



Client Training Catalogue

Prepared by: Gallagher Bassett

01/01/2024



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HOW TO REGISTER

- Go to <https://mygbhub.com.au> and create yourself an account
- The registration code you will need is **NTCLIENT**

ENROLLING IN A COURSE

- After you have created an account login using the Username and Password you created
- Find the course you're interested in and sign up to the waitlist by clicking on the course title

NEED A HAND GETTING REGISTERED?

Please email a member of our Technical Training Team at:
NTTraining@gbtpa.com.au

Please note all training sessions are free to Northern Territory Government Employees.

2024 CLIENT TRAINING CATALOGUE

Thank you for considering Gallagher Bassett for your staff training

Training can help your staff gain the skills, knowledge and awareness required to avert, ameliorate and respond to safety issues in the workplace. Whether it's raising awareness on physical injuries or supporting your staff to feel more confident in the workers compensation process, Gallagher Bassett can help to equip your staff to succeed safely in the workplace.

91%

of people undertook work-related training to increase skills for their job¹



TERMS AND CONDITIONS

- A minimum of six participants are required to enable facilitated sessions to proceed
- All face-to-face sessions are capped at 25 participants. Gallagher Bassett will work with agencies, where required, for further sessions where there is a high demand
- Participants are requested to send a representative in their place if unable to attend on the day, to ensure the session can proceed for all other participants

JANUARY

Preventing and Responding to Bullying and Harassment in the Workplace

(CORE SKILLS)



COURSE OUTLINE

This course discusses the importance of responding to bullying when it arises, and includes proactive strategies and tools that can be used to prevent ongoing harassment.

Topics include:

- The difference between harassment, bullying and appropriate management
- Understanding the rationale for prohibiting workplace bullying and harassment
- Identifying inappropriate behaviour in the workplace
- Introduce bullying and harassment risk controls
- Recognising how to eliminate inappropriate behaviour



COURSE MODE

Available online via MyGBHub as a video, in a self-paced format.

FEBRUARY

Introduction to Workers Compensation

(CORE SKILLS)



CONTENT

This course introduces the basics of workers compensation. Attendees will obtain an understanding of what to do when an employee injures themselves at work and the general claims process.

Topics include:

- Claim lodgement processes
- Claim determination principles
- Entitlements
- Responsibilities
- Suitable duties and return to work



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Darwin CBD, confirmation of training venue will be sent as part of calendar invitations.



DATE/TIME

Thursday 15th February 2024

9am – 10.30am (1.5 hours)

Additional sessions in Darwin and regional locations are based on agency needs. If you are interested in a session for your workplace please contact

NTTraining@gbtpa.com.au for more information.

MARCH

Performance Management and Reasonable Management Action

(CORE SKILLS)



CONTENT

This session will focus on how performance management links in with workers compensation.

- What is performance management
- Determination principles
- How performance management can be used as a defence in liability determinations
- Court proceedings and case studies



COURSE MODE

Delivered by an industry expert face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Darwin CBD, confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

Thursday 14th March 2024

9am – 11am (2-hours)

MARCH

Mental Health Claims and Building Resilience

(AGENCY SPECIFIC)



CONTENT

This interactive and practical workshop aims at providing attendees with 'real-world' resilience building strategies and solutions.

Topics include:

- What is resilience
- Workplace factors that impact employees' resilience
- Building and enhancing employees' resilience
- 4 key resilience building fundamentals for optimizing psychological resilience within your organization
- Real world resilience building strategies and solutions



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

20th March 2024

9am – 11am (2-hours)

Agencies who have a high prevalence of mental health injuries will be invited to attend this training.

If you feel this would benefit your agency/workplace please contact **NTTraining@gbtpa.com.au** with your expression of interest.

APRIL

Critical Incident Management

(SPECIALISED TRAINING)



CONTENT

This is a targeted training session for Department of Environment, Parks & Water Security, and Territory Family, Housing & Community employees who are exposed to critical incidences. This session is designed to learn and share experiences of critical incidents in a psychologically safe space.

Topics include:

- Defining Critical Incidents
- Common reactions to critical incidents
- Post – critical reaction warning signs
- Best practice for critical incident management for managers and organization's
- Resources and supports



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Palmerston, confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

18th April 2024

9am – 11am (2-hours)

If you feel this would benefit your agency/workplace, please contact

NTTraining@gbtpa.com.au with your expression of interest.

