

Course Location:

All programs will be conducted in the GreenApple Mental Health Services studio facilities, located at 317 -319 Pier Street, North Perth (opposite the Members Equity Stadium).



Parking:

There is ample ticket parking on Pier Street and at the Members Equity Stadium (\$1.50 per hour). Limited free parking may also be available. Nearby the Brisbane Hotel offers additional ticket parking. This is approximately a 2 minute walk.

Public Transport:

Both the East Perth and Mclver Train Stations are located within a 10 – 15 minute walk.

Catering:

All participants will be provided with morning and / or afternoon tea, as appropriate. Full day workshops will be fully catered with lunch provided. For those participants who wish to attend two half day sessions, there are numerous tempting eateries within a few minutes walk of the venue. These also supply coffee for those coffee connoisseurs!

Participant Requirements:

Participants will be provided with workshop materials, pens and note paper. The only requirement other than personal needs is for participants to attend with an open mind and good sense of humour!

Enquiries:

For more information, please contact our office.

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Specialists In:

People Risk Management

Stress & Resiliency

Peer Support

Crisis Intervention

Conflict & Grievance Resolution

Interpersonal Dynamics

Workplace Diversity

Bullying & Harassment

Change Management



Mid-Year 2010 Public Training Courses

Sustainable and effective organisations minimise the people risks and maximise employee engagement. Professional development is an effective strategy to assist employees to manage the multitude of complex and difficult situations that they may find themselves in every day. The Emergency Support Network (ESN) has been assisting organisations to promote employee support and well being since 1986. ESN offers innovative, dynamic and practical training and consulting services to organisations, both in Australia and internationally.

Renowned for their content and interactive style of presentation, our training courses are based on the latest research. Designed on best practice, the programs give the best return on investment for organisations. Our facilitators are experienced psychologists, able to provide real life examples, adding to the authenticity of the training. Our 2010 public courses are aimed at employees, managers and health professionals who wish to build their personal skills personal capacity.

Sleep Well For Health

Monday 14th June 2010

How well do you sleep at night? Are you one of the estimated 80% of adults who find sleep difficult or even at times, impossible? Many people find it difficult to fall asleep, or wake up during the night or wake too early. Sleep is essential for health and even losing 1.5 hours on a regular basis can create critical health issues. This session will assist most people (without a serious medical condition) to be able to sleep soundly. Simple techniques shared will help you overcome those restless nights.

Dealing With Difficult People

Monday 14th June 2010

Have you ever encountered someone who was difficult to deal with? Someone who was rude, demanding, aggressive or critical? Most people find themselves reacting or becoming frustrated dealing with these people. This can add to our overall stress levels. This fun and interactive session will unlock the secret behavioural motivations that drive difficult behaviours. Participants will take away practical and useful strategies to respond to difficult people more effectively and with minimal effort.

Positive Work Life Balance

Thursday 24th June 2010

With so many competing demands in our busy lives, it is easy to find ourselves without a healthy work life balance. This may lead to feelings of stress, frustration and resentment. Find out what a healthy work life balance looks like. Take the opportunity to evaluate your current balance and learn easy, practical strategies to promote a positive work life balance, so you are living the life you want to live NOW!

Managing Generation Y

Thursday 24th June 2010

Yes - they can be managed! Many Baby Boomers and Generation X find managing Generation Y very challenging, believing them to be outspoken, disloyal and a rule unto themselves. They often have different expectations and approaches to work, some of which may not quite fit your view. Through understanding their unique qualities and using some simple strategies you will be able to harness the talents of these individuals and reduce your own stress in dealing with the Generation Y's in your workplace.

Dealing With Bullying & Harassment In The Workplace

Monday 2nd August 2010

Estimated to cost Australian businesses approximately \$13 Billion per year, workplace bullying and harassment places both individuals and organisations at risk. It can result in stress, depression, health conditions, and even suicide. Managers can be held liable personally for the actions of their staff. Most people are not aware of the potential implications or even that bullying is actually against the law. This workshop provides insights into bullying and harassment, why and how it occurs, how to protect yourself, how to deal with it and gives some easily applied bully busting techniques.

Managing Workplace Grievances For Supervisors / Managers

Wednesday 25th August 2010

Upset with someone or perceive their behaviour to be inappropriate? Then simply lodge a workplace grievance! Seriously though, most formal grievances can be prevented if they are dealt with at the local level. Ranging from simple misunderstandings to serious concerns, workplace grievances are common. The responsibility for managing workplace grievances between staff resides with supervisors and managers. By following simple processes, you will be able to easily manage workplace grievances with the practical strategies given in this workshop.

Dispute Mediation For Supervisors / Managers

Monday 6th September 2010

Two employees are embroiled in a dispute with each other. Do you know how to mediate as a Supervisor or Manager? This practically focused workshop will provide a range of strategies to assist you to mediate disputes. The workshop enables you to help the parties to systematically isolate the issues, develop options for resolutions and reach agreements that accommodate the needs of all parties. Participants will be provided with the necessary skills to effectively negotiate workplace disputes.



***Corporate Critical Incident Response For Managers**

Wednesday 11th August 2010

One of your employees has just suffered a fatal heart attack, or has died / is severely injured in a driving accident? Are you prepared? Many people in the corporate sector think this won't happen to me, we are an office based, low risk operation or that HR, or someone else, will take care of this. With our aging population, general accidents, all of these are reality for every organisation. People do die or get injured at work every day. Before you panic, remember all you learnt on this course – who is likely to be affected, how staff may react and how best to provide support to prevent longer term implications and risk, which will equip you respond appropriately in the event of a critical incident.

***Critical Incident Stress Management For Counsellors**

Tuesday 17th & Wednesday 18th August 2010

You are alerted that there has been a critical incident, someone in a workplace has either died or been seriously injured. Counsellors, chaplains, psychologists and social workers are often asked to respond to these events. This two day program provides you with the theoretical underpinnings of critical incidents, critical incident stress and trauma, models of identifying those likely to be affected, response interventions, the difference between defusing and debriefing, ethical concerns, and practical intervention strategies.

***Peer Support Train-The-Trainer Monday 30th August—Wednesday 1st September 2010**

The Emergency Support Network is the only organisation in Australia to offer the Peer Support Train-The-Trainer program. Designed for employees and health professionals this training will equip you to potentially conduct Peer Support training within your organisation. Participants will be taken through Peer Support training and then receive facilitator specific training in the underlying theories and methods of Peer Support training. All participants will receive: the comprehensive Peer Support Pack (RRP: \$45.00), Trainer's Facilitation Manual, Train-The-Trainer Certificate, invitation to the Peer Support Network and twelve months complimentary advice and support via telephone / email.