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in Australian Workplaces

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Upcoming CORP Workshops:

- Darwin
- Alice Springs
- Katherine



Happy Christmas from CORP!

The Team at CORP would like to wish everyone a Happy & Safe Festive season and extend our gratitude for choosing to work with us this year.

We look forward to seeing our current clients and some new faces at our training events in 2017!

Thanks again,
The CORP Workplace Solutions Team



CORP — Christmas & New Year Hours

CORP Workplace Solutions in Darwin, Alice Springs and Katherine
will be closed between 24 December 2016 — 2 January 2017
and will reopen on Tuesday 3 January 2017.



Bullying and Harassment in Australian Workplaces

Two new reports shine a light on the prevalence of workplace bullying, the work climates that foster it, and its impact on absenteeism and productivity.

The first **Safe Work Australia** report is based on results from the 2014–15 *Australian Workplace Barometer* project, which involved interviews with more than 4,200 employees from across the country.

The research found nearly one in 10 employees have been bullied at work – a *"sizeable increase since 2009-11, where seven per cent of Australian workers reported they experienced workplace bullying"*.

And one-third (34%) had been bullied for more than a year.

In 62.3 per cent of cases, the bully was the worker's supervisor; the next most prevalent bullying perpetrators were co-workers (28%).

Being sworn or yelled at was the most common form of harassment (37.2%), and those forms of bullying also had the greatest impact on depression and productivity respectively.

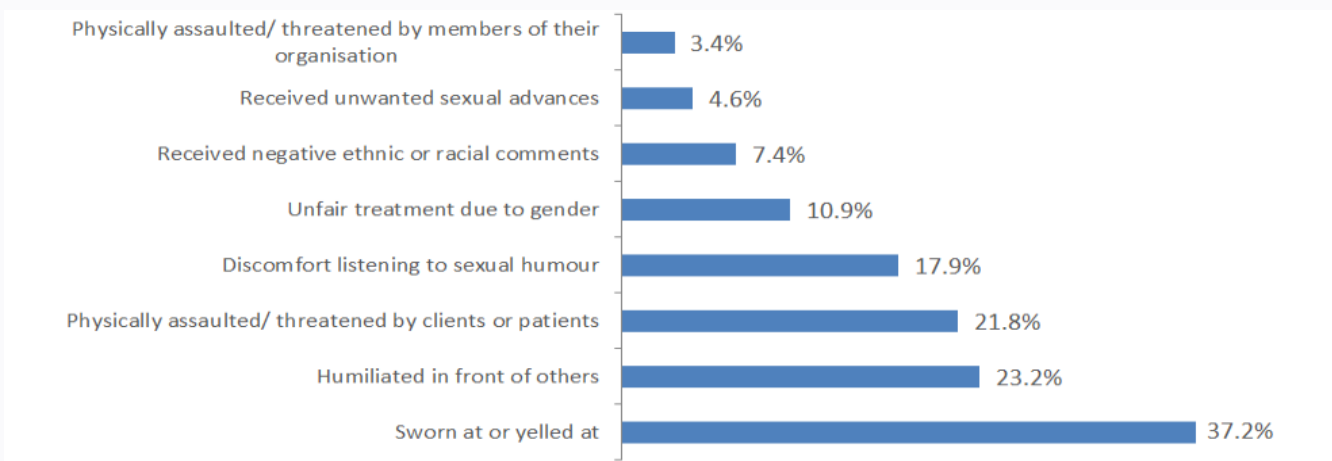
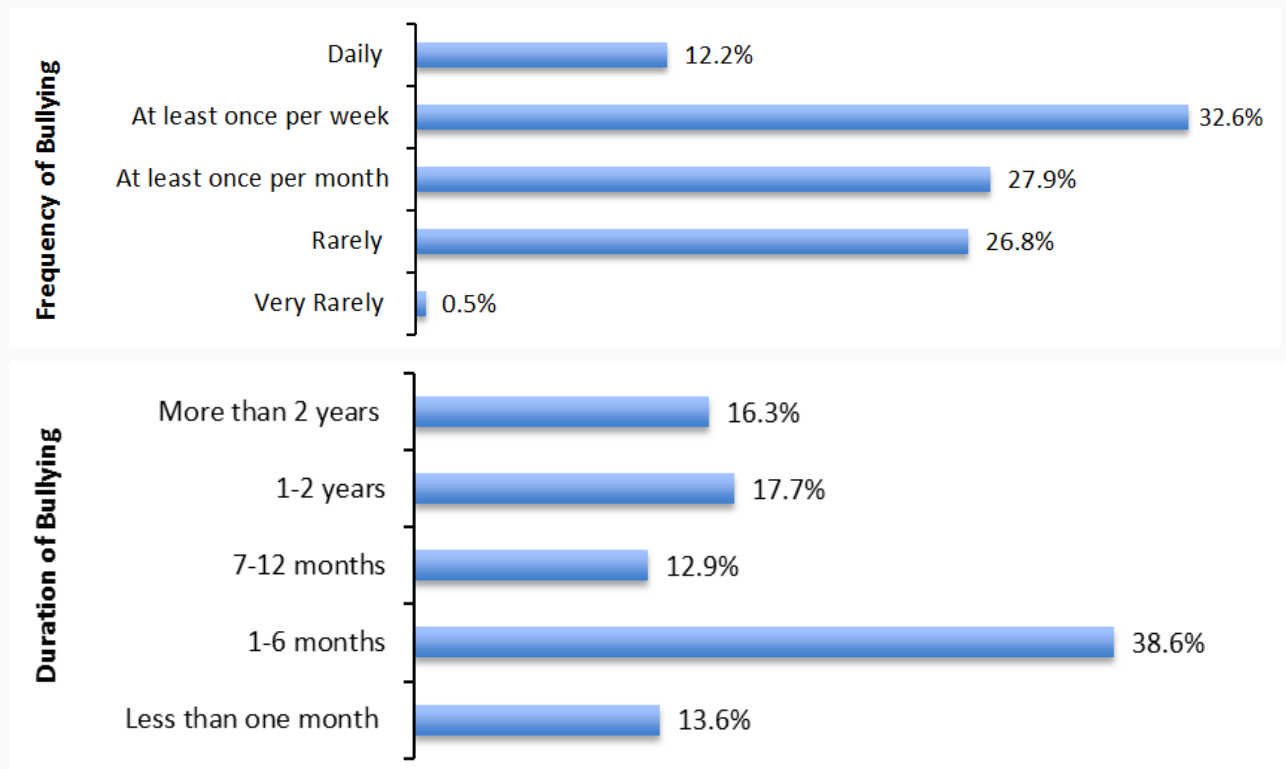
Women were more likely than men to experience bullying, physical assault or threats, unwanted sexual advances, and unfair treatment because of their gender, while men were significantly more likely to be sworn or yelled at, the report notes.

