

CORP CATCH UP

JULY 2016

Leader Aid—Support for Management

Leader Aid is a service provided by a Psychologist/Manager at CORP. The service provides Leaders with coaching and support to effectively deal with workplace issues that they may be experiencing.

Leader Aid provides confidential coaching and support for managers in dealing with issues that present on a regular basis in the Management role. The Aid can help provide support around a broad range of issues such as performance, conflict, communication, individual or team behaviour.

The support is provided by one of 3 highly experienced Clinicians who have expertise in a range of people-management issues. This service provides a sounding board, coaching on specific issues and direct advice on issues such as mental health concerns for an employee, with the main goal being to generate positive and practical strategies and solutions.

We generally provide this support via telephone or skype, however it can be provided face-to-face if preferred. CORP tries to make the appointment for the same day if possible. We do require an authorisation form to be completed and returned prior to the support. The role of the service is to provide recommendations and options to the Manager, whilst remaining in control of handling the situation at hand their self.



Common examples as to why a Manager may use Leader Aid:

- Concerns for employees
- Suicidal staff member
- Major changes within the Organisation
- Advice on how to handle a difficult Conversation with an employee

CORP will be hosting a **FREE breakfast event in August to Introduce Leader Aid. A brief CORP Talk on Fixed vs Growth Mindset will be delivered by one of our Psychologists. This will also be an opportunity to meet our Leader Aid Coaches and hear some examples of where it could be useful to you and your Organisation. Tasty food and great coffee will be provided to kick start your day!**

More info to follow at a later date.

To find out what else CORP offers please visit: www.corp.org.au



<https://www.facebook.com/>

This months edition

- Leader Aid-support for Managers
- Formal Referral Process
- New Public Workshop Calendar Darwin

Formal Referral

What is the Process? Assistance for HR and Management

Sometimes, Managers may be in a situation where they have suggested counselling or coaching to an employee whose work performance is of concern or who appears to be having difficulties but they don't know if the employee has accessed counselling or coaching and the performance problems continue. Formal referrals (where employees are requested to attend counselling/coaching by a manager, supervisor, HR or other key staff member) are for those occasions when the Manager feels that they have done all that they can do internally to address performance issues and that a third party intervention is required.

Usually, formal referrals will occur when an individual's work performance and/or behaviour in the workplace is problematic and when all due procedures have been followed in the workplace to attempt to resolve the problems. It may also be appropriate where an alcohol and other drug or fitness for work question is being raised. Typically, a formal referral would be considered before there is a clear disciplinary issue or breach, but where there is fear that without intervention this may happen. It is an external intervention provided by CORP to assist with poor performance or inappropriate behaviour in the workplace that has continued, regardless of performance management that has occurred within the workplace.

Ideally, the employee should be offered EAP counselling (i.e. a suggested referral) on at least one occasion prior to a formal referral option being pursued, unless the referral arises from a specific and unprecedented workplace incident.

Below are 2 case examples of employees who have been sent to CORP for Formal Referral Coaching, the names and some of the details have been changed for privacy protection.

Case 1

Bill was referred to CORP's formal referral service with performance issues, a significant portion of which related to the changing needs of the workplace and his workplaces perception that Bill is performing poorly and having trouble adapting to the changes.

The workplace says they are looking for: strategies and support for addressing their concerns, which they detail in a letter which was sent to both CORP and the employee.

The CORP Clinician initially meets with the Manager which is often how we start this process. There were 5 sessions with Bill (including relevant psychological testing), his engagement with us was 8 weeks.

The Clinician focussed on strengths Bill currently had, areas for further development, and action learning. Bill made good progress in firstly identifying with the Psychologist his style and approach and the gaps between that and what was needed in the work area, he also attended a recommended public workshop. Recommendations were also made for the workplace management style that would provide the best motivator to Bill whilst maintaining accountability. The final report also identified the work environment best suited to Bill, given that some aspects of his job required intense concentration.

It was also identified that Bill experienced the workplace now as stressful and this stress response got in the way of good brain functioning – (perhaps we can all relate to having experienced the blankness, dumb brain response or memory issues that accompany workplace stress?) Bill's capacity to tolerate stressful situations and self-care were enhanced through the process with pleasing results in performance.

Case 2

Jill was referred from her work area, which was Financial and purchasing.

She was referred because of her communication style, being overly critical and loud, she appeared to be frustrated to other workers. She felt these workers were not doing their jobs and she had to rectify errors (which apparently was quite a lengthy process.)

