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- Katherine



## Appropriate Workplace Behaviours Training— what can CORP offer *your* workplace?

*Since 2014, CORP has delivered more than 120 Appropriate Workplace Behaviours (AWB) training workshops to numerous NTG, NFP and NGO organisations, across the NT.*

The AWB staff training is held over 4 hours, while the full day AWB training, incorporating group work and problem solving activities, as well as information about having difficult conversations with staff members, is specifically designed for Managers.

The training is a positive surprise to participants who often arrive at training expecting something quite dry and boring.

Here's what people said:

- *"I found this training to be very helpful and positive."*
- *"If only I'd had this training six years ago."*
- *"Worthwhile and beneficial, presented by a great trainer."*
- *"An extremely valuable course, my whole department should be made to do it."*
- *"This course really surprised me, I learnt so much."*
- *"If you always do what you've always done, then you'll always get what you've always got."*

**CORP uses realistic scenarios and group work in it's training, to get full engagement.**

**Call CORP to book in and hear about our special discount for this training. 8941 5661**



## A Recap — What are the services provided by CORP Workplace Solutions?

*CORP Workplace Solutions aka CORP was officially launched in August 2014. The name and brand was created to meet the growing demand for a dedicated area specialising in support about a range of common workplace issues and challenges.*

We felt that all too commonly Organisations were turning to the South for Services that we had been providing for over 30 years through EASA, our challenge was and still is reaching people and informing them as to the broad range of services we offer. One of our common challenges is hearing all too commonly 'we didn't realise CORP provided that service.' We like to have a bit of fun in saying that CORP was a marketing ploy and gimmick in attempt to get the word out about what we do and we are proud to say that with branding, staff on board and hard work we are getting there.

The changing environment in which you operate poses opportunity, to do more with less, to create an adaptable, professional, flexible and skilled workforce to support organisational change and redesign.

Jo Ellis, the Training and Conflict coordinator is the main point of contact for CORP and works closely with the CEO, Louise Page. As well as being the point of contact and coordinator Jo has also taken on some training and Conflict work. CORP is made up of sessional workers and full timers. Its main trainer in Darwin is sessional trainer, Linda Oakford who is also a Counsellor and has a health background. It also has 3 sessional mediators, Tony Vidot, Lea Aitken and Justine Davis. Amanda Marston, Manager of the Alice Springs office, delivers most of CORP's training and conflict services in that region.

CORP utilises expertise from EASA's Psychological Services Team for training, mediation and other organisational services. We feel this is our point of difference, particularly for training — we have the *psych factor* and the latest best-practice information.

**Mediations | Formal Referrals | Mgt Coaching**



### What we do — Organisational Services:

- 360 degree profiling – online with in-person follow-up coaching
- Planning Day events
- Conflict Coaching
- Training
- Executive Coaching
- Exit Interviews
- Targeted Coaching – Formal Referrals
- Management Coaching
- Life Coaching
- Mediation
- Charter of Agreed Behaviours
- Individual Training
- Group Facilitated discussions
- Workshops
- Workplace Investigations
- Conflict Assessments

All of EASA's training programs can be readily customised to meet the specific needs of your organisation. At EASA we are dedicated to assisting organisations develop the personal skills, knowledge and behavioural competencies required of employees to achieve business goals.

Customised training enables clients to meet specific needs. Clients can choose the time, date and duration of their program. Participant numbers are negotiable and consultancy rates are available on request.

### Our Training includes (but not limited to):

- Mindfulness and Managing Stress
- Time Management
- Emotional Intelligence
- Resume Writing
- Customer Service
- Communication for Staff
- Communication for Management
- Motivational Interviewing
- Dealing with Aggressive Clients

- The Neuroscience of Leadership
- Difference and Diversity — working in a mixed team effectively
- Appropriate Workplace Behaviours for Staff
- Appropriate Workplace Behaviours for Managers
- Workplace Culture and Change
- Family and Domestic Violence
- Mediation Skills for Managers
- Critical Incident and Trauma response for Managers
- Giving and Receiving Feedback
- Resiliency
- Leading Change
- What Drug is that
- Alcohol Withdrawal and Brief Intervention

Programs can be tailored to the organisation's needs and provide a cost effective and practical alternative to traditional training arrangements.

