



## Working Effectively With Men



*Working Effectively With Men* is for anyone who provides support services to men, and for organisations who wish to engage more successfully with their male staff and clients. Understanding the culture around male communication and help-seeking behaviours will increase your capacity to engage and work with men.

Recommended for customer service orientated organisations and industry sectors with high male workforces, this training is ideally suited to financial services, manufacturing, mining or transport businesses. Equally, community health, health care, counselling and family services organisations will benefit from this training – enabling them to reach and support men who have traditionally been difficult to engage.

This workshop-style training module develops participant's practical skills through group work, role-playing and directed discussion forums. Participants will analyse their work practices with men to recognise how a person's experiences can affect performance or personal outcomes.

### This Training Will Highlight

- Gender values, perspectives and the resulting internal conflict
- Myths and misunderstandings
- How to focus on strengths and solutions to develop communication strategies
- Barriers to help seeking for men
- An organisational self assessment tool

*"Brilliant, informative and engaging – fantastic facilitators who are a wealth of information and who really know their stuff".*  
– Ringwood Family Relationship Center Representative.





### Learning Outcomes

- Practical steps for identifying and supporting men who require help
- Improved understanding of men's emotional wellbeing and ways to manage this
- Tools to audit your organisations ability to effectively communicate with men
- Strategies to facilitate positive outcomes and open communication when working with male workmates and clients

### Training Format and Cost

Half day workshop. 8-15 participants (undertaken onsite or at CSS' premises)

Cost: \$1,500 (Excluding GST)

### Why CSS

Crisis Support Services Inc. (CSS) is Australia's leading professional telephone counselling and training provider.

Operating 24 hours a day, seven days a week, CSS is accredited by the American Association of Suicidology in counselling and suicide prevention, and has a 50 year history of helping people in crisis.

CSS draws upon its extensive counselling experience to develop its tailored range of training packages.



CSS has fulfilled the training needs of organisations such as the Australian Federal Police, Family Relationship Centers, Australia Post, MFB, the Telecommunications Industry Ombudsman, Legal Aid, Country Wide Media and the Child Support Agency.

*For more information contact :*

Crisis Support Services Training

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