



EMERGENCY SUPPORT NETWORK

POSITIVE PEOPLE RISK MANAGEMENT

March 2010

Welcome to the first edition of the Emergency Support Network's Newsletter for 2010!

Published on a quarterly basis, ESN's Newsletter contains articles of interest, updates and new initiatives. Subscribe by becoming a member of ESN on our website www.emergencysupport.com.au.

Please feel free to pass on this newsletter to others that you feel may be interested in the articles.

Enjoy!

Carla (Frayne) Fotev
Director



The Emergency Support Network (ESN) provides best practice people risk management training and consultancy services to Australian and New Zealand organisations in:

- Stress & Resiliency
- Peer Support
- Crisis Intervention
- Conflict & Grievance Resolution
- Interpersonal Dynamics
- Workplace Diversity
- Bullying & Harassment
- Change Management

Random Acts of Kindness

Random acts of kindness are actions undertaken that are not for immediate personal gain. They are acts whereby you are kind to another person or being for the sole reason of doing something just because you can! Research into positive psychology by Martin Seligman and others researchers have shown immense benefits in practicing random acts of kindness. These acts are vitally important for increasing your personal happiness. There are two aspects: the pleasures and the gratifications.

- Pleasures being positive senses and emotions we gain from for example, taking a bath, enjoying a lovely meal. Though the positive emotions, primarily to satisfy a biological need, that are gained from pleasure tend to be short lived.
- The gratifications, or acts that enable our personal strengths and virtues, are much longer lasting and are linked to psychological growth. It creates an authentic form of happiness.

When we are engaged in an act of kindness such as being philanthropic, we lose self-consciousness and are in a state of 'flow', where time seems to stop. The research indicates that when we are engaged in gratification, not only might you have a better day it may actually offer a buffer to stress and depression. There are lots of ways that you can practice random acts of kindness. Your only limitation is in your creativity! Why not try being randomly kind today, both at work and in your personal life.

Random Acts at Work:

- Have kindness days
- Send inspiring quotes
- Donate to charity
- Remember colleague's birthdays
- Set up a kindness zone
- Give out lollipops to customers
- Send thank you cards to colleagues
- Put positive comments next to a colleagues name
- Put a chocolate on everyone's desk
- Set up an inspiring story notice-board

Random Acts in Life:

- Ring a friend to tell them you were thinking of them
- Give a compliment to three people each day
- Offer to lift down an item that is too high for someone
- Use the check-out assistant's name
- Offer to babysit for a friend
- Donate old / unused items to charity
- Give someone a box of chocolates
- Give your partner / child a hug
- Smile :)

So practice random acts of kindness, for the benefit of others and yourself!
(For more information: Martin Seligman, *Authentic Happiness*.)

CISMFA Conference November 2009

The recent bi-annual CISMFA conference held in Melbourne was a fantastic opportunity to participate in some incredible lectures and to spend time networking with professionals from all over Australia. Attended by some 300 participants ranging from Chaplains, Emergency Response personnel, SES volunteers, Peer Supporters, humanitarian aid workers, psychologists, social workers, and counselors... the conference provided a variety of perspectives.

Some highlights included presentations from leading experts such as Dr Michael Tunnecliffe (Executive Manager WA Police), Dr Rob Gordon (Consultant Psychologist, Victorian ER Plan & Red Cross EMS), Mr Bruce Esplin, (Emergency Services Commissioner), Ms Christine Nixon, (Chair Victorian Bushfire Reconstruction and Recovery), Mr Tony Culnane (World Vision), Dr Robyn Robinson (CISMFA Founder), among others. The founder of and current Executive Consultant to ESN, Dr Michael Tunnecliffe was awarded the prestigious award for outstanding contribution to the field of critical incident stress management. Congratulations Michael!. (www.cismfa.org.au)

New to Emergency Support Network

NEW SPECIALISED TRAINING COURSES

Dealing With Disruptive & Dysfunctional Personalities in the Workplace

Do you constantly find yourself having to deal with disruptive employees who you suspect might be disordered? Is your staff member a 'rule unto themselves' and frequently resists conforming? Do you suspect they are lying, blaming, shaming? If so you may be trying to manage a person with a dysfunctional personality. Find out how to understand their motivations and needs so that you are able to anticipate these. Become aware of the behavioural strategies employed to derail management attempts. Discover how to get off the emotional rollercoaster. Learn how to effectively manage these difficult personalities in this ½ day training course.

Dispute Mediation for Supervisors / Managers

Two employees are embroiled in a dispute with each other. Do you know how to mediate as a Supervisor or Manager? This one day workshop will provide a range of strategies and techniques to assist you to mediate disputes. The workshop enables you to assist the parties to systematically isolate the issues, develop options for resolutions and reach agreements that accommodate the needs of all parties. This one day workshop aims to provide Supervisors and Managers with enhanced skills in negotiating workplace disputes.

