

A photograph of a man with short dark hair, wearing a light blue checkered button-down shirt, smiling warmly. He is looking towards a woman whose profile is visible on the right side of the frame. The background is a soft-focus indoor setting.

## Facilitated conversation

A safe and supported conversation between you and your employer to progress your return to work.

Return to **work.**  
Return to **life.**



Government of  
South Australia

# What is a facilitated conversation?

We understand that the return to work journey can be challenging, particularly if there is interpersonal conflict. A facilitated conversation with an experienced coach will provide you with a supportive environment to work through these concerns.

A facilitated conversation assists you and your employer to reach a mutual agreement on a path forward for your return to work.

This voluntary service offers a safe and supportive environment with an experienced coach to identify and discuss the barriers and challenges you may be facing, focussing on early intervention support.

A referral can be made for a facilitated conversation through the claims manager, for both psychological and physical injuries (pending and accepted) where there is interpersonal conflict. You or your treating team can discuss with your claims manager if a referral should be made.

A return to safe and sustainable work is the goal.

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Return to **work**.  
Return to **life**.

All coaches have specific skills in effectively guiding conversations between parties where there may be issues or barriers to an effective workplace relationship.

### **How do I know if I need a facilitated conversation?**

Facilitated conversations support your return to work when there is:

- interpersonal conflict in the workplace that has created barriers to your recovery
- concerns about colleague behaviour, ethical dilemmas, workload, working conditions or similar that create barriers to your recovery and return to work.

### **How will a facilitated conversation help me?**

Participating in a facilitated conversation may provide:

- an opportunity to talk about your concerns in a supportive environment
- solutions and answers to questions you may have
- a mutual agreement formed
- possible solutions to conflicts you are experiencing
- assistance moving forward with your employer.



# How it works

A facilitated conversation involves a meeting between yourself and your employer, hosted by a coach. Your claims manager will discuss the facilitated conversation process with you and refer you to a coach if you're interested.

1

## Step one

Your coach will contact you and your employer and will also engage your treating health practitioner. At this stage, your coach is working to understand the situation from different perspectives.

2

## Step two

Your coach will organise a meeting with you and your employer, hosted by your coach, to openly discuss:

- barriers to return to work
- potential solutions
- reach mutual agreement on an action plan.

3

## Step three

After ensuring all parties endorse the plan, your coach will provide a verbal update and report to all parties (as agreed by you).



# Frequently asked questions

## **What if I am not ready to meet with my employer?**

Step one of a facilitated conversation does not require you to meet with your employer. Your coach will first make contact with you and your employer separately.

We understand it may be difficult to meet with your employer right now, however we encourage completion of step two. This process will provide you with a safe and supportive environment to discuss your barriers to return to work. Completion of the process has had proven successes.

## **Can I bring a representative?**

Yes, but we encourage you to discuss this with your coach first.

## **What is the role of the facilitated conversation coach?**

Their role is to remain neutral, impartial and transparent. It is their job to facilitate communication, clarify discussion topics and confirm agreements made. Once you are ready for step two, they should complete the agreed action plan and report back to all parties. Their role is to lead you and your employer towards a mutual agreement.

## **Can I choose where the conversation takes place?**

Yes, the meeting can be held in a neutral location.





# More information

If you need more information about this service,  
please contact your claims manager.

## **EML**

L15, 26 Flinders Street, Adelaide  
Phone **08 8127 1100** or **1300 365 105**

## **Gallagher Bassett**

L3, 115 Grenfell Street, Adelaide  
Phone **08 8177 8450**



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