Factors that foster bullying

High psychological and emotional job demands were related to higher levels of bullying, while an increase in job resources, such as supervisor support and job control, was associated with a *decrease* in bullying, according to the report.

It says the research provides strong support for the '*psychosocial safety climate (PSC) hypothesis*', which is that a *"lack of managerial regard for workplace psychological health and safety leads to poor quality work and in turn bullying and harassment"*.

A workplace's PSC encompasses its policies, practices and procedures for protecting workers' health, and *"largely reflects senior management commitment and support for stress prevention, and a priority of regard for worker psychological health in the context of productivity imperatives"*, the report says.



The impact of low PSC

A second **Safe Work Australia** report based on the Barometer findings examines the PSC links to workplace costs, productivity, presenteeism and absenteeism.

"With previous research showing psychologically healthy workplaces produce a return on investment of \$2.30 for every \$1 spent, it's important for organisations to improve PSC," the report says.

"Potential psychological health outcomes that PSC may influence include depression, psychological distress, and engagement," it notes.

Workers in low-PSC workplaces take 43 per cent more sick leave per month and cost \$1,887 more per year due to absenteeism and presenteeism compared to those in

high-PSC environments. They also have 72 per cent higher performance loss at work.

Employees with severe depression take 20 times more sick days per month and cost, on average, between \$2,791 per year (for mild depression) and \$23,143 per year (for severe depression) more in absenteeism and presenteeism than those without depression.

Further, these workers had 270 percent higher performance loss.

The study found workers with psychological distress took four times as many sick days per month; had 154 per cent higher performance loss at work; and cost on average \$6,309 per year (for mild to severe psychological distress) more in sickness absence and presenteeism than those without psychological distress.

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Employees with low engagement levels took 12 and 46 per cent more sick days than those with high and medium-high engagement respectively, cost on average \$4,594 per year, and averaged 8.1 per cent greater performance loss, it shows.

"We estimate that a medium-sized business with 100 employees and poor PSC could expect to save over \$180,000 per year in lost productivity by improving [its] organisation to meet high PSC benchmarks."