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CORP also offers a number of topics as CORP Talks. These are 1 hour 'bitesize' sessions and also cover a broad range of topics:

- The Neuroscience of Leadership
- Leading Change
- Cyber Bullying in the Workplace
- 5 Easy Steps to Build a Team —Helping Managers address team building needs
- Growing from Conflict-It's not all about you!
- Goal Setting
- Mental Health Awareness
- Introduction to Life Coaching
- Cultural Awareness
- Supervision Skills

For more information about CORP services and the full range of options that we offer please visit:

**[www.corp.org.au](http://www.corp.org.au)**





# Listening to your Employees

*Listening to your employees could be the trick to leveraging collective intelligence to build a high performing workforce.*

Having engaged employees is the best way to ensure consistent performance from your workers, and one of the easiest ways to get engaged workers is to listen to them.

That's what a recent Hays study concluded, finding that 93 per cent of more than a thousand respondents say that having their voice heard, and experiencing a diversity of thought in their workplace, were key factors to engaging them. According to respondents, if you want better problem solving and innovation in your business, the best approach is to utilise the collective brainpower of your employees.

Nick Deligiannis, managing director of Hays in Australia and New Zealand, believes that when employers listen to their workers, they open their business up for innovation and growth.

"A workplace that respects and encourages different ways of thinking works more innovatively to bring new ideas to the table," he says. "Recognising the value that each person offers can lead to greater creativity and improved business productivity."

But how do you provide the kind of diversity and inclusion that engages employees? Listening to a variety of opinions from your workers will not only makes them feel more invested in the business, but it will also give you a greater field of view when tackling problems and challenges.





## Here are four strategies for increasing diversity of thought in your workplace:

### 1. Open it up

Let your employees know that their voice matters. By showing them their opinion is important, you ensure that they will contribute their unique knowledge and skill set to solving workplace issues.

### 2. Understand your employees unique strengths

One of the main benefits of diversity is being able to utilise the key differences that each individual brings to the team. Make sure you learn what their strengths are and how to use them.

### 3. Encourage constructive conflict

When people share their opinions, there's bound to be some conflict. Respectful differences are a great way to push people to think outside of their own experience. This encourages innovation, and is a great identifier for diversity of thought. Just make sure the discussion remains on-topic, respectful and constructive.

### 4. Ask for criticism

One of the best ways to ensure diversity of thought, and a great way to keep yourself grounded as a workplace leader, is to ask for criticism. Asking questions like "What have I missed?" or "What parts of this don't make sense?" are great ways to ensure you are practically leveraging the collective intelligence and experience of your employees.

Creating a workplace with diverse thinking will generate a positive and powerful culture of engaged workers, unlocking your business's collective intelligence in the process.

"In a workplace that embraces diversity of thought, employees can be themselves, know that differences are valued, feel they can share different perspectives, are more willing to provide an honest opinion, and will contribute to new ways to solve problems," says Deligiannis.

"This leads to new approaches and creates an environment where all employees can thrive and perform at their peak."

[www.hrmonline.com.au](http://www.hrmonline.com.au)



**CORP Public Workshop**  
**KATHERINE**  
 Work:Life Balance (Half Day Workshop)  
 Wednesday, 9 November



Workplace Solutions

# 2016 CORP Workshop Calendar

**Darwin | Alice Springs | Katherine**



Book your place in any NOVEMBER 2016  
CORP Workshop  
**by 9 November 2016**  
and receive a >>>

Note: offer does not apply to CORP Talks

**DONT MISS OUT ON THIS GREAT OFFER!**

**\$50**  
**DISCOUNT**

For further information,  
or to register for a  
CORP Workshop,  
contact:

