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**Presenter 1: Trauma Informed Customer Service - CHESS Connect**

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**Bio:**

Emily Dever is the Workplace Wellbeing Specialist at CHESS Connect, with a background in psychology, disability employment services, and psychosocial support programs, Emily is passionate about creating shifts in businesses, workplaces cultures and people, to grow understandings of mental health, reduce stigma, manage stress, promote self care and grow resilience.

Emily delivers "Mentally Healthy Workplaces" workshops for businesses up and down the coast. These workshops help to give businesses the practical strategies they need in order to harness the business benefits of a flourishing workforce.

**'Trauma Informed Customer Service'**

Come along to this interactive virtual event and learn:

- Why Trauma Informed Practice matters for your business, your staff & your customers
- Why Trauma Informed Practice matters even more during COVID-19
- How to make your workplace & your customer service approach & customer service interactions more trauma informed
- Simple words, phrases & thinking strategies that you can start using right now
- and more!