

CORP CATCH UP

SEPTEMBER 2015

Managers, do you want the skills to be able to tackle conflict in-house?

Develop your ability at CORP's 'Mediation and Facilitation Skills for Managers' Public Workshop on 30th September:

This workshop is an introduction to mediation skills and is designed to develop managers' skills and confidence in responding to disputes in the workplace. The guiding principles of mediation; fairness; neutrality and confidentiality are examined. The program provides an opportunity for participants to practice these skills in customised scenarios.

Workshop content:

The mediation process

- Principles of mediation
- Role of the mediator
- The manager as mediator
- The process of mediation

Mediation skills

- Communication skills
- Active listening: open questions, re-phrasing,
- Identifying positions and interests in mediation
- Setting the agenda in mediation
- Generating options for resolution
- Handling difficult behaviour
- Practicing the skills in mediation scenarios

Issue: Workplace Conflict



Solution: Mediation



"Mediation helped me learn to allow people to speak and explore their issues before problem solving begins."

CORP
Workplace Solutions

Learning Outcomes:

On completion of this workshop participants will:

- Have developed an understanding of the range of causes of conflict
- Be aware of the range of approaches to manage disputes
- Have developed an understanding of the principles and process of mediation
- Understand the role of the mediator and the manager as mediator
- Have an understanding of the communication skills used in mediation
- Have practiced the skills and process of mediation

In this month's edition:

Mediation Skills for Managers

Body Language

Public Workshops –Darwin, Alice and Katherine



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Body language communication a "core skill" with increasing value

The ability to consciously use and interpret body language can make employees better listeners and more effective negotiators, but it's a skill that many employees, and some in particular, lack, according to communications expert Karen Winfield.

Winfield, the global operations director at PD Training, says that in the last three years, demand for the organisation's body language courses has been significantly increasing.

One possible explanation is the evolution of online and mobile video technologies, and the self-consciousness that comes with switching from communicating via text and emoticons, to communicating with video and audio.

Employees who have grown up with online chat and emoticons haven't been exposed to body language to the same degree as Baby Boomers, who grew up with more face-to-face interactions, so there's a "huge disparity" in their understanding of body language, Winfield says.

"Gen Ys have been brought up in a technological world, so body language has been displayed differently... Gen Ys can have a meeting in a chat window, so they haven't learnt that face-to-face body language style," she explains.

A "core skill" across many jobs

Winfield, who says a large proportion of her company's clients are frontline salespeople, or managers who want to build "instant, sub-conscious rapport with people by managing their own body language", describes understanding body language as a core skill across many jobs.

It can make people better listeners, better collaborators, and more effective negotiators, she says.

"The body doesn't lie. It conveys the truth and portrays feelings and motives, like attraction, boredom, aggression or deception. It can flag when your presentation is boring or even if someone is lying to you," she says.

Looking to the left and up, for example, suggests a person is recalling a memory or facts, whereas looking to right and up indicates imagination, and can betray a guess or a lie.

However, it's important to realise that signals and their interpretations can vary, particularly if generational, cultural or gender differences – or even conditions such as tiredness – are at play.

"Not every person is the same, and not every signal means the same from the same person. You have to look at signals collectively and not just one-offs," Winfield says.

A finger resting on the chin, for example, might signal methodical thinking in one individual, and stress or concern in another.

"Males can tend to be more closed with their gestures and females can be more observant," Winfield says, while Gen Y employees are often far more exaggerated in their movements than Baby Boomers. And in some cultures, strong eye contact from a female, if it lasts too long, can make a man feel uncomfortable, while strong eye contact from a man can intimidate a female employee.

Strengthen your teams

Employers that are considering an investment in body language training should think about targeting specific teams rather than management levels, Winfield says.

This is because body language training isn't just about learning to read others or better express oneself, but about enhanced communication, she says.

"The way to make a successful business is by team cohesion. To have a high-performing team, you need to be able to gel, and the way to gel is to have a better understanding of your team."

Body language training begins with profiling that enables employees to gain a better understanding of themselves and their colleagues.

"Individuals get an understanding of how they interact, and a better awareness of how others interact.

"Some people are very expressive, and some are more guarded," Winfield says. If an individual adapts their body language because a colleague or customer's style is different to theirs, they can expect more interaction and better communication.

