

# CORP CATCH UP

APRIL 2016

## Emotional Intelligence –What is you EQ?

### *Public Workshop—Thursday 28th April*

*The literature suggests that EQ may be a better predictor of effective leadership and of success in both work and personal lives than IQ*

There is a considerable body of research suggesting that a person's ability to perceive, identify, and manage emotion provides the basis for the kinds of social and emotional competencies that are important for success in almost any job.

And as the pace of change increases and the world of work makes ever greater demands on a person's cognitive, emotional, and physical resources, research suggest that "emotional intelligence" is increasingly important for the success in work and in life.

#### **About this program:**

This workshop will provide an overview for developing Emotional Intelligence (EQ) capabilities and discuss how and why these competencies contribute to personal and organisational success.

Emotions play an important role in the workplace, from anger to elation, frustration to contentment; we confront others and our own emotions on a daily basis.

You will learn how to intentionally make your emotions work for you by using them to help and guide your behaviour and thinking in ways that will enhance both the performance of your organisation and your own effectiveness.

#### **Learning Outcomes:**

- Learn more about your own Emotional Intelligence
- Implement a workable definition of EQ in organisational leadership
- Understand the five domains of EQ and their impact on our working lives
- Develop a personal action plan

**1 Day Workshop 8:30 am – 4 pm**

**\$265**

#### **Refreshments**

Morning tea and lunch is provided for full day workshops.

#### **Location**

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park



#### **This months edition**

- Emotional Intelligence
- Gossip and Conflict
- Public Workshop Calendars, Darwin, Alice and Katherine

# Gossip and Conflict

Gossip is undoubtedly a universal activity and one that has been historically considered an aid to social bonding. It's often through gossip that we learn about each other, possibly leading to the realization that we share common backgrounds, values, beliefs and interests that may provide a sense of belonging and friendship.



Gossip in organizations may also inform employees what sort of behaviour is acceptable and unacceptable, and learning news from the office 'grapevine' often avoids being blindsided. That is, gossip may help prepare staff to constructively engage in discussions regarding upcoming announcements that have an impact on them.

Having considered several positive outcomes of gossip, it is necessary to also consider how this practice is frequently destructive and leads to conflict. That is, gossip is commonly an exaggeration or fabrication about a person and situation. Those who engage in gossip might, for instance, paint a picture of others that taints their personal and professional lives. It can tarnish careers, personal relationships and reputations. It can embarrass, cause shame and demean people who have no way of defending themselves.

The motivation of those who initiate gossip of this nature is not always evident. Is it to be part of the group? Is it to feel better by putting others down? Is it due to mean-spiritedness? Is it due to jealousy? Only the gossipers know the reason – and not always consciously. However, even when we participate in the discussion that others initiate, we are complicit and essentially, condone the 'bad-mouthing'. When conflict emerges, as a consequence, we can be seen as part of the problem.

If you tend to be a gossip, or regularly engage in gossip that undermines others (whether or not you initiate it), please consider the following questions. It helps to start by bringing to mind a situation in which you initiated a story about a co-worker (or boss, or friend, or family member), or you were told about a situation and participated in a discussion about it.

- What is the story?
- What role did you play? \_\_\_\_ Initiator \_\_\_\_ Participator (check which)
- What part (parts) of the story do you know for sure is (are) absolutely true? What part (parts) do you know is (are) absolutely not true, as far as you are aware?
- What part or parts are you unsure about its truth?
- If you shared the story in the first place (initiator), what motivated you to do so?
- What purpose did you achieve by sharing the gossip?
- If you participated in an ongoing discussion about the story (by asking questions and discussing the situation in detail – and not negating it or shutting it down), what motivated you to do so?
- As the person hearing the gossip, what did you want to say that you didn't? What stopped you from saying that?
- What sorts of conflicts are you aware of that unfolded as a result of initiating the story or participating in it?
- In the end, what benefits were gained from the gossip? What are you specifically realizing is the downside of gossip that you hadn't before?
- What else occurs to you as you consider these questions?
- What insights do you have?