Corporate Crisis Management

One of your employees has just suffered a fatal heart attack, what are you going to do? Before you panic, remember what you learnt on a recent course. Information on understanding the nature of critical incidents, identifying who is likely to be affected, knowing the stages of critical incident stress, how staff may react, and how best to provide support and post incident monitoring. Learn the key points on how to plan and prepare for these events. Understand how to manage the media and announcements to staff. Corporate Executives such as CEO's, Directors, HR / OSH / HSE Managers and General Managers all need to know how to reduce the impact and risk in these situations. This one day workshop will assist you to effectively manage critical incidents and improve your Critical Incident Response planning and procedures.



For more information on training, new releases or articles, please contact info@emergencysupport.com.au or check out our website at www.emergencysupport.com.au

In Development

- 25 Commonly Asked Questions About Peer Support
- Corporate Crisis Management Guidelines

Peer Support

'Train the Trainer' Package

Successfully develop the skills to set up your own in-house peer support program! Be guided through setting up a peer support program, selection process and advice in maintaining a successful program. Potential Trainers and Peer Supporters participate in the two days of the program together to enable the facilitation of realistic and organization customized training. The package includes a one day Trainer only program, provision of the Peer Support Trainer's Manual and the Peer Support Power Point Training CD. Each trainer is provided a certificate of completion and on-going advisory support by telephone or e-mail. Trainers and peer support training attendees will be provided with the Peer Support Pack, including the Peer Support Training Manual, Peer Support pocket Book, Information Wallet Cards, and an invitation to join in the ESN Peer Support Network, an invitation only Google Forum.

New Releases

- Peer Support Packs (2010)
- Peer Support Pocketbook (2010)
- DESTRESS Cards
- Stress Defusion Cards

New Articles

- The Verdict Is In: CISM Endorsed By The U.N.
- Why Do You Need A Psych For A Pandemic?
- Psychological Pandemic Preparation
- Why Get Engaged?
- Employee Engagement In Turbulent Times (Feb 2009) - Audio

Gen Y's Driving You Crazy... or is it those Old Fogies that make life challenging? Have your say on our online survey. Link in at www.emergencysupport.com.au

7 Tips for Keeping Your Sanity at Work



Does your co-worker show unpredictable behaviour at work? One minute they are being charming and the next, they are demanding and controlling? Do you feel like you are on an emotional rollercoaster working with this person? Does this invoke feelings of anxiety and frustration? Do you feel that your co-worker is difficult, if not possibly disordered? If so, you may find the seven key tips to keeping your sanity in the workplace useful!

1. Understand all behaviour has a purpose. Is the person trying to manipulate you into giving into their requests? Maybe they have learnt that demanding behaviours that steam roll others or give them the silent treatment are the only way to get their needs met.
2. Don't buy into the constant blame and criticism. Learn simply to do a reality check to see if there is any substance and if not, deflect their comments. They might just be projecting their own reality.
3. Keep your boundaries clear. Be confident in your right as a person to be treated with respect and dignity at work. Be clear about what behaviours you will and wont accept.
4. Don't take the behaviours personally. They are about the other person's own inadequacies rather than yours. They often see the world with a negative, black and white perspective, with no shades of gray. Look for the shades of gray and positive aspects of work.
5. Understand the importance of reinforcing positive behaviours and giving constructive feedback about destructive behaviours.
6. Take responsibility for your own behaviour. By taking responsibility for theirs, you deny them the right to be accountable and develop as a person. Don't fall into the trap of minimising, justifying or denying their behaviour.
7. Keep a sense of humour. Remember in time you will look back and think wow they were bizarre to work with.

These seven key tips can help you to keep your sanity at work. If you need more, look into our series of courses on Dealing With Difficult People, Managing Aggressive Behaviour, and Dealing with Disruptive & Dysfunctional Personalities in the Workplace.

Psycho-Joke

Q: How many psychologist's does it take to change a light bulb?
A: It doesn't matter—the light bulb has got to want to change!



10 Common Phobias

1. **Arachnophobia:** The fear of spiders.
2. **Ophidiophobia:** The fear of snakes.
3. **Acrophobia:** The fear of heights.
4. **Agoraphobia:** The fear of situations in which escape is difficult.
5. **Cynophobia:** The fear of dogs.
6. **Astraphobia:** The fear of thunder and lightning.
7. **Trypanophobia:** The fear of injections.
8. **Social Phobias:** The fear of social situations.
9. **Pteromerhanophobia:** The fear of flying.
10. **Mysophobia:** The fear of germs or dirt.