If two members of a team undergo training, the ideal is that they both adapt their communication style when interacting, so as to meet each other halfway.

"Once you start to understand how a person ticks, you have a better appreciation of them, and you will hopefully adapt your [communication] style to get more out of that individual," she says.

Winfield notes that the training can make employees very self-conscious about their own body language – but she says this isn't necessarily a bad thing.

"[Participants] can definitely become self-conscious, because they weren't aware of what their body was portraying previously," she explains.

This can help them to stop and think, "OK, that's why this conversation didn't go very well last time... now let me think about what I should be portraying this time around" and modify their behaviour accordingly.

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Do's and Don'ts

Leaders who want to improve their own body language should start by focusing on eye contact. "Eye contact is always number one," Winfield says.

But depending on the length of a conversation, eye contact alone might not be enough to demonstrate engagement and attentiveness, she warns.

"If you're in a long conversation with someone, make sure you're displaying that you are listening, so you do have to have some head nods in there and maybe some 'aha' or 'mmm' in there. Sitting still with that eye contact for a 10-minute conversation is not displaying that you're listening."

It's also important to be mindful of your hands, she says. They can be very effective in conveying enthusiasm and passion, "but too much can steer the eye attention from the receiver to the hand gesture, and they can lose focus on the message".

Other tips include being aware of:

how you hold your head – nodding can signal agreement, but nodding quickly signals impatience. Holding your head up suggests you're listening without bias, but holding it down can indicate disinterest;

how you sit – crossing one leg over the other at the knee can indicate stubbornness, while an arm or object in front of the body can suggest self protection. Demonstrate openness to ideas by uncrossing your legs, relaxing and keeping your arms open;

where you look – direct eye contact and wide eyes convey sincerity;

what your hands are doing – if an employee's hands are hidden, palms are held down, or hands are motionless, or touching their nose and mouth as they speak, it could indicate dishonesty;

how you smile – smiles that don't quite reach the eyes imply the individual isn't genuine; and

how you interpret body language – be careful about interpreting every action as a lie. Factors such as stress and insecurity can raise false suspicions.

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Public Workshop Calendar Darwin and Alice Springs July—December 2015



Date	Workshop	Duration
Wed 19 th Aug	Get to the Point – Communication for Managers	Full Day
Weds 26 th Aug	Family and Domestic Violence	One Day
Wed 2 nd Sept	Emotional Intelligence –Part 1	Half Day
Weds 9 th Sept	The Neuroscience of Leadership <i>CORP Talk!</i>	One Hour
Wed 23 rd Sept	Mindfulness and Managing Stress 1 Day Retreat – Rydges	Full Day
Wed 30 th Sept	Mediation and Facilitation Skills for Management	Full Day
Wed 7 th Oct	Discover 7 strategies for Pain free Change- <i>CORP Talk!</i>	One Hour
Thurs 8 th Oct	Alcohol Withdrawal and Brief Intervention – Darwin only	Full Day
Fri 16 th Oct	Difference and Diversity- working in a mixed team effectively	Half Day
Wed 21 st Oct	Appropriate Workplace Behaviours- Creating a Safe Work-	Half Day
Thur 29 th Oct	Busting Stress through Mindfulness– <i>CORP Talk!</i>	One Hour
Wed 4 th Nov	Emotional Intelligence –Part 2	Half Day
Thur 12 th Nov	Critical Incident and Trauma Response for Managers	Half Day
Weds 18 th & Thurs 19 th Nov	Mental Health First Aid - Darwin only	2 days (\$552)
Thur 19 th Nov	Growing from Conflict- It's not all about you! - <i>CORP Talk!</i>	One Hour
Wed 25 th Nov	The Neuroscience of Leadership	Half Day
Tues 1 st Dec	Let's get you meditating –Quick tips for longer life, less stress and greater happiness - <i>CORP Talk!</i>	One Hour
Wed 2 nd Dec	Getting your Message Across: Key Communication Skills	Full Day
Tues 15 th Dec	Customer Service –The Competitive Edge	Half Day

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Full Day Workshops
8:30am – 4:00pm
(1 day) Lunch provided
\$265

Half Day Workshops
8:30am – 12:00pm
\$140

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

Locations:

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park

Jock Nelson Building
10/16 Hartley Street
Alice Springs—
numbers dependant

Public Workshop Calendar

Katherine Jan –Nov 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

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.

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