

A Guide to our Services for Employers

carecallwellbeing.com

Carecall

Mental Wellbeing at Work



At Carecall, we provide a unique range of services to our clients. Our focus is on people support and development programmes and addressing real issues that affect people's wellbeing in work.

Our business is keeping your people well.

What could that offer you?

- Up to date information, support and training
- Comprehensive well being strategy development
- Support through times of change and transition
- Confidential coaching or counselling in safe, convenient venues
- Immediate access to someone qualified to listen and support (24/7)

Why Carecall?

We are the only organisation that can offer your employees a quality, consolidated support network.

We work with a diverse and fast growing client base throughout Ireland, including international private sector organisations, public sector bodies, SMEs and a host of NGOs.

Our focus is on people-support programmes which concentrate upon preventative measures and addressing a host of inter-related issues that affect individuals' wellbeing in work. Our staff, counsellors and consultants work as one team to ensure we deliver an inclusive, joined-up portfolio of services tailored to meet our clients' needs.

Core Service Portfolio

Wellbeing at Work Services



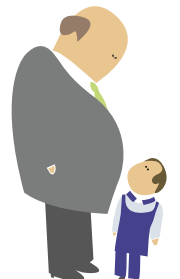
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Counselling

Carecall provides high-quality, professional Counselling that not only supports each individual staff member but also provides our client organisations with crucial long-term people-management tools.

Critical Incident Support

Providing a swift and comprehensive response to unexpected traumatic events, Carecall's Critical Incident Management service ensures that client organisations have immediate, direct access to professional psychological support for all staff during any on-site critical incident.



1 One example of a series of posters aimed at service-users

Core Service Portfolio

Conflict Management

Mediation

Carecall can provide professional work place mediation consultants to facilitate confidential mediation within your organisation. Mediation creates an environment within which all parties can be heard and ultimately encourages individuals to take responsibility for dispute resolution. Disputes are therefore prevented from escalating, the risk of litigation is limited, the cost of conflict is minimised and more productive working environments are maintained.

Conflict Training & Coaching

Conflict Coaches work on a confidential basis with people at all organisational levels. They help clients to develop their interpersonal relationship skills, modify or adapt their management styles, and support them in how to deal with difficult and sensitive situations.



Leaflet and contact card made available to all service-users

Core Service Portfolio

People Support and Development



Carecall provides expert consultancy and training solutions for clients with specific needs relating to employee behavioural issues and performance improvement.

Work-Bridge Programme (Return To Work Coaching)

The purpose of Work-Bridge is to develop a process that supports staff who are currently on sickness absence to re-engage with their workplace. The design of Work-Bridge is predicated on a collaborative and integrated approach to absence which involves key stakeholders in managing return to work.

Development through Training

Courses are tailored to the specific needs of each client organisation and can be offered to both staff and management. Training programmes include:

- Managers Managing Stress
- Managing Difficult Behaviour
- Managing Conflict
- The Influential Leader
- Counselling Skills for Managers
- Preventing Bullying & Harassment

Development through Coaching

Coaching provides a programme for individuals who are interested in realising their full potential. The aim is to help them achieve their personal and professional goals whilst simultaneously obtaining better business results, and maintaining work-life balance.



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Counselling Skills for Management Professionals

This course is ideally suited for HR professionals, Senior Managers and Line Managers who are required to deal with employees on a one-to-one basis regarding sensitive issues affecting their motivation and performance. The course is designed to complement existing skill-sets and provide staff with an effective tool in the work place. This course is not designed to train participants to become professional counsellors.

Organisational Development Services

- Stress Risk Assessments
- Wellbeing Policy Development
- Absence Management Support

Career Transition Services

- Change/Transition Management
- Planning for Retirement
- Outplacement - Supporting organisations faced with downsizing



3 Further examples of posters for service-users

Some of our existing clients

BOMBARDIER



BOTANIC INNS LIMITED



TRIANGLE

THE IRISH NEWS



Law Centre (NI)



Northern Ireland Executive

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Carecall is part of Niamh
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