(Or you could just have Panphobia – Fear of everything.)
(www.about.com/psychology 2010)

*The truest greatness lies in being kind;
The truest wisdom in a happy mind.*

Ella Wheeler Wilcox

Book Review

Working With Monsters - John Clarke

How to identify and protect yourself from the workplace psychopath (2005)

Product Description

*They intimidate fellow workers
They exhibit impulsive behaviour
They demonstrate a lack of remorse
They are glib and superficially charming*

White-collar psychopaths exist in a variety of workplaces. They are individuals who manipulate their way through life and leave an indelible mark on both their victims and society. They are destructive men and women - cunning, self-centred, ruthless and terrifying. What motivates these individuals? How can we protect ourselves from these monsters who hide behind a veneer of respectability? This book provides a fascinating insight into the mind of the workplace psychopath. Drawing on his studies and research in forensic psychology, John Clarke shows us how to recognize and manage a workplace psychopath within our midst.

Chapter Highlights

The Organizational Psychopath
The Corporate Criminal Psychopath
The Violent Criminal Psychopath
The Human Cost of Workplace Psychopaths
Profiling the Psychopath and the Organization

John Clarke works as a consultant to corporations in Australia. Paperback. 289 pages

Available at: www.openleaves.com.au A\$25.00
(Printed with the kind permission of Open Leaves Bookshop.)

It Doesn't Happen Here

Corporate Australia, when you mention workplace stress, anxiety or particularly suicide, will respond 'it doesn't happen here!' Most believe that these conditions are limited to the unemployed, youth, farmers and indigenous communities. While these populations may indeed sadly have higher rates of these conditions per population, the incidence of such in the workplace are incorrectly assumed across a variety of workplaces. A recent AHRI (Nov 2009) article 'All In The Mind' cited that studies have shown that for example:

- 11 % of lawyers think about committing suicide each month
- Median time off work for workers compensation claims are 4.1 weeks for injury however when stress related the duration triples to 10.9 weeks
- WHO predicts that by 2020 depression will be the second biggest health problem worldwide following heart disease (WHO, 2006)

Other studies have shown that:

- Approximately 2500 - 2700 Australians commit suicide each year (University of Sydney, 2009)
- One in six Australian men suffer from depression, women are twice as likely to experience depression than men and one in three Australian's suffers from anxiety (BeyondBlue, 2010)
- Veterinarians are four times more likely to commit suicide than the general population (Australian Veterinary Journal, 2008)

Worldwide research suggests that:

- In Japan 5% of suicides are stated to be 'company related' and 63% of workers reported work related stress (WHO, 2006)
- In England a sharp upturn was found in work related stress, depression and anxiety and estimate that 530,000 British workers are affected by these conditions (HSE, 2007)
- One study by Stockholm and Oxford Universities found that workers exposed to a suicide in their workplace are 3.5 times more likely to end their lives, indicating a contagious effect (2009)
- US Labor Department reported a 28% increase in suicide related deaths at the workplace during 2008 (2009)

Organisations that take seriously both their duty of care responsibilities and economic risk management are well aware of the benefits and corporate returns in implementing organisational risk management strategies. Most ensure that they implement programs to promote the well being of their employees. Programs such as lunch time wellness seminars, stress and resiliency courses, peer support programs, bullying prevention and Employee Assistance Programs, for example, are all sound and well researched preventative initiatives to increase the chances that 'it doesn't happen here'.



Coping With Depression

Are you one of the estimated 20% of people suffering from depression? Chances are if you are not dealing with this debilitating condition, then you may know someone who is. Depression affects all parts of a person's life. It results in absence, poor performance, loss of productivity and impaired relationships. This ½ day workshop offers employees an opportunity to understand the nature of depression, ways to prevent becoming depressed and simple strategies to overcome the effects of depression. Find out how to dealing with the pressures and demands of life without becoming depressed.



Join ESN's Google Groups

ESN has two professional forums for Grievance Officers and Peer Supporters for sharing ideas, experiences, tips and questions. Join today to support each other and be part of a wider network. Members are invited to participate by:

- Posting questions, comments and ideas on the discussion board
- Download or share some articles of interest
- Contribute to the resource reading list
- Participate in on line surveys
- Contribute to the ESN Newsletter
- Suggest other features of the forum that may be useful for Grievance Officers and Peer Supporters

Join in today by following the link:

Grievance Officers

<http://groups.google.com/group/esngo>

Peer Supporters

<http://groups.google.com/group/esnpsn>

Professor Charles Figley USA

Presented by www.CISMFA.org.au - July 12 – 25 2010

Sydney – Melbourne – New Zealand – Brisbane

Day 1 Trauma Resilience: Toward a New Paradigm of Stress Injury Prevention and Treatment

Day 2 Systemic Trauma: Theory, Research and Treatment Implications

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