, that help us to be present, deliberate, flexible, sensing, curious and calm.



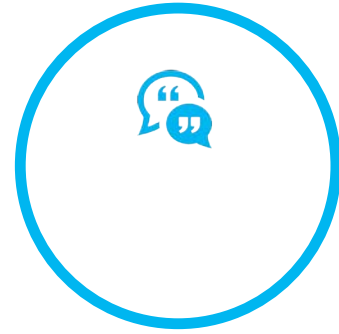
**“It’s all to do with
the training: you can
do a lot if you’re
properly trained.”**

Queen Elizabeth II

PEOPLE SKILLS.

“People aren’t just our greatest asset people are our only asset.”

Anonymous



People skills are often also called soft skills. They are actually really hard skills in reality and arguably more important than technical skills to enable organisational performance in the 21st century. Research conducted with Fortune 500 CEOs found that 75% of long-term job success depends on People Skills, while only 25% on technical knowledge.



EFFECTIVE COMMUNICATION SKILLS

Excellent communication requires skills and techniques to speak, listen and connect well. These skills include verbal and non-verbal communication, presentation skills, running effective meetings, the barriers to communication (individually, within teams and organisationally), gender differences in communication, assertiveness skills and tools to build self-knowledge to understand the impact of personality on communication style.

MASTERING CHANGE

Change is a constant in modern workplaces. How we manage changes in our work environment is an important facet of successful organisations. Significant change can cause discomfort and distress. Enhancing change-readiness, including the psychological barriers to adapting to change, can help us to master change.

“The most important single ingredient in the formula of success, is knowing how to get along with people.”

Theodore Roosevelt

MANAGING DIFFICULT CLIENT BEHAVIOUR

Sometimes clients can behave in ways that we find challenging. Being able to confidently and effectively interact with clients displaying challenging behaviours involves recognising the behaviour, identifying warning signs, using communication skills and strategies to diffuse the situation and emotional self-regulation.

DE-ESCALATION SKILLS

Many jobs require employees to de-escalate difficult or aggressive client behaviours on a daily basis. These interactions can be stressful and distressing. Explore the causes and types of common difficult client behaviour and what de-escalation techniques and skills that equip front-line staff in effectively managing both the client interaction and their own emotional response.

DIVERSITY.

“The real competitive advantage in any business is one word only which is people.”

Kamil Toume



Increasing diversity and inclusive practices in our workplace is good for business. An inclusive culture allows people to be themselves. They feel respected, valued and seen. An inclusive environment allows everyone to bring their ideas forward and contribute their best work.

DIVERSITY'S DIVIDEND

What's the likelihood that companies in the top quartile for diversity financially out perform those in the bottom quartile?¹

