



# CHAMP Workshop

## Self-Care Competency Training for Screen-Intensive Work

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 this NEW TIER OF TRAINING, giving you essential coaching skills that bridge the gap between the ergonomic and wellbeing recommendations and the creation of actionable work skills. These are the new Personal Protective Behaviours (PPB) for screen-intensive work that increase consultant comfort and productivity, and decrease stress and the chance of injury.

## Learning Outcomes



### Discover

- ✓ The need for self-care competencies for screen-intensive work.
- ✓ 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 templates to support training delivery, consultant coaching and ongoing identification of coaching needs
- ✓ Reporting templates so you, your manager and your team can see your achievements!



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## 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 the health, wellbeing and productivity 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 self-care competency coaching your business unit needs to improve productivity, reduce absenteeism and retain top consultants – all in a one-dayworkshop.***

## 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 you to customise programs for the best health, wellbeing and productivity outcomes for your team 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 rates of absenteeism, stress and attrition by training frontline leaders to coach simple changes in ergonomic adjustments and work behaviours that decrease work-related pain, increasing comfort and productivity, and improving labour cost efficiency.

## Covid-19 New Offer!

The Covid-19 shutdown and sudden shift to WFH employment, has seen a significant increase in reports of work-related musculoskeletal pain and visits to doctors, physios and masseurs.

**In response we have relaunched the CHAMP Workshops to include a special coaching section covering the unique issues causing distress among your WFH consultants.**

To further support the contact centre industry, we offer these programs at a very special price if booked before 1st November 2020. Normally \$455/ person plus administration and consumables,

Now only \$179/person for a minimum of 10 participants with no additional costs.

Programs can be booked to run up to April 2021.

***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)



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