



MyCoach for People Leaders

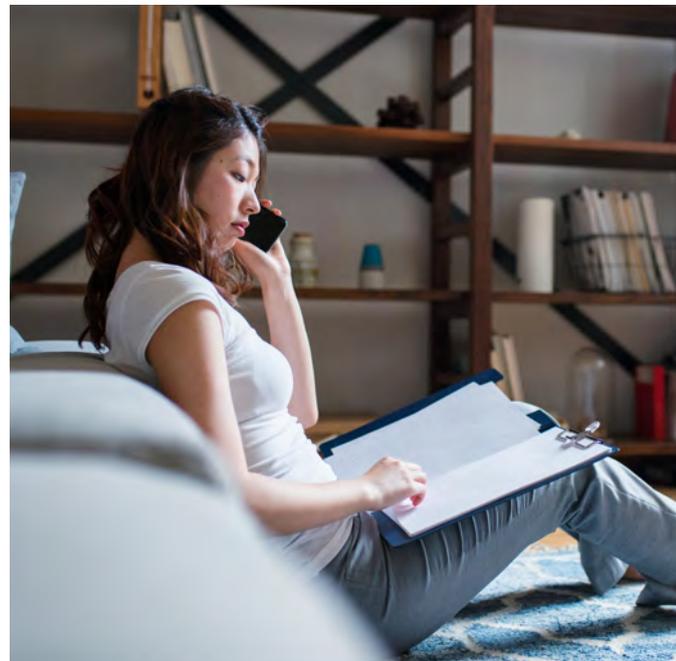
during the COVID-19 outbreak

It's a great privilege to lead other people, but it can also be a great challenge. Most organisations are currently under significant pressure, as people leaders face increasing challenges in managing remote teams in an environment of rapid change, volatility and uncertainty.

MyCoach for People Leaders offers confidential and proactive support to work through workplace issues or challenges.

How MyCoach for People Leaders can help:

- Guiding your team through change
- Dealing with conflict and customer aggression in the workplace
- How to best manage and support remote teams
- Strategies to improve team relationships and connections when working from home
- Approaches to positively address performance and adapt to doing this by distance
- How to support a team member you're concerned about
- How to refer an employee you're concerned about to the Best You program



Call us for confidential coaching and support.

1300 360 364 (Australia)
0800 360 364 (New Zealand)
+61 2 8295 2292 (International)

Benestar 
Be your best you



How do I access MyCoach for People Leaders?

Just call us to make an appointment!

What can I expect from my MyCoach for People Leaders appointment

MyCoach for People Leaders offers confidential support from a Benestar clinician experienced in employee and team management. Your appointment will take place via phone or video.

During your conversation, our clinician will gain an understanding about the issue you are experiencing and then provide you with helpful, proactive strategies on how you can approach the situation. Our professional consultants focus less on “what to do” (often governed by company policy) and more on supporting you with the “how”.

Please note MyCoach for People Leaders does not replace your organisations HR or existing HR Policies and Procedures.

What are some of the common questions people leaders come to Benestar with?

- I have an employee who seems to be finding working from home difficult. What is the best way for me to check on their wellbeing?
- I'm about to have a difficult performance discussion and need some assistance to manage my emotions.
- I have a challenging conflict situation in my team – can you provide me with some guidance on how to manage the situation?
- I'm concerned about one of my team members. How do I go about referring them to Benestar?
- My team members who deal with the general public daily are concerned about their Health and safety when coming to work (COVID-19).
- How can I best motivate my team while working from home?

How do I refer an employee to the service

- Call 1300 360 364.
- Select the My Coach for People Leaders option on the IVR.
- Let the customer support officer know you would like to refer an employee for support.
- To refer an employee for support, you must have their consent before calling through. You may provide this verbally to the customer service officer.
- If you are aware of the best time for your employee to receive support, an appointment may be made at the time of calling.
- If you are unaware of your employee's availability, you may provide the best contact details for your employee and the contact center will make a proactive call out to them to arrange an appointment.

Are there any other resources available to me?

Benestar has a wide range of resources available on the BeneHub portal to support you and your team and help improve overall wellbeing and performance. Simply login or create your account using your organisation's unique company ID and Token.

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