15%

Gender-diverse companies more likely to out perform

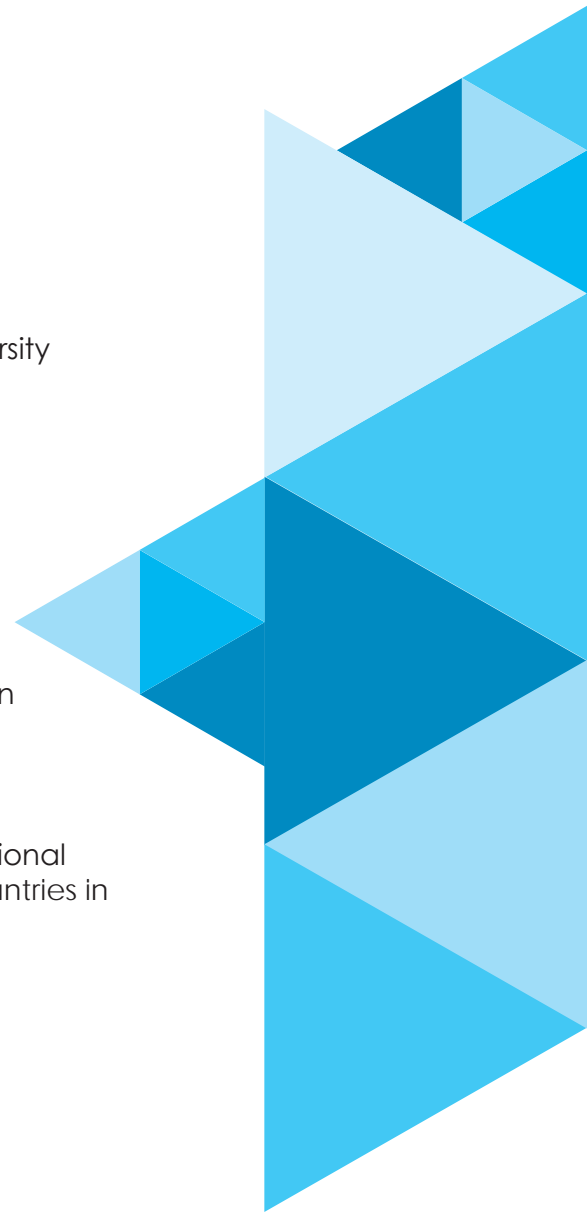
35%

Ethnically diverse companies more likely to out perform

61%

Hide an aspect of who they are to avoid stigmatisation in the workplace

¹Results show likelihood of financial performance above the national industry median. Analysis is based on composite data for all countries in the data set. Results vary by individual country.



“Diversity is being invited to the party. Inclusion is being asked to dance.”

Vernā Myers

BEING INCLUSIVE/UNCONSCIOUS BIAS

The successful organisations of the future will be those that leverage diversity through cultural intelligence. Diversity goes beyond gender balance in leadership roles and embraces and values difference. Uncovering unconscious bias and implementing inclusive policies and strategies are good for business.

BULLY PROOF YOUR ORGANISATION

What are the attributes of an ethical organisation and leader that underpin ethical conduct? Understanding of “bullying and harassment” from both legislative and behavioural perspectives is critical. An understanding what is and what is not bullying and harassment conduct and what is reasonable in terms of managerial action is part of an ethical conduct tool kit.

ASPIRING WOMEN

‘Aspiring Women’ gives women a structured and safe space to take a fresh look at where they are and where they want to be both personally and professionally. Get to know yourself better, define success on your terms, eliminate barriers holding you back and develop a plan to live your future now.



CLIENTS.

Human Psychology presented two seasons on “Managing Challenging Client Interactions and Work Related Trauma”. Both sessions were exceptional and well received by all participants. The training was relevant to the issues faced by the employees of the organisation with case studies where our workers were the subject of difficult situations such as occupational violence. I would recommend Human Psychology to any organisation that was considering providing training in any aspect of occupation violence, resilience, health and wellbeing.

Peter, Catholic Safety Health and Welfare

Sam Young presented to our front line and management staff at our Community Services Forum on radical resilience. Her presentation was so relevant and so in tune with some of the challenges we were experience in our work and our lives. She connected with our experiences and provided some excellent strategies for what she called Radical Resilience. Simply put, she taught us not only how to bounce back from challenges but how to bounce back even better than before. Highly recommend Sam for her expertise, professionalism and her connection with her audience.

Danielle, Uniting Communities

These presenters are forward-thinkers, demonstrate the appropriate level of expertise but deliver with a very human element and thrive on engaging with participants to deliver interactive workshops that are not the standard lecture ‘off the screen’ presentation style. Furthermore, Human Psychology's facilitators are incredibly passionate about the topics presented, making their support in helping to educate the South Australian Public Sector significant issues of Mental Health in the Workplace invaluable.

Renae, Institute of Public Administration Australia (SA)



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**“Success in
management
requires learning
as fast as the world
is changing.”**

Vernā Myers

PROPOSAL REQUEST

PERSONAL INFORMATION

Name: _____
Phone: _____
Email: _____
Job Title: _____

BUSINESS INFORMATION

Business Name: _____
Size of business: _____
Public Sector Private Sector

Topics of interest:

How did you hear about us?

Search Engine

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Word of mouth