MAY

Conflict Management for Return to Work Professionals and Managers

(CORE SKILLS)



CONTENT

This training session is aimed at professionals and managers who are a part of the Return to Work process. This session is aimed to assist in understanding why conflict management occurs and existing processes to support resolution.

Topics include:

- Spotting the signs of conflict
- Asking the right questions
- Northern Territory Government processes for escalation management
- How to take care of yourself and your team



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Darwin CBD, regional locations may be considered based on need.

Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

16th May 2024

9am – 11am (2-hours)

JUNE

Occupational Violence

(SPECIALISED TRAINING)



CONTENT

This is a targeted training session for NT Health Services and Department of Education employees who can be exposed to occupational violence incidences. This course will assist in understanding occupational violence, including its impacts to the workplace environment.

Topics* include:

- Levels of abuse, threats and assaults
- Aggression in the workplace
- Coping techniques and strategies to return to work safely

**Specific content will be developed with subject matter experts.*



COURSE MODE

Delivered by Gallagher Bassett/industry specialist face-to-face.



LOCATION

Darwin CBD, regional locations may be considered based on need. Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

Exact date and time to be determined closer to the date. If you feel this would benefit your agency/workplace, please contact NTtraining@gbtpa.com.au with your expression of interest.

JUNE

Managing Workers Compensation & Return to Work in Remote Locations

(AGENCY SPECIFIC)



CONTENT

This session covers the complexities of managing return to work in remote locations.

Topics include:

- Understanding the barriers of returning to work in a remote context
- Maintaining treatment
- Potential impacts to the workplace
- Workforce planning – tips & tricks



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Alice Springs - Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

19th June 2024

9am – 11am (2-hours)

If you feel this would benefit your agency/workplace please contact

NTTraining@gbtpa.com.au with your expression of interest.

JULY

Helping People Get Back to Work

(CORE SKILLS)



CONTENT

This presentation focuses on how to support injured workers navigate through barriers of returning to work.

Topics include:

- Influencing and training parties involved in managing claims
- Skills to assist workers to achieve a safe and timely return to work



COURSE MODE

Delivered by Tangibilis Physiotherapy face to face.



LOCATION

Darwin CBD, regional locations may be considered based on need. Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

Exact date and time to be determined closer to the date. If you feel this would benefit your agency/workplace please contact NTtraining@gbtpa.com.au with your expression of interest.

AUGUST

Understanding Post Traumatic Stress Disorder and Mental Illness

(CORE SKILLS)



CONTENT

This session is aimed to raise awareness of Post Traumatic Stress Disorder (PTSD) and mental illness in the workplace.

Topics* include:

- Factors that lead to PTSD
- How to support employees with mental ill-health
- Common barriers impacting return to work

**Specific content will be developed with industry leaders.*



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Darwin CBD, regional locations may be considered based on need. Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

21st August 2024

9am – 11am (2-Hours)

Agencies who have a high prevalence of mental health injuries will be strongly encouraged to attend this training.

If you feel this would benefit your agency/workplace please contact NTTraining@gbtpa.com.au with your expression of interest.

AUGUST

Early Intervention Strategies

(AGENCY SPECIFIC)



CONTENT

This presentation will assist in identifying and implementing early intervention strategies within your workplace.

Topics include:

- Incidents and reporting
- Common injuries
- Early intervention
- Managing low risk injuries



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Darwin CBD, regional locations may be considered based on need. Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

13th August 2024

9am – 11am (2-hours)

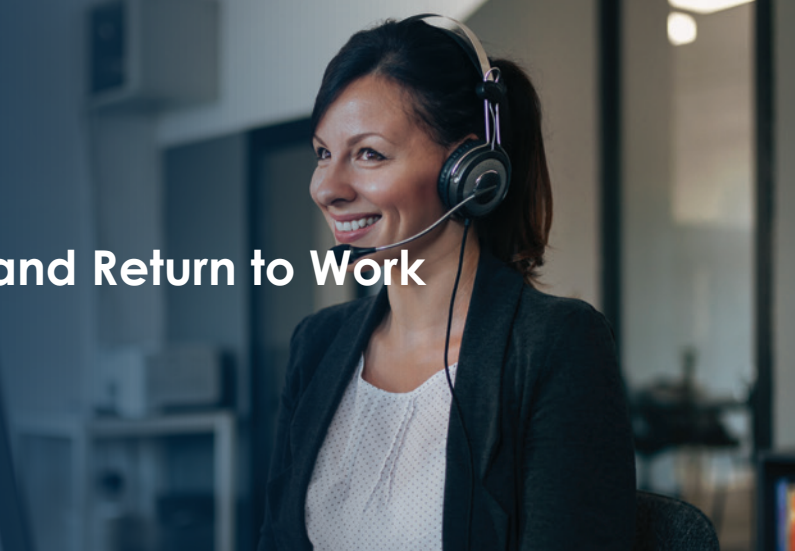
Agencies who have a high prevalence of workers compensation claims will be invited to attend this training.