**Darwin (Head Office)**

P. (08) 8941 5661

F. (08) 8941 0746

corp@corp.org.au

www.corp.org.au

**Alice Springs**

(08) 8953 4225

easaalicesprings@easa.org.au

**Katherine**

(08) 8941 5661

corp@corp.org.au

**Full Day Workshops**

8.30am – 4pm

**\$265\*** per person

Lunch & Refreshments

included

**Half Day Workshops**

8.30am – 12noon

**\$140\*** per person

Refreshments included

**CORP Talks**

**\$39\*** per person

**ONLY 16\* PLACES**

**AVAILABLE FOR EACH**

**WORKSHOP — get your**

**registration in early!**

**Workshop Locations**

**Darwin**

Level 2 Highway Arcade,

47 Stuart Highway

Stuart Park NT

**Alice Springs**

Locations in town centre:

confirmed upon booking

**Katherine**

Regional Training Centre

19 Second Street

**\*Katherine conditions:**

**\$285pp** for full day

**\$175pp** for half day

**\$45pp** for CORP Talks

Maximum **10** participants

## Darwin—November

<b>16 November</b>	<b>Storytelling: a Crucial Leadership Skill — <i>CORP Talk!</i></b>	<b>One Hour</b>
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<b>DARWIN</b> <b>22 November</b>	<b>Mindfulness &amp; Managing Stress</b>	<b>Full Day</b>
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<b>DARWIN</b> <b>30 November</b>	<b>Goal Setting for 2017</b>	<b>Half Day</b>
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## Alice Springs –November

**Book now — places still available!**

<b>ALICE SPRINGS</b> <b>15 November</b>	<b>Mindful Leadership — Having those Difficult Conversations</b>	<b>Half Day</b>
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## Katherine –November

<b>KATHERINE</b> <b>9 November</b>	<b>Work:Life Balance</b>	<b>Half Day</b>
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**Book your CORP Workshop today**  
**on (08) 8941 5661**  
**or by email to corp@corp.org.au**

**Mediations | Formal Referrals | Mgt Coaching**



# CORP Workshops — coming soon!

Darwin | Alice Springs | Katherine

DARWIN

6 December

What Drug is That?

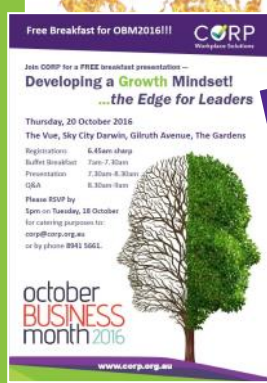
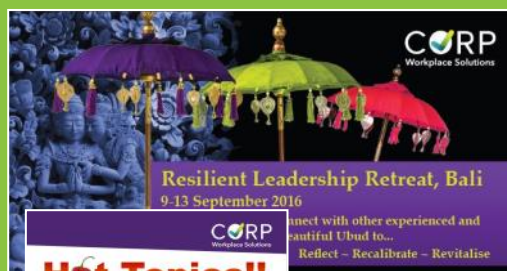
Full  
Day

DARWIN

13 December

Dealing with Dysfunctional People

Full  
Day



## Thank you!



We've had a great year — and hope you have, too!

Currently, our 2017 CORP Public Workshop Program is in development and, based on the feedback received this year, next year's calendar of workshops is going to be even more essential!

To avoid missing out, make sure you've subscribed to CORP's newsletter for all upcoming workshop information.

Don't forget, CORP also delivers customised training — relevant, focussed and personalised to your organisation's specific requirements. Planning PD for your staff? Let us know!

CORP Workplace Solutions is engaging, interesting and fun (even the tough topics!) — call 8941 5661 or email your enquiry to corp@corp.org.au

## Managers! A new program just for you...



# LEADERaid

(08) 8941 5661  
corp@corp.org.au

Customised Training Packages | HR Assistance