

2023

ONLINE LEARNING



WARN
INTERNATIONAL



Manage Stress

**Enhance
Communication**

Improve safety

WHY LEARN ONLINE WITH WARN?

In a work context, personal resilience is the ability to cope with problems and challenges faced each workday. If left unchecked, these can accumulate to the point where we can no longer function adequately.

Emotions play the most important part in our behaviour. By understanding the varying emotional reactions to an event we can learn to control people much easier. The result is a stronger employee who will be fully engaged.

Just like our face-to-face workshops and courses, our online courses aim to mitigate the effects of stress on employees by enhancing their communication skills, providing practical tools to control emotions during stressful events and teaching learners our personal safety techniques. Each course is around 10-15 minutes long and can be accessed from any device.

LANCE BURDETT

YOUR LECTURER AND COACH



Lance has expertise in responding to emergencies and communicating in challenging situations, with 22 years of policing experience at the highest level. Lance specialised in suicide intervention and on predicting violent behaviour in his 13 years as a crisis negotiator and instructor for the NZ Police.

While working at the 111 Emergency call centre, Lance's resiliency programme was adopted nationally and formed part of the mandatory training for all Police call centre staff. This led to the founding of WARN International, aimed to enable organisations to mitigate the effects of stress on their employees by enhancing communication skills, managing their safety & security, and by providing personal resilience coaching.

"Getting the best out of people means working with their skills in a supportive manner.

Speak with them, not to them, and encourage them to challenge themselves - not to compete against others." - Lance Burdett

MIND HEALTH

YOUR COURSE LIBRARY

The Brain - Emotions and Breathing

Learn about the brain - how it works and some of the things (such as breathing) we need to control, to have a more relaxed day.

Personal Resilience Techniques - Stage 1

Pressure, stress and feeling depressed - it's more common than you think. Learn about the three stages and how to manage them.

Personal Resilience Techniques - Stage 2

Create some balance in your life. Learn more techniques and tips to help build resilience; both at work and at home.

Stop Worrying and Break Habits

Learn about self-talk, over-thinking and worry - and what we can do to deal with them.

Bring Structure to Your Day

Learn how to stay engaged and motivated throughout your day. Be ready, reliable and relevant.

The Practical Worry Management Technique

In this course, you'll learn a practical exercise you can use to help manage your worries.

Handling Change

Learn about why organisations must change. Although a lot of us dislike change, there are tools we can use to embrace it and benefit from it.

6 Second Breathing

By regulating your breathing to the timings in this course, neuroscience shows this will put you into an 'Alpha' state. You should notice nothing but your breathing, and your mind will start to slow.

Men should hug!

Why are men over-represented in suicide and depression? Learn why, what we can do about it and what role hugging plays in managing stress.

Negative Thoughts

How do negative thoughts work in the brain and what can we do when we have them? Learn three practical exercises you can use to manage your negative thoughts.

Gratitude Exercises

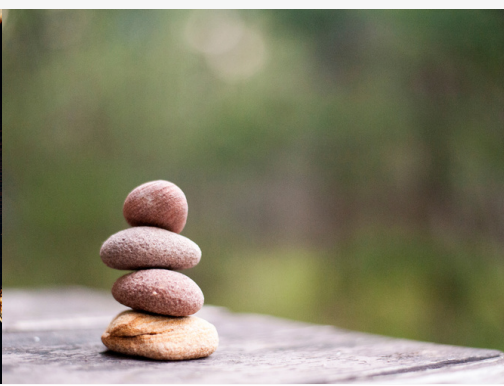
Studies show that people who practice gratitude, are far more relaxed and sleep better than those who do not. In this course, you'll learn two gratitude exercises to help you get started.

The Balance Wheel

Work towards a more balanced life through The Balance Wheel model. Reach closer to a 10/10 in the aspects of life that are important to you.

Men Should Hug!

Why are men over-represented in suicide and depression? Learn why, what we can do about it and what role hugging plays in managing stress.



COMMUNICATION

YOUR COURSE LIBRARY

Unconscious and Confirmation Bias

Unconscious bias - learn how it impacts the way we deal with people and how to manage it. We'll go into the use of scripts, and the importance of "Ask, don't assume" in communication.

Dealing with Emotional People

Deal effectively with emotional people - use empathy to better understand those you talk with, including both the angry and the sad.

Contemporary Use of Active Listening Skills

Five effective techniques to get people talking to you, sharing the information you need from them quickly and efficiently.

Generational Differences in Communication

Learn about the five generations currently in our workplace and some of the generational differences in communication.

Dealing with Annoying Statements

Learn a technique that can be used in a wide variety of situations to deal effectively with annoying statements, while still resolving your customer's needs.

How to Say No

Learn a three-step technique to say no with phrases and examples you can put into practice. Includes a task worksheet to download and keep track of your current workload.

Supporting Struggling Colleagues

We spend a lot of time with our colleagues - we usually notice if something is wrong. What are the signs? How do we have a safe conversation? We teach you the basics.

Engaging Conversations

Learn all about The Funnel Technique - an effective communication technique to use in interviews or when you need to gather information from someone.

Supporting Struggling Friends and Family

Anxiety, Depression and/or Suicide is in every family. What are the signs to look out for? How can we have safe conversations with our friends and family?

Aggressive Callers - How to Respond

Learn how to respond to aggressive callers and the escalation process. Gain the tools needed to take calls from the angry, the aggressive, the abusive and the threatening.

Threatening Behaviour

Learn how to respond to threats of violence, suicide and domestic violence

The Importance of Body Language

Learn how to influence and de-escalate angry and aggressive people by using positive body language.



SAFETY

YOUR COURSE LIBRARY

Teamwork in Workplace Health and Safety

Use teamwork as an important part of staying healthy and safe at work. Energise yourself and support others at the same time, and build a good culture through individual behaviour.

Personal Safety for Branch and Field Staff

How to look after yourself and other people when you are faced with an aggressive person, in your workplace or out in the field.

Situational Awareness for Field Staff

How to use situational awareness techniques to keep safe when you are out in the field and tactics to use if things go wrong.

Dealing with Bullying

How do bullies behave? Decide on the correct actions to take if you believe you are being bullied. Handle an escalating situation and get the right support.

Robberies

Learn about robbery prevention tactics. Learn what you should and shouldn't do in an aggressive robbery, and what actions to take after a robbery.

Safe Travel

Keep yourself safe in public places, when travelling and when visiting strangers. Learn what to do if you think you are being followed or when faced with an aggressive person.





WARN INTERNATIONAL

ONLINE LEARNING 2022

We can provide any of the courses in this brochure to you via enrolment through our platform, or provide you with files that can be uploaded into your learning management system. If you would like to know more, please send us an email with the topics you are interested in and the approximate number of people in your team to receive trial access and pricing. Let's talk!



elearning.warninternational.com



elearning@warninternational.com



09-947 5763