If you feel this would benefit your agency/workplace please contact NTTraining@gbtpa.com.au with your expression of interest.

SEPTEMBER

Workplace Health Safety and Return to Work

(CORE SKILLS)



CONTENT

This 2-hour presentation aimed at managers and supervisors is designed to provide managers with a basic understanding of workplace health & safety and the workers compensation process, specifically looking at obligations and the process for return to work

Topics include:

- Introduction to workplace health and safety obligations
- How NTWS can support you
- Introduction to workers compensation
- Return to work responsibilities
- Identifying suitable duties and writing return to work plans



COURSE MODE

Collaboratively delivered by NT WorkSafe and Gallagher Bassett face-to-face
A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Berrimah, regional locations may be considered based on need. Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

Exact date and time to be determined closer to the date.

Agencies who have a high prevalence of workers compensation claims will be strongly encouraged to attend this training.

If you feel this would benefit your agency/workplace please contact **NTTraining@gbtpa.com.au** with your expression of interest.

OCTOBER

Developing Psychologically Safe & Healthy Workplaces

(AGENCY SPECIFIC)



CONTENT

This interactive presentation is designed to provide all line managers with understanding of what makes a psychologically safe and healthy workplace.

Topics include:

- Legislative definition of a psychosocial hazard
- How to identify a psychosocial hazard
- Reducing psychosocial hazards and their impacts
- Tips to developing a safe and healthy workplace



COURSE MODE

Delivered by Gallagher Bassett face-to-face.

A Microsoft Teams link is available for those unable to attend in person.



LOCATION

Darwin CBD, regional locations may be considered based on need.

Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

24th October 2024

9am – 11am (2-hours)

Agencies who have a high prevalence of mental health injuries will be invited to attend this training.

If you feel this would benefit your agency/workplace please contact NTTraining@gbtpa.com.au with your expression of interest.

OCTOBER

Emerging Trends

(KATHERINE LOCATION SPECIFIC)



CONTENT

This session will be based around Emerging Trends seen in Katherine by Gallagher Bassett. Gallagher Bassett will work with agencies impacted by emerging trends in development of Katherine location specific training.



COURSE MODE

Delivered by Gallagher Bassett or industry specialist face-to-face.



LOCATION

Katherine, Contour Hotel, 9 Cyprus Street, Katherine East, NT 0850.



DATE/TIME

Exact date and time to be determined closer to the date.

If you feel this would benefit your agency/workplace please contact NTTraining@gbtpa.com.au with further information.

NOVEMBER

Trauma Response Training

(SPECIALISED TRAINING)



CONTENT

Trauma response training is aimed to provide an overview of the different traumas that may impact a person, which line managers and supervisors should be aware of when leading a team.

Topics* include:

- The different types of trauma people may experience
- The possible impacts of trauma on individuals and groups of people
- Importance of self-care
- Promoting safety

**Specific content will be developed with subject matter experts.*



COURSE MODE

Delivered by Gallagher Bassett or industry specialist face-to-face.



LOCATION

Darwin CBD, regional locations may be considered based on need.

Confirmation of the training venue will be sent as part of calendar invitations.



DATE/TIME

Exact date and time to be determined closer to the date.

Agencies who have a high prevalence of mental health injuries will be invited to attend this training.

If you feel this would benefit your agency/workplace please contact NTTraining@gbtpa.com.au with your expression of interest.

DECEMBER

Emotional Intelligence

(PRE-RECORDED ONLINE)



CONTENT

This course discusses the importance of emotional intelligence in the workplace, covering:

- The difference between IQ & EQ
- The emotional intelligence models
- Managing emotions



COURSE MODE

Available online via MyGBHub as a video, in a self-paced format.