



## ESN's wellness and employee engagement seminars

Many organisations promote the preventative benefits of wellness seminars, using them to equip their people with knowledge and skills useful for common work and personal issues.

A cost-effective tool for a great many clients, ESN's wellness and employee engagement seminars are typically one-hour in duration. These can be delivered on-site for small or large groups of employees, or for full conference style presentations. All seminars offer a terrific range of practical strategies for improving skills in the following areas:

- Creating positive relationships
- Positive mental health and work / life balance
- Enhancing your self confidence
- From emotional intelligence to social intelligence
- Goal setting for success
- Impacting positively through body language
- Impact with a winning attitude
- Playing at work for productivity
- Sleep well for health.



## How ESN understands your organisational needs

Just as ESN's programs are substantially based in research, our market research is an essential driver in understanding what our customers want. We know that clients are looking for training and consulting that is delivered by (as quoted) **intelligent** and **specialist** personnel, with content that is based in **academic rigour** yet **highly practical** in its orientation. As one client stated, essential aspects of our service are **confidentiality, timeliness, expertise and quality.**

We know we must deliver the best, and our market research shows that we do. Clients comment on how we are **professional, courteous and very thorough.** Moreover, we are regarded as **understanding our clients' business, what the challenges are, and how their business works.** We pride ourselves on receiving feedback that we provide **phenomenal support.**

If this sounds like the professionals you would prefer to deal with when it comes to managing your most important asset – your people – then contact ESN to discuss how we can assist you.

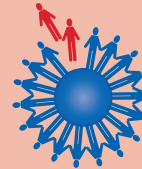
### Emergency Support Network

Contact: (08) 9203 7777

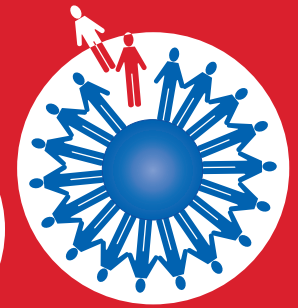
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## Emergency Support Network



## Training & Consulting Specialists

Emergency Support Network (ESN) is a professional consultancy of dedicated psychologists and HR practitioners. Our value to clients is in the range of services offered, helping people to gain optimal performance in their daily work and at times of crisis.

### ESN offers essential value in:

- Confidential consulting services
- Customised training programs

ESN's focus is achieving lasting improvement in staff wellbeing and interactions to optimise organisational functioning. We assist a variety of large and small public and private sector organisations across Australia and New Zealand.

What unites ESN's diverse professional services is that they are all about enhancing employee engagement through the use of positive psychology.

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



## 8 specialty areas, 25 years of experience

For 25 years now, ESN has been helping organisations realise a sustainable workforce through maximum employee engagement and minimum disharmony. The concept of employees with a positive attitude towards their own and their fellow colleagues' work experiences is not just an idealistic nirvana. Sustainable and positive people management is a proven tool in the organisational armoury needed for business survival. Management of people risk requires a strategic, professional and dedicated approach. Calling in the ESN experts can help the development and execution of targeted interventions.

ESN's consultants are experienced professionals, able to provide creative and best practice solutions to clients' needs. Our services fall into eight critical sectors in people risk management as shown below.



## ESN's confidential consulting service

ESN offers customised intervention services for a range of human resource issues. From grievance, bullying and complaint investigations, to performance management and general performance issues, we can provide solutions. Well-versed in OSH and HR legislation, the consultants of ESN are able to inquire, identify risk and problem solve a range of people management issues. Strategies to mitigate risk, group interventions and individual behaviour change are some of the resolution initiatives we can offer. Recent interventions to complex people risk situations have included:

- Investigation of bullying, grievances and complaints
- Formulation of strategic recommendations for issue resolution
- Consultative review of OSH concerns via focus group sessions
- Mediation and alternative dispute resolution strategies for staff members in conflict
- Coaching managers in staff issues and performance management
- Creating behavioural change in staff with performance and competency related issues
- Management of mental health issues in the workplace.



## ESN's customised training programs

ESN's courses are diverse in nature, and yet share a common base in that they are substantial in content and founded in research.

As originators of many courses, we at ESN are experts in dealing with the challenges that staff face in today's rapidly changing work environment. We base our training services on practical, outcomes-based solutions that help staff and their organisations overcome many of the people risks commonly encountered.

Courses are provided in the format best suited to the particular client's needs (delivered online, onsite, or offsite). The content may be specific and customised, or generic in nature. All are grounded in and updated by current adult learning methodologies and unique delivery techniques.

Programs incorporate the latest in positive psychology and strategies to promote interaction, fun and the immediate application of learning back into the workplace. Central themes in our current training products are:

- Managing stress and promoting resiliency
- Peer support training
- Managing and dealing with change
- Appropriate critical incident intervention
- Conflict resolution and grievance management
- Positive interpersonal dynamics and workplace diversity
- Dealing with bullying and harassment.

More information on our wide range of training programs and client testimonials can be found on our website.

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