

PUBLIC COURSE

EMOTIONAL INTELLIGENCE & CONFLICT MANAGEMENT FOR RTW PROFESSIONALS & MANAGERS

PRESENTED IN PARTNERSHIP WITH THE ZALT GROUP

Dealing with injured employees can be stressful...for all parties involved. In our experience, relationship breakdowns are often at the core of many failed return to work outcomes.

This course will help attendees understand how stress can impact on individuals, their behavior and interpersonal interactions. Participants will learn skills to improve their Emotional Intelligence and their ability to deal with conflict and have difficult yet effective and respectful conversations. All of which are critical in negotiating successful and sustainable return to work outcomes.

THE DETAILS

- WHO:** This course is designed to be delivered to RTW Coordinators, Occupational Rehabilitation Advisors, HR Professionals, Line Managers
- WHEN:** Thursday 25th May
- TIME:** 9.00am - 5.00pm
- WHERE:** Bodycare Head Office,
Lvl 1, 48 Cecil Street,
Southbank, Melbourne
- COST:** **Early Bird Offer \$711 ex GST if enrolled by 26 April**
Normally: \$790 ex GST
- Course fee includes training resources, experienced facilitators and catering.

For more info please contact Claire Ebstein claireebstein@bodycare.com.au

BODYCARE
WORKPLACE SOLUTIONS

SESSION DETAILS

SESSION 1

- Introduction to the science of emotions
- Exploring principles of how the mind, brain and biological systems work together to affect health
- Explanation of Emotional Intelligence (EI) and the skills that helps us apply EI in the workplace
- Explanation of the link between the way people feel and the way people perform and engage at work
- Understanding Stress... the good and the bad
- Understanding the impact of stress on our body, emotions, thought processes and behaviours – inclusive of a tailored case study
- Understanding the factors that contribute to our personal resilience
- Introduction to building emotional resilience techniques and practical skills to enhance the ability to remain optimistic under pressure and lead to greater productivity and performance at work

SESSION 2

- Strategies to prepare, initiate and participate in difficult conversations
 - Understanding what has led to and contributed to perceptions that may effective RTW outcomes
 - How to frame a conversation, use correct language and develop a mindset to get the most out of a difficult conversation
 - How to utilise different listening techniques to gain greater insight and understandings
 - How to ask questions that need to be asked and say the things that need to be said
 - How to cooperatively engage in Positive Problem solving
 - Dealing with difficult situations during a conversation ie. avoidance, emotional outbursts
- Overview of the various conflict resolution options which could support effective RTW including mediation, facilitated negotiation, conflict coaching, restorative justice initiatives, team dynamic audits
- Understanding and balancing the power-justice-stress nexus in the work environment

THE PRESENTERS



CLAIRE EBSTEIN

Claire has a strong workplace skill set that extends across Occupational Health, Safety and Risk Management and is supported by formal qualifications in Physiotherapy and Safety. Claire is passionate about all things relating to health and believes that organisations need to be addressing both mental and physical health in the workplace. Claire has completed further courses in Mindfulness, Wellness Coaching and is a certified practitioner in the delivery of the Genos Emotional intelligence model.



TONY FELL

Tony is a Director of The ZALT Group and is passionate about developing people. Working with line managers, senior managers and people on the floor to develop their skills and capacity to improve a workplace is what it's all about for Tony. Tony has a variety of experience as an Operational Manager, Employment Lawyer and Employee Relations Manager which he draws on to create effective outcomes in the workplace. Tony is a Member of the Law Institute of Victoria and Member of the Equal Employment Opportunity Network. In addition to this, Tony is a Board Member giving his time and professional expertise to a community education organisation and to e.Motion21. Tony has formal qualifications in law, a diploma in management and various certifications which he utilized to get the most out of people in the workplace.



ZANDY FELL

As a conflict resolution practitioner, Zandy's passion is supporting others to prepare for & participate in difficult conversations. She is a highly competent conflict coach, facilitator, mediator and workplace investigator. Diagnosing the root cause of workplace issues is a strength of Zandy's and she brings a creativity to problem solving which sets her apart from the rest. Zandy combines a legal and HR background with years of industrial relations experience. Zandy also has further qualifications in workplace conferencing facilitation, business and personal coaching and workplace training.