How to improve PSC

The bullying and harassment report says employers can take a number of steps to tackle bullying and improve their PSC.

"Workplace interventions to improve PSC should focus on establishing systems to enable upwards

and downwards communication about bullying and harassment, and enable participation of all levels of the organisation in monitoring, establishing controls, awareness raising, education and training on matters relevant to bullying, harassment, and risk factors," it says.

Employers should also consider...

- Prioritising and communicating good work health and safety policies, practices and procedures;
- make a "notable effort" to create jobs with manageable work demands;
- ensure workplace policies outline acceptable behaviour and how to address bullying and harassment if it does occur; and
- monitor their PSC as a leading indicator of bullying and harassment risks.

Importantly, as managers and supervisors are most commonly perceived as the source of workplace bullying, employers should *"provide education and training regarding appropriate supervisory behaviours, particularly in relation to managing the performance of employees"*, the report says.

Bullying and Harassment in Australian Workplaces: Results from the Australian Workplace Barometer 2014/15, Safe Work Australia, November 2016

Psychosocial Safety Climate and Better Productivity in Australian Workplaces: Costs, Productivity, Presenteeism, Absenteeism, Safe Work Australia, November 2016



CORP
Workplace Solutions

CORP Workplace Solutions can deliver *Appropriate Workplace Behaviours* training onsite and customised to the requirements of your organisation.

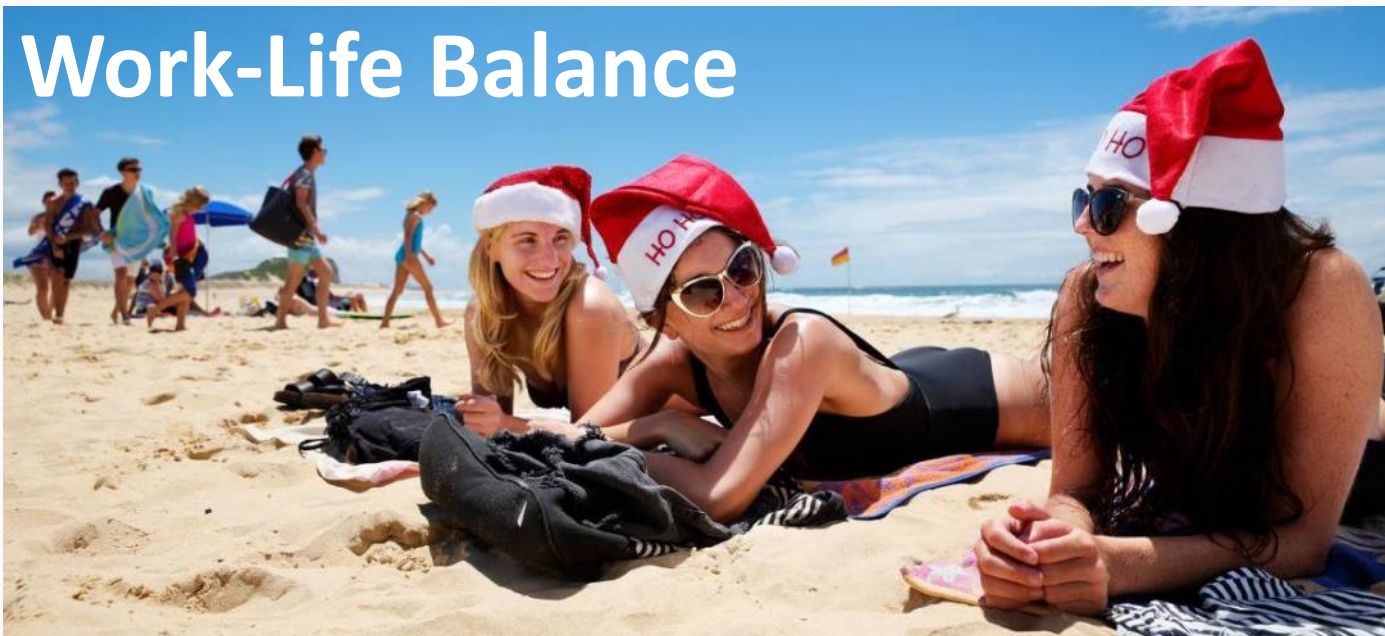
Contact a CORP Consultant today!

8941 5661

corp@corp.org.au

Mediations | Formal Referrals | Mgt Coaching

Work-Life Balance



According to the Canadian Government's *Work-Life Balance in Canadian Workplaces*: work-life balance is a self-defined, self-determined state of well being that a person can reach, or can set as a goal, that allows them to manage effectively multiple responsibilities at work, at home, and in their community; it supports physical, emotional, family, and community health, and does so without grief, stress or negative impact.

