

CORP CATCH UP

NOVEMBER 2014

Team Performance Initiatives

Staff Planning Days:

With the Christmas break swiftly approaching, you may want to start devising plans or culminating ideas for your Organisation for 2015. CORP can assist by facilitating a Planning Day for your team. Book one of our skilled facilitators to lead your Planning Day; they can incorporate fun activities such as team building exercises to give your team a chance to have some fun after a hard year's work. On the day, CORP can also give assistance in reviewing and developing your Organisation's strategic plan and can help encourage participation by focusing the group on meaningful business outcomes.

Focus Groups:

Focus groups are a chance for employees to discuss matters such as how to improve workplace culture and to gather employee's ideas and initiatives.

Workplace Agreements

This process can give your team the opportunity to create their own ideal workplace. It allows groups or pairs to work together to flesh out common issues through communication, team work and decision making.

Individual and Team Profiling—Myers Briggs

This assessment is a psychometric questionnaire. It is designed to measure psychological preferences in how people perceive the world and make decisions. The Myers Briggs type indicator can be self scored or done in a group environment. The employee can take information from the workshop which helps them identify their strengths and styles, it also explores a preferred work environment and highlights further development. This report is a helpful tool for organisational and management development as well as team building.



In this feature:

- Key Counselling Skills for Managers Public Workshop
- Positive Self Talk-Goal Setting
- Workplace Conflict Assessment
- Public Workshop Calendars-Darwin, Alice and Katherine



Key Counselling Skills for Managers- Having Emotional Conversations

A brief overview of the course...

This program is aimed at Managers/Team Leaders and Supervisors. It is a Basic Counselling skills course that will enable you to deal with emotional situations, conversations and crisis with confidence, empathy and understanding.

As a Manager it is common to be faced with a variety of Challenges;

“Sometimes half my day is dealing with staff in crisis”

“I would love to know how to deal with emotional issues raised in ways that don’t leave me feeling responsible for a staff members’ mental health”

“How much of this is my responsibility”

This program aims to give you practice time to use and reflect on the skills you will learn.

Learning Outcomes

At the end of this workshop you will:

- Know how to recognise a person in crisis
- Increase your awareness and skills in a range of techniques that can be utilised to respond to that person
- Have improved empathetic communication through the practical use of Basic Counselling skills
- Develop an awareness of assistance available to you for support and other referrals
- Increase knowledge and skills in self care and professional responses to the challenging interpersonal situations at work

Public Workshop

Key Counselling Skills for Managers—Having Emotional Conversations :

Tuesday 25th November

Full Day—8:30-4pm

Lunch included

\$255—Darwin

\$285— Alice Springs



*Missed out on EASA/
CORP's October Business Month Talk on The Neuroscience of Leadership?*

CORP is proud to say that we had an overwhelming response to the October Business Month event we held last month on the Neuroscience of Leadership. We are planning to hold a 1 hour Toolbox session to present the topic once more, for those who missed out in both Alice Springs and Darwin.

Light refreshments, including a delicious muffin will be available. The fee is \$49. Please contact CORP with expressions of interest.

Dates to be confirmed.

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Positive Self Talk –Goal Setting

I will admit that training to become a combat soldier is tough. But becoming an elite soldier such as a Navy Seal or Ranger is tougher. These guys are not only regular soldiers, they also go through further training to become masters of terrain and conditions and to handle situations in hostile territories as a small group or on their own. Their training has to be super intense in order to have soldiers who can actually carry out their missions.

Hence, they had an extremely low passing rate for trainees. According to The Brain, a show featured on The History Channel, out of 140 recruits (average/each cycle) only 36 would make it. However, they noticed that they were losing good recruits, not because they couldn't physically hack it, but because they had a mental block. It was in one key area; the water. The Navy Seals have a drill in a pool where recruits have to remain under water for 20 minutes. They are equipped with oxygen tanks for air. All they have to do is stay under water without coming up. Seems simple enough.

Well there's a catch. The recruits are constantly harassed by their instructors who rip off their masks, tie their (air) lines in knots and conduct other general forms of harassment. The recruit's job is to not panic; wait until the attack is over; calmly fix the problem while remaining under water and then wait for the next attack. At the end of the 20 minutes the recruit will be required to kiss the floor of the pool and then will be brought up by the drill instructor.

But the opposite often happens. Soldiers do panic and even with four chances to pass (at different times in the program) many never make it. So the Navy Seals turned to psychology. Using a four step process they increased the passage rates in their program. What did they do? They emphasised what psychologists and communication academics have been advocating for years:

4 Pillars were identified. One of these pillars was Goal Setting

With goal setting the recruits were taught to set goals in extremely short chunks. For instance, one former Navy Seal discussed how he set goals such as making it to lunch, then dinner.

This very simple four step process increased their passing rates from 25 percent to 33 percent, which is excellent in a rigorous program as theirs. It demonstrates that achieving success doesn't always have to be a complex process. A few minor additions and tweaks may be all that is needed.

To find out the other 3 Pillars register your interest for The Neuroscience of Leadership Talk by emailing or calling CORP.

Cited: <http://www.psychologytoday.com/blog/communication-central/200911/how-the-navy-seals-increased-passing-rates>



Workplace Conflict Assessment

Increasingly Organisations are recognising human and financial costs of unresolved conflict. Retention of employees and customers, productivity, reputation and profitability are all at risk if there is no effective, integrated system for the prevention, management and resolution of workplace conflict.

