

Contact Officer Training

Practical training for employees stepping into a Contact Officer role. We give your people the knowledge, skills and confidence to support colleagues and help keep your workplace psychologically safe.



A Contact Officer is often the first person a colleague turns to.

This workshop makes sure they know what to do next — how to listen, what the law requires, and where their role starts and stops.

DURATION

2 to 4 hours

Scoped to your needs

LOCATION

Albury or on site

Cross-industry sessions in our Training Space

GROUP SIZE

Max 10 people

Places are limited

TAILORED

Your industry

Activities built around real work

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WHAT WE COVER

- ✓ Key legislation, including discrimination, bullying, harassment and psychological safety obligations.
- ✓ Diversity, equity and inclusion, and how it shapes the Contact Officer role.
- ✓ Necessary conversations and active listening skills.
- ✓ Psychological safety in practice, grounded in current legislation.

HOW WE DELIVER

- ✓ Evidence-based content aligned with the relevant legislation.
- ✓ Subject matter experts deliver every session.
- ✓ Real workplace scenarios tailored to your industry, from hospitality to construction.
- ✓ Small groups, so everyone practises the skills rather than just talking about them.

What your people walk away with

A solid understanding of discrimination, bullying and harassment, and how they show up at work. They will build practical skills and strategies for supporting colleagues who may have experienced these behaviours, and put that knowledge into practice through scenarios based on their day-to-day work.

Book your session today

1800 868 254

Tell us your industry and we'll build the scenarios around it.