

CORP CATCH UP

FEBRUARY 2016

Mediation and Conflict Skills for Managers Public Workshop Tuesday 23rd February-Darwin

Enrol a colleague/friend and get one place for half price

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, summarising
- Identifying positions and interests in mediation
- Setting the agenda in mediation
- Generating options for resolution
- Handling difficult behaviour
- Practicing the skills in mediation scenarios

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



This months edition

- Mediation and Conflict Skills Public Workshop
- Coaching
- Public Workshop Calendars, Darwin, Alice and Katherine



<https://www.facebook.com/corp.org.au>

Coaching

The field of Coaching is a rapidly expanding one. Experienced and skilled EASA Coaches work flexibly with you to provide sessions in a supportive and confidential environment. Your coach at EASA can provide:

- Management coaching
- Executive coaching
- Life coaching
- Conflict coaching

Management Coaching

Covered under our Consultancy and Employee Assistance Programs, this coaching can assist you with:

- Organisational and Business Planning
- Improving workplace culture
- Team Development
- Dealing with difficult or challenging individuals
- Improving workplace communication
- Addressing workplace performance issues
- Effective upwards management
- Recruiting and retaining staff
- Strategies to address issues in the workplace
- Identifying the style and approach of key stakeholders and individuals
- Goal Setting and Behaviour Change programs
- Addressing issues of bullying and harassment in the workplace
- Dealing with work stress and pressure



Executive Coaching

The Executive Coaching program focuses on enhancing leadership style and interpersonal effectiveness. It assists you to examine your preferred style and approach as an Executive and identifies ways to maximise your effectiveness when working with and through others to achieve organisational goals.

Life Coaching

We offer you a Personal Coaching program to achieve greater success in either your private or professional life. EASA has trained and experienced coaches who will customise a program for you and work with you one-on-one. Our point of difference comes not just from helping clients identify and clarify their choices, but in actively assisting in how to take steps to achieve changes.

Our coaches recognise when a person is subconsciously "sabotaging" themselves. In these circumstances, successfully overcoming negative thought processes can allow you to achieve results you only dreamed of!

A personalised coaching program will help you create a mindset for success so that you can get the results you deserve. The program has a progressive personal developmental focus. We therefore recommend a package of 12-15 one hour sessions over a 6-12 month period (as negotiated with clients).

Conflict Coaching

Conflict coaching provides a one-on-one voluntary and confidential process in which a trained coach assists and supports people to reach their goals for improving the way they manage conflict or disputes. The process is essentially a conversation whereby coaches help people to identify their goals, explore different ways and steps for reaching these objectives and develop practical methods for preventing unnecessary conflict, resolving disputes and generally enhancing their conflict management skills.

A key component of EASA coaching is flexibility. Coaching addresses both your needs and those of your organisation. Please contact EASA to find out how we can assist you to reach your goals.

Public Workshop Calendar

Darwin

Feb-June 2016



Date	Workshop	Duration
Thur 4 th Feb	Appropriate Workplace Behaviours for Staff- Bullying and Harassment— now includes Cyber Bullying in the Workplace!	Half Day
Fri 12 th Feb	Life Planning for 2016	Half Day
Tues 23 rd Feb	Mediation and Conflict Skills for Managers – Enrol a Colleague and you get 1 place for half price!	Full Day
Thurs 25 th Feb	Team Building in 5 Easy steps <i>CORP Talk!</i>	One Hour
Tues 8 th March	Customer Service	Half Day
Thurs 17 th March	Mindful Leadership- Having those Difficult Conversations	Half Day
Weds 23 rd March	Mindfulness and Managing Stress- 1 Day Retreat- Rydges Resort	Full Day
Thurs 31 st March	Are you job ready? <i>CORP Talk!</i>	One Hour
Tues 5 th & Weds 6 th April	Mental Health First Aid	2 Days (\$552)
Weds 13 th April	Getting your Message Across: Key Communication Skills	Full Day
Wed 20 th April	The Neuroscience of Leadership <i>CORP Talk!</i>	One Hour
Thurs 28 th April	Emotional Intelligence- What's your EQ?	Full Day
Thurs 5 th May	Increase your Tolerance-Keep Calm and Carry on! <i>CORP Talk!</i>	One Hour
Weds 11 th May	Leading Change	Half Day
Thurs 19 th May	Alcohol Withdrawal and Brief Intervention	Full Day
Weds 25 th May	Mental Health Awareness <i>CORP Talk!</i>	One Hour
Thurs 2 nd June	What drug is that?	Full Day
Tues 7 th June	Critical Incident and Trauma Response for Managers <i>CORP Talk!</i>	One Hour
Thurs 16 th June	Life Coaching-An Introduction- Do your own Life wheel for Work life Balance	Half Day
Weds 22 nd June	Get to the point-Communication for Managers	Full Day
Weds 29 th June	Mindfulness and Managing Stress 1 Day Retreat- Rydges Resort	Full 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

Locations:

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park



Public Workshop Calendar

Alice Springs

Feb-Nov 2016



Date	Workshop	Duration
Thur 4 th Feb	Appropriate Workplace Behaviours for Staff- Bullying and Harassment- now includes Cyber Bullying in the Workplace!	Half Day
Tues 26 th April	Mindfulness and Managing Stress- 1 Day Retreat	Full Day
Tues 10 th May	Building a Great Customer Service Team	Half Day
Thur 16 th June	Mediation and Conflict Skills for Managers	Full Day
Tue 16 th August	Emotional Intelligence- <i>What's your EQ?</i>	Half Day
Thur 20 th October	Getting your Message Across- Key Communication Skills	Full Day
Tue 15 th November	Mindful Leadership- Having those Difficult Conversations	Half Day

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Please note that CORP can also offer training programs in the below topics and they can be tailored to meet your specific workplace needs.

- Time Management
- Resume Writing
- Customer Service
- Communication for Management
- Motivational Interviewing
- Dealing with Aggressive Clients
- The Neuroscience of Leadership
- Difference and Diversity- working in a mixed team effectively
- Workplace Culture and Change
- Family and Domestic Violence
- Mediation Skills for Managers
- Critical Incident and Trauma response for Managers
- Giving and Receiving Feedback
- Resiliency

Full Day Workshops

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

Half Day Workshops

8:30am – 12:00pm
\$140

Locations:

Jock Nelson Building
10/16 Hartley
(numbers dependant)



Public Workshop Calendar

Katherine

Feb-Nov 2016



Date	Workshop	Duration
Tues 9 th Feb	Resiliency and the Brain on Change	Half Day
Tues 12 th April	Goal Setting	Half Day
Tues 24 th May	Getting your Message Across: Key Communication Skills	Full Day
Weds 20 th July	Dealing with Dysfunctional People in the Workplace	Half Day
Tues 16 th Aug	Mindfulness and Managing Stress – 1 Day Retreat	Full Day
Weds 14 th Sept	Conflict Resolution	Half Day
Weds 19 th Oct	Increase your Tolerance- Keep Calm and Carry on! – <i>CORP Talk!</i>	One Hour
Weds 9 th Nov	Work Life Balance	Half Day

All Public Workshops in Katherine require a minimum of 10 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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Full Day Workshops

8:30am –
4:00pm
(1 day) Lunch
provided
\$285

Half Day Workshops

8:30am –
12:00pm
\$175

CORP Talk:
\$45

Location:

The Katherine
Regional Training
Centre, 19
Second Street

