

CORP CATCH UP

JANUARY/FEBRUARY 2015

CORP Talks! —Inspiring ideas for just being better!

New to 2015!

At CORP we recognise that it is not always convenient or practical to take time away from the workplace to attend half or full day training courses, this is why we are introducing *CORP Talks* in 2015, these talks offer you the opportunity to attend bite size courses over your lunch hour. We have an array of Psychologists, Counsellors and Coaches who will be running inspiring Talks to get you thinking, learning and even relaxing.

We encourage you to bring your lunch and get involved. Talks are being held 12pm-1pm on a selection of dates.

- The Brain and Change
- The Neuroscience of Leadership
- Mindfulness—The Power of Meditation
- Tactical Men's Business
- Stress/Self Care—Four 5 second stress reduction techniques



You may come along to a talk and decide that your workplace could benefit from some training in that area. If this is the case we can certainly look at organising further training which can be customised to specifically meet your workplace needs.

Please find more information about *CORP Talks* on the following two pages as well as on our website.

Only \$39 in Darwin and \$45 in Alice Springs. UNBEATABLE VALUE!!!

Book now on our website www.corp.org.au or call Jo on 8941 5661

NEWSFLASH: RECEIVE A \$50 DISCOUNT OFF ALL PUBLIC WORKSHOP BOOKINGS MADE BEFORE FEBRUARY 28th(excluding CORP Talks.) Don't miss out on this fantastic offer! Book now, Limited places available!!

Five Performance Management Trends for 2015

Are you ready to transform your workplace in 2015? Or are you doomed to repeat the same performance management process that failed to deliver value to your employees and your organization?(sic)

Revamping your performance management can be frightening for some. Especially if you've always relied solely on annual performance reviews (which we know don't work). Yet, performance management isn't the same thing as a performance review. So unless you've already including coaching, feedback, motivation, engagement, and improvement in your process, you've failed.

The good news though is that there is still time to change. Companies like Zappos, Moz, and Adobe, didn't just luck into a high performing culture— they were early adopters of cool performance management trends.

Here are a few trends we see for 2015 and beyond:

1. Putting employees in the driver seat

Performance management is no longer the responsibility of a manager. Nor is it about forcing employees through a passive process that they can't control. It's now about putting employees in control. Just like a professional athlete that owns their career and works with the best coaches to excel, employees will now own their success.

2. Elimination of ratings and rankings

No one wants to be ranked. The negative impacts of rating and ranking outweighs any potential gains. Ranking employees is often subjective and leads to unhealthy comparison to others. People want to know how they perform relative to their potential and unique talents, not against their colleagues.

“unless you've already including coaching, feedback, motivation, engagement, and improvement in your performance management process, you've failed.”

3. Performance improvement mindset

To change how we work, we first must change our philosophies. For a long time performance management meant an annual event, a process, or tool. Now it's about creating workplace cultures that promote transparency and open feedback. It's also about a constant strive to improve individual and team performance. It's really just common sense.

4. Building alliances

Remember when managers hung out amongst themselves? The workplace has changed and relationships are based now on trust. Many companies are also adopting holacracy (a flattened structure). The future of the workplace will revolve around creating win-win alliances between employees and the company. This helps the employee advance their career, and ultimately helps the company improve performance. Again, more common sense.

5. Big Data and analytics

HR may be late to the game when it comes to big data, but they're quickly making up ground. In the next few years we're going to see big data and analytics help us identify high performing teams and individuals, and disengaged employees. It will also provide predictive insights on how to increase performance, engagement, and reduce turnover.

What changes do you plan on implementing in 2015?

By Kelly Batke on December 17, 2014

Cited at: <http://blog.7geese.com/2014/12/17/5-performance-management-trends-for-2015/>

How to manage underperformance

A clear system for managing underperformance is good for both a business and its employees. Best practice employers are aware that ineffective performance management can dramatically reduce the level of performance in a workplace. Employees that perform well can lose motivation if they have to carry the burden of poor performing colleagues. Also, most employees who are not performing well would like to improve.

Negative attitudes to performance management, or a lack of credibility with the process, can be an indication of an inadequate performance management system. A consistent approach to performance management provides opportunities to address problems and generate effective solutions. A successful performance management process is one that supports the workplace culture and is accepted and valued by employees.

Here is an easy to follow step by step guide to managing underperformance.

Step 1 - Identify the problem

It is important to understand the key drivers of performance or underperformance within the workforce.

Step 2 - Assess and analyse the problem

The employer should determine:

- how serious the problem is
- how long the problem has existed, and how wide the gap is between what is expected and what is being delivered.

Step 3 - Meet with the employee to discuss the problem

It is important that the meeting takes place in private and in an environment that is comfortable and non-threatening, away from distractions and interruptions.

The employer should begin by holding a discussion with the employee to explain the problem in specific terms. From this conversation, the employee should be able to clearly understand:

- what the problem is
- why it is a problem
- how it impacts on the workplace, and why there is a concern.
talk about the issue and not the person
- explore the reasons why there is an issue
- clarify details
- stay relaxed and encouraging, and summarise to check your understanding of the situation. And, when discussing shortfalls in any area, it is important to check that the employee:
- is aware that it is a task that is required of them
- has been shown what is required, understands the gap between what is happening and what is required.

