



# Champ Workshop

## Transforming Boring Ergonomics Into Effective Personal Protective Work Skills

If you are a **Frontline Leader or Manager** looking for simple, practical changes and coaching skills that will positively affect rates of absenteeism, stress and attrition in your contact centre, this workshop is for you.

” Over 80% of contact centre consultants report work-related musculoskeletal aches and pains, and over 11% suffer from chronic pain. Chronic pain costs the Australian economy over \$7Bn in lost productivity every year.

” Less than 10% of people implement current ergonomic training they have attended into their day-to-day jobs. This poor implementation is not the fault of trainees. It’s the way training has been delivered.

Let us guide you through essential coaching skills and small workplace changes that bridge the gap between the boring ergonomic checklist and the creation of actionable work skills that increase consultant comfort and productivity, decrease stress and the chance of injury.

### Learning Outcomes



#### Discover

- ✓ The need for modern office ergo and self-care competencies
- ✓ How this PhD developed training will provide immediate benefits for consultants and business unit.



#### Learn the essentials

- ✓ Why your consultants are suffering
- ✓ The common pain points and easy solutions in the 3 key areas
  - ✓ Immediate Work Environment
  - ✓ Office Ergonomics
  - ✓ Work Behaviours
- ✓ The 45-second sequence that resets any workstation to match personal stature and work tools
- ✓ The new personal protective behaviours (PPB) needed to protect your body from the stresses of extended periods of screen-based work.



#### Refinable content

- ✓ Program content is refined to match the needs of your contact centre and your team. **No cookie-cutter programs here!**



#### Develop coaching skills

- ✓ Plan and rehearse training delivery, with additional coaching from your trainer, to ensure you have all the skills and confidence you need to share this training with your team.



#### The Action Plan

- ✓ Attendees walk away with a turnkey program, with agreed training stages and content
- ✓ Including electronic templates to support training delivery, consultant coaching and ongoing identification of coaching needs
- ✓ Reporting templates so you, your manager and your team can see what you have achieved!



BEYONDERGO

## Why Frontline Leaders Should Attend This Workshop

- ✓ Our increasingly agile, hot-desking, sit-stand, telecommuting, multi-screen-using workforce has created a level of complexity current office ergonomics training was not designed to manage. While you have done all the currently available office ergonomics training with your teams, the **Champ Workshop** provides a **new tier of training specifically designed to bridge this training gap**.
- ✓ **Developed through PhD research**, talks and workshops translate office ergonomics information into personal protective behaviours (PPB), the **new self-care competencies** that make office ergonomic recommendations easy to personalise and quick to apply to any work (or leisure) situation – **providing immediate benefits** to your consultants and increasingly reducing rates of absenteeism, stress and attrition.

*Discover your inner Champion. Amplify your influence and become the trusted pioneer of the new office ergonomics and self-care competencies your business unit needs to retain top consultants – all in a one-day workshop.*

## Run In-House

These fun, engaging, and practical workshop are run on-site at a time that suits your business unit. Experienced trainers work with your team to customise the experience for the best outcomes for your people and your and business.

*How would your contact centre metrics improve if you decrease rates of absenteeism, presenteeism, stress and staff turnover by 10%?*

## Beyond Ergo Training

We help contact centres reduce high rates of absenteeism, stress and attrition by coaching Frontline Leaders and managers how to make simple changes that decrease work-related pain for consultants, significantly increasing comfort and productivity, and improving labour cost efficiency.

## Time to level up!

*Make this Champ Workshop part of your workplace health and wellness plan this year.*

**Call Liz now** – 0408 751 379

**Or book** a discovery call with Liz – [www.beyondergo.com.au](http://www.beyondergo.com.au)



BEYONDERGO

Beyond Ergo

Ph: 07 3148 2182  
Mobile: 0408 751 379  
Email: [info@beyondergo.com.au](mailto:info@beyondergo.com.au)

Postal: PO Box 895  
Kenmore Qld 4069, Australia

Street: Level 3, 349 Coronation Drive  
Milton Qld 4064, Australia  
ABN 75 168 752 716