Studies demonstrate that investing in work-life balance initiatives:

- Reduces absenteeism and increases productivity
- Improves morale and working relationships
- Decreases stress and attracts new employees
- Helps retain current employees

That makes sense. In today's hectic pace of life, employees are drawn to — and stay with — organisations that help them find balance and personal satisfaction. Non-profits are no exception. While people may be drawn by a passion for the mission, they will burnout or be turned off if their work-life balance is off kilter for too long.

How to implement work-life balance initiatives

In practical terms, setting up work-life balance initiatives involves the following considerations:

- **Lots of consultation**
Work-life balance initiatives need to be based on your employees' needs, so find out what initiatives would enhance their sense of work-life balance. In smaller organizations, this could be a deliberate one-on-one discussion while in larger organizations this could involve a formal survey.

- **Buy-in and change management support**

Consulting with your staff also provides the chance to talk through any concerns and resistance (see "Dispelling myths") to understand potential resistance and how you can respond. In order for any work-life balance initiatives to be successful, they must not only support employees but also must fit with the needs of the organization. Educate your staff, senior management and the board of directors about the rationale for work-life balance initiatives and how they will benefit employees and the organization. Address concerns and talk openly about challenges and how you will deal with them. Success requires commitment from all staff and the board of directors so this step cannot be underestimated. Depending on your organization's culture, change may be easier (or more difficult) to handle.

- **Develop a plan**

Think through and talk through the logistics of your proposed work-life balance initiatives. For instance:

- How will you handle office coverage?
- What internet security measures do you need for tele-working employees?
- How will you deal with inter-office communication so that everyone is "in the loop"?
- How will you monitor hours, productivity or deadlines?

Set yourself up for success and avoid an overly ambitious plan. Start slowly and modestly.

Also, to support your work-life balance initiatives, it is imperative to have clearly written policies and procedures so that they are consistently administered and followed.



Workplace Solutions

2017 CORP Workshop Calendar

Darwin | Alice Springs | Katherine



Book your place in any February 2017
CORP Workshop
by 9 January 2017
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



*“If everyone is moving forward together,
then success takes care of itself.”*

Henry Ford

Darwin

| | | |
|---------------------------------|--|---------------------------|
| Tuesday 7 February | Fixed vs Growth Mindsets — CORP Talk! | 12noon- 1pm |
| Tuesday 21 February | Getting your Message Across: Key Communication Skills | 8.30am- 4pm |
| Thursday 23 February | Mindful Leadership | 8.30am- 12noon |

Mediations | Formal Referrals | Mgt Coaching

CORP Workshops — coming soon!

Darwin | Alice Springs | Katherine

DARWIN

| | | |
|----------------------------|--|-------------------|
| Tuesday 7 March | Change Management — <i>CORP Talk!</i> | 12noon-1pm |
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| Tuesday 14 March | Resilience—The Grit Factor | 8.30am-12noon |
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| Tuesday 28 March | Emotional Intelligence for Leaders | 8.30am-12noon |
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ALICE

*Limited places available in Alice Springs CORP workshops — please book early!
Call (08) 8941 5661 or email to: corp@corp.org.au*

| | | |
|-----------------------------|--|----------------------|
| Thursday 2 March | Resilience— <i>the Art of Bouncing Back</i> | 8.30am-12noon |
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KATHERINE

*Limited places available in Katherine CORP workshops — please book early!
Call (08) 8941 5661 or email to: corp@corp.org.au*

| | | |
|-------------------------------|---|----------------------|
| Wednesday 15 March | Resilience— <i>the Grit Factor</i> | 8.30am-12noon |
|-------------------------------|---|----------------------|

Build Your Planning Event



Your Way...

Establish direction, increase profitability, encourage innovation or raise employee morale with a CORP-facilitated Planning Event.

1. Choose Your Venue



Have your own on-site venue with projector, screen and break-out areas? CORP can come to you.

2. What's Your Vision?



Beef up workplace morale with Team Building & Group Activities designed to encourage employee engagement.

3. Create the Day



"Who Moved My Cheese?" Dr Spencer Johnson
Group activities designed to guide employees from denial and resistance into exploration and commitment to managing organisational change.

4. Flavour Options



Sour — learn the fundamental skills of conflict management, mediation and giving and receiving feedback.

Your Event. Delivered by Us.

Customised Training Packages | HR Assistance