# Public Workshop Calendar

## Darwin

### Feb-June 2016



Date	Workshop	Duration
Thur 4 <sup>th</sup> Feb	Appropriate Workplace Behaviours for Staff- Bullying and Harassment— <b>now includes Cyber Bullying in the Workplace!</b>	Half Day
Fri 12 <sup>th</sup> Feb	Life Planning for 2016	Half Day
Tues 23 <sup>rd</sup> Feb	Mediation and Conflict Skills for Managers – <b>Enrol a Colleague and you get 1 place for half price!</b>	Full Day
Thurs 25 <sup>th</sup> Feb	Team Building in 5 Easy steps <i>CORP Talk!</i>	One Hour
Tues 8 <sup>th</sup> March	Customer Service	Half Day
Thurs 17 <sup>th</sup> March	Mindful Leadership- <b>Having those Difficult Conversations</b>	Half Day
Weds 23 <sup>rd</sup> March	Mindfulness and Managing Stress- <b>1 Day Retreat- Rydges Resort</b>	Full Day
Thurs 31 <sup>st</sup> March	Are you job ready? <i>CORP Talk!</i>	One Hour
Tues 5 <sup>th</sup> & Weds 6 <sup>th</sup> April	Mental Health First Aid	2 Days (\$552)
Weds 13 <sup>th</sup> April	Getting your Message Across: Key Communication Skills	Full Day
Wed 20 <sup>th</sup> April	The Neuroscience of Leadership <i>CORP Talk!</i>	One Hour
Thurs 28 <sup>th</sup> April	Emotional Intelligence- <b>What's your EQ?</b>	Full Day
Thurs 5 <sup>th</sup> May	Increase your Tolerance-Keep Calm and Carry on! <i>CORP Talk!</i>	One Hour
Weds 11 <sup>th</sup> May	Leading Change	Half Day
Thurs 19 <sup>th</sup> May	Alcohol Withdrawal and Brief Intervention	Full Day
Weds 25 <sup>th</sup> May	Mental Health Awareness <i>CORP Talk!</i>	One Hour
Thurs 2 <sup>nd</sup> June	What drug is that?	Full Day
Tues 7 <sup>th</sup> June	Critical Incident and Trauma Response for Managers <i>CORP Talk!</i>	One Hour
Thurs 16 <sup>th</sup> June	Life Coaching-An Introduction- Do your own Life wheel for Work life Balance	Half Day
Weds 22 <sup>nd</sup> June	Get to the point-Communication for Managers	Full Day
Weds 29 <sup>th</sup> June	Mindfulness and Managing Stress <b>1 Day Retreat- Rydges Resort</b>	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 <sup>th</sup> Feb	Appropriate Workplace Behaviours for Staff- Bullying and Harassment- <b>now includes Cyber Bullying in the Workplace!</b>	Half Day
Tues 26 <sup>th</sup> April	Mindfulness and Managing Stress- 1 Day Retreat	Full Day
Tues 10 <sup>th</sup> May	Building a Great Customer Service Team	Half Day
Thur 16 <sup>th</sup> June	Mediation and Conflict Skills for Managers	Full Day
Tue 16 <sup>th</sup> August	Emotional Intelligence- <i>What's your EQ?</i>	Half Day
Thur 20 <sup>th</sup> October	Getting your Message Across- Key Communication Skills	Full Day
Tue 15 <sup>th</sup> 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 <sup>th</sup> Feb	Resiliency and the Brain on Change	Half Day
Tues 12 <sup>th</sup> April	Goal Setting	Half Day
Tues 24 <sup>th</sup> May	Getting your Message Across: Key Communication Skills	Full Day
Weds 20 <sup>th</sup> July	Dealing with Dysfunctional People in the Workplace	Half Day
Tues 16 <sup>th</sup> Aug	Mindfulness and Managing Stress – <b>1 Day Retreat</b>	Full Day
Weds 14 <sup>th</sup> Sept	Conflict Resolution	Half Day
Weds 19 <sup>th</sup> Oct	Increase your Tolerance- Keep Calm and Carry on! – <i>CORP Talk!</i>	One Hour
Weds 9 <sup>th</sup> 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