CORP works with your Organisation to develop a flexible customised, comprehensive range of options to minimise the hidden costs of preventable conflict, strengthen staff competencies in resolving conflict and reduce and effectively manage organisational conflict.

CORP Conflict Management empower employees to engage constructively to resolve conflict.

What is a Workplace Conflict Assessment?

Typically a workplace conflict assessment involves teams, work units and larger groups where there are a range of issues. Processes may include:

Briefings and meetings to agree process

Individual interviews

Staff surveys

Workplace conflict assessment interviews are usually conducted to determine the source of the problem within the workplace. Interviews can be conducted via teleconferencing or face to face. Individual interviews can take up to 1.5 hours and the information sourced is used in the development of a report.

The conflict assessment report is collated at the conclusion of the interview process and outlines main issues of concern felt by the parties involved, and recommendations. The report is provided to the organisation and can be used to assist in moving the workplace towards a conflict-free environment..

Recommendations may include, but are not limited to:

Mediation(s)

Facilitated group discussions

Charter of Agreed Behaviours

Education sessions (e.g.) Prevention of Bullying and Harassment

Individual Coaching and Counselling referrals

Follow up and ongoing support

Contact Us

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Call CORP for more information on Workplace Conflict Assessments 8941 5661

Public Workshop Calendar - Darwin & Alice Springs



Date	Workshop	Duration
Weds 9 th July	Emotional Intelligence	Full Day
Tues 22 nd July	Mindfulness and Managing Stress	Half Day
Thurs 31 st July	Motivational Interviewing	Full Day
Tues 12 th Aug	Critical Incident and Trauma Response for Managers	Half Day
Thurs 21 st Aug	Getting your Message Across: Key Communication Skills	Full Day
Weds 27 th Aug	Key Counselling Skills	Full Day
Thurs 4 th Sept	Resilience and the Art of Bouncing Back	Full Day
Tues 16 th Sept	Get to the point: Communication for Managers	Full Day
Thurs 25 th Sept	Mediation and Conflict Skills for Managers	Full Day
Thurs 2 nd Oct	Appropriate Workplace Behaviours (Staff)	Half Day
Tues 14 th Oct	Dealing with Difference-The Multi Cultural Workplace	Half Day
Weds 22 nd Oct	Leading Change	Half Day
Tues 28 th Oct	Motivational Interviewing	Full Day
Mon 3 rd Nov (Darwin) Tues 4 th Nov (Alice)	Critical Incident and Trauma Response for Managers	Half Day
Weds 12 th Nov	Mindfulness and Managing Stress	Half Day
Thurs 20 th Nov	Getting your Message Across: Key Communication Skills	Full Day
Tues 25 th Nov	Key Counselling Skills for Managers—Having Emotional Conversations	Full Day
Tues 2 nd Dec	Get to the point: Communication for Managers	Full Day
Thurs 11 th Dec	Customer Service	Half Day

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Full Day Workshops
8:30am – 4:00pm
(1 day) Lunch provided
\$255 – Darwin
\$285- Alice Springs

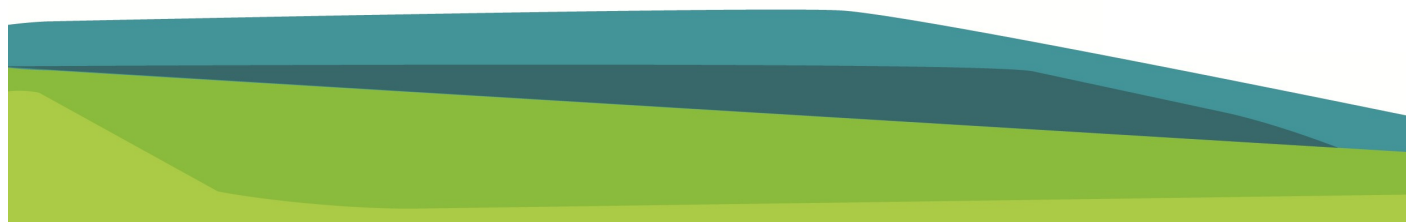
Half Day Workshops
8:30am – 12:00pm
\$132 – Darwin
\$175 – Alice Springs

Locations:

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park

Jock Nelson Building
10/16 Hartley Street
Alice Springs

All Public Workshops require a minimum of 6 participants in order to be confirmed. CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.



Public Workshop Calendar

- Katherine



Date	Workshop	Duration
Thurs 20 th March	Resilience and The Art of Bouncing Back	Full Day
Thurs 10 th April	Everyone's a Winner: Why Conflict Can Be Good	Full Day
Thurs 1 st May	Dealing with Dysfunctional People in the Workplace	Full Day
Thurs 22 nd May	Mindfulness and Managing Stress	Half Day
Thurs 12 th June	Appropriate Workplace Behaviours (Staff)	Half Day
Thurs 3 rd July	Work Life Balance	Full Day
Thurs 24 th July	Resilience and The Art of Bouncing Back	Full Day
Thurs 14 th August	Everyone's a Winner: Why Conflict Can Be Good	Full Day
Thurs 11 th Sept	Dealing with Dysfunctional People in the Workplace	Full Day
Thurs 2 nd Oct	Mindfulness and Managing Stress	Half Day
Thurs 6 th Nov	Appropriate Workplace Behaviours (Staff)	Half Day
Thurs 27 th Nov	Work Life Balance	Full Day

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Full Day Workshops

8:30am – 4:00pm

\$285 (1 day) Lunch provided

Half Day Workshops

8:30am – 12:00pm

\$175

Location: Katherine Regional Training Centre, 19 Second Street, Katherine

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