Jill would communicate her frustrations at their not doing their job to the required standard, which led to the staff putting in a complaint about her (she was not their team leader and felt alone and unsupported.) Management's view was that Jill could rectify the errors and let the issue go -hence the formal referral to try and help deal with Jill adopting a better communication style.

The Intervention included assisting Jill to see her behaviour as inappropriate in the workplace (even though understandable.)

Helping her see that her way of dealing with the situation was not working for her. Inviting her to problem solve and come up with other ways of dealing with the situation was much more beneficial, encouraging her to see what she could and couldn't control.

Helping her manage her reaction to see the links between 'event and response = outcome' and then engaging her to change the way she responded which was her responsibility. Jill benefited from the Clinician suggesting that she garnish assistance from management rather than taking it all on herself.

Jill accepted the situation after making a good assessment, (what she could and couldn't control) she was able to let go of the rest.

After about 4 sessions her behaviour at work changed. She stopped being aggressive (vocal) to her colleagues. Jill requested to Management that they recruit a supervisor to manage the people side of things so she could focus on the other work.

She stopped taking on board that the staff's perceived poor performance was a reflection on her performance and her state of mind.

She became happier in her job and went from wanting to resign to now feeling OK and being able to manage herself far better. The referrer reported that her performance had improved substantially.

Generally speaking, people walk around with very little feedback on what's going on in their body and their brain. Formal referral coaching can help those stuck in responding in the same ways, challenge and encourage change in a supportive environment whilst at the same time engaging the workplace in getting the best performance from the individual.

Many things can affect our performance:

- Chronic illness, pain or early dementia
- What you eat/or don't eat affects your brain
- What time of your life you are in ,what you are experiencing at that time and how you focus on it
- The amount of sleep you get – are you waking tired? You shouldn't be – when we are well and we get adequate sleep – we wake with energy and feel refreshed
- A grieving or depressed brain is restricted ; this brain will not perform the same
- Anxiety and chronic stress – they affect our memory and our capacity to think . The long term outcome of this continuing could be chronic fatigue , which people can take years to recover from.

Public Workshop Calendar Darwin July– Dec 2016



Weds 6 th July	Resilience and the Art of Bouncing Back	Half Day
Tues 12 th July	Emotional Intelligence-What is your EQ?	Full Day
Thurs 21 st July	The Neuroscience of Leadership – <i>CORP Talk!</i>	One Hour
Weds 27 th July	Motivating Staff through Excellence in Coaching and Mentoring	Full Day
Weds 10 th August	Fixed vs Learning Mindset– <i>CORP Talk!</i>	One Hour
Weds 17 th August	Customer Service	Half Day
19 th August	2 Young 2 Retire – Part 1 – <i>with special Guest Trainer</i>	Half Day
Tues 30 th August	Appropriate Workplace Behaviours for Staff	Half Day
2 nd Sept	2 Young 2 Retire – Part 2 – <i>with special Guest Trainer</i>	Half Day
Thurs 8 th Sept	Support for HR– <i>CORP Talk!</i>	One Hour
9-13 th Sept	Resilient Leadership Retreat – BALI *** contact CORP for details	5 Days
16 th Sept	2 Young 2 Retire – Part 3 – <i>with special Guest Trainer</i>	Half Day
Thurs 29 th Sept	Time Management and Delegation Skills	Full Day
Tues 4 th Oct	Getting your Message Across: Key communication skills	Full Day
Weds 12 th Oct	Basic Counselling Skills	Half Day
Weds 19 th Oct	Mediation Skills for Managers	Full Day
Thurs 27 th Oct	Anxiety and Coping with negative emotions – <i>CORP Talk!</i>	One Hour
Thurs 3 rd Nov	Advanced Communication- for Managers	Full Day
Weds 16 th Nov	Story telling-now a crucial Leadership Skill– <i>CORP Talk!</i>	One Hour
Tues 22 nd Nov	Mindfulness and Managing Stress- 1 Day Retreat	Full Day
Weds 30 th Nov	Goal Setting for 2017	Half Day
Tues 6 th Dec	What drug is that?	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



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
Tue 18 th Oct	Getting your Message Across- Key Communication Skills	Full Day
Tue 15 th Nov	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 Work-shops

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

Half Day Work-shops

8:30am –
12:00pm
\$175

CORP Talk:
\$45

Location:

The Katherine
Regional Train-
ing Centre, 19
Second Street