Step 4 - Jointly devise a solution

Where possible, it is important that a solution is jointly devised with the employee. An employee who has contributed to the solution will be more likely to accept and act on it.

When working out a solution, the employer should:

- explore ideas by asking open questions
- emphasise common ground
- keep the discussion on track
- focus on positive possibilities, and offer assistance, such as further training, mentoring, flexible work practices or redefining roles and expectations.

A clear plan of action should be developed with the employee to implement the solution. This can be in the form of a performance agreement or action plan. A performance agreement or action plan can:

- reflect an understanding of performance expectations and what is to be achieved over the specified time period (performance improvement milestones)
- clarify roles and responsibilities of the employee
- include strategies for training and career development
- include timeframes for improvement (these may vary depending on the issue and needs of the business, however it is important to give an employee adequate time to improve their performance) reinforce the value and worth of the role being performed.

A date should be set for another meeting with the employee to review progress and discuss the employee's performance against the agreed action plan.

The employer should keep a written record of all discussions relating to underperformance in case further action is required. Generally, it may also be used as evidence if legal action is taken about the matter.

Helpful hint

When devising a solution, make sure it is clear and easy to follow and does not rely on 'performance-management speak'. Use everyday language to avoid alienating both managers and employees. For example, if terms such as 'KPIs' (Key Performance Indicators) aren't part of everyday language, don't use them in performance discussions and agreements.

Step 5 - Monitor performance

The employer should monitor the employee's performance and continue to provide feedback and encouragement.

A meeting to review and discuss the employee's performance should be held even if there is no longer an issue. This enables both parties to acknowledge that the issue has been resolved. The employer should provide both positive and negative feedback to the employee and should work with the employee to ensure that performance improvements are sustained.

More serious action may need to be taken if the employee's performance does not improve including further counselling, issuing formal warnings and ultimately if the issue cannot be resolved, termination of employment.

For further information you can contact the Fair Work Info line on **13 13 94**.

For the full article and more information regarding termination of employment please visit the link below:



Cited at: <http://www.fairwork.gov.au/about-us/policies-and-guides/best-practice-guides/managing-underperformance>

It is recommended to refer to your own Organisations policies and procedures,

Public Workshop Calendar Darwin and Alice Springs Jan– June 2015



Date	Workshop	Duration
Thurs 5 th Feb	Resilience and The Art of Bouncing Back	Half Day
Weds 18 th Feb	Critical Incident and Trauma Response for Managers	Half Day
Thurs 26 th Feb	Getting your Message Across: Key Communication Skills	Full Day
Tues 3 rd March	Mediation and Conflict Skills for Managers	Full Day
Thurs 12 th March	The Brain and Change – <i>CORP Talk!</i>	One Hour
Thurs 19 th March	Appropriate Workplace Behaviours for Staff- Bullying and Harassment	Half Day
Tues 31 st March	Get to the Point: Communication for Managers	Full Day
Weds 8 th April	Mindfulness and Managing Stress 1 Day Retreat	Full Day
Thurs 16 th April	The Neuroscience of Leadership- <i>CORP Talk!</i>	One Hour
Thurs 30 th April	Difference, Disability and Diversity- Multiculturalism for Managers	Half Day
Tues 5 th May	Becoming The Vigilant Manager	Half Day
Weds 13 th May	Customer Service	Half Day
Thurs 28 th May	The Resilient Leader	Half Day
Weds 29 th May	Mindfulness – The Power of Meditation- <i>CORP Talk!</i>	One Hour
Weds 3 rd June	Managing Staff Performance	Half Day
Weds 10 th June	Tactical Men's Business- <i>CORP Talk!</i>	One Hour
Thurs 18 th June	Getting your Message Across: Key Communication Skills	Full Day
Weds 25 th June	Stress/Self Care- Four 5 second stress reduction techniques- <i>CORP Talk!</i>	One Hour
Tues 30 th June	Mindfulness and Managing Stress 1 Day Retreat	Full 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

CORP Talks !
\$39 –Darwin
\$45–Alice Springs

Locations:

Level 2 Highway
Arcade, 47 Stuart
Highway, Stuart
Park

Jock Nelson Build-
ing
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 Jan –June 2015



Date	Workshop	Duration
Thurs 26 th Feb	Resilience and The Art of Bouncing Back	Half Day
Weds 11 th March	The Neuroscience of Leadership. CORP Talk Free	One Hour
Thurs 26 th March	Getting your Message Across: Key Communication Skills	Full Day
Weds 29 th April	Dealing with Dysfunctional People in the Workplace	Half Day
Thurs 28 th May	Mindfulness and Managing Stress	Half Day
Weds 24 th June	Appropriate Workplace Behaviours (Staff)	Half Day
Thurs 30 th July	Work Life Balance	Full Day
Thurs 27 th August	Customer Service	Half Day
Tues 29 th Sept	Mediation and Conflict Skills for Managers	Full Day
Thurs 29 th Oct	Critical Incident and Trauma Response for Managers	Half Day
Weds 25 th Nov	Mindfulness and Managing Stress	Half 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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