



EMERGENCY SUPPORT NETWORK

Professional consulting, investigation
and training services



**EMERGENCY SUPPORT
NETWORK PTY LTD**
Specialising in People Risk Management

OUR SERVICE SECTORS

People Risk Management

Carefully tailoring recommendations to each situation **ESN** offers services across the following eight sectors:

- HR Consulting Services
- Workplace Investigation Services
- Conflict Resolution and Mediation
- Coaching & Management Support
- Training and Development
- Managing Psychosocial Hazards
- Peer Support Products
- Psychometric Assessment Services

HR Consulting Services

An independent and objective consultant is invaluable when dealing with staff issues involving disputes, competence and possible mental health issues.

Every problematic employee situation is as individual as the employees involved. Our consultant will make a thorough assessment of your specific issue.

A service or combination of services will be carefully customised to assist with reaching a mutually agreed plan of action, designed to reach resolution.

Examples of these include:

- Devising interventions to improve poor employee performance
- Restoring confidence after a Critical Incident
- Mediating to resolve a dispute
- Managing workplace bullying
- Enhancing current team performance

These highly sensitive situations benefit hugely through the use of a trained consultant. Our consultants bring a firm understanding of OSH and HR / IR legislation as well as the reassurance of impartiality.

Workplace Investigation Services

ESN has licensed Investigators well experienced in conducting investigations into:

- Misconduct
- Bullying and harassment
- Discrimination
- Disciplinary issues
- Complaints and grievances

We will objectively investigate every complaint, dispute or concern with procedural fairness to all participants.

The goal is to provide useful and achievable recommendations based on those findings.

Conflict Resolution and Mediation

Conflict between two or more individuals in the workplace can be caused by clashes of expectation, needs or values. Personalities among colleagues can differ widely and so it is inevitable that organizations will at some stage experience conflict.

ESN can provide experienced mediators to facilitate the resolution of conflict. All mediators can provide impartial guidance and deal with interpersonal issues in a fair manner.

Coaching & Management Support

Our management coaching programs are excellent at developing leadership capacity and capability. Organisations commonly use these sessions in conjunction with our Strategic Advisory Management Service (SAMS). Both have been proven to be hugely beneficial.

Coaching is proactive and involves a number of structured sessions at agreed, necessary intervals. SAMS is reactive and provided when and if required to address sudden issues that may arise.

Training and Development

An integral part of a smoothly functioning workplace is that it is run in the most efficient and fair manner possible. Psychological wellbeing at work is reliant on having the tools to cope with workplace concerns.

Our practical training programs aim to deliver these benefits and can be provided onsite or offsite as convenient.

Examples include but are not limited to:

- Managing stress and building resilience
- Dealing with workplace bullying
- Managing psychosocial hazards
- Intervening effectively after critical incidents
- Managing workplace grievances
- Managing aggressive behaviour
- Resolving conflict
- Handling difficult conversations
- Peer support training
- Grievance officer training

Peer Support Services & Products

Peer Support programs are well documented as a sound strategy to reduce organisational risk while promoting employee well being, morale and satisfaction in the workplace. Through training and formalising of the informal support networks that exist in workplaces, Peer Support enables immediate support for employees experiencing the stress of day to day life or such created by critical incidents. Since 1986 the **Emergency Support Network (ESN)** has provided over 80 organisations with Peer Support training services and products across Australia, New Zealand and internationally. Products include:

- Peer Support Workbook
- Peer Support Pocketbook
- Peer Support Wallet Cards & Bookmark
- Peer Support Packs

Psychosocial Hazards

Psychosocial hazards can affect employee mental and physical health as well as productivity and morale.

Examples of these include but are not limited to:

- Workplace harassment
- Role ambiguity
- Career stagnation
- Unsafe job design
- Home and work life imbalance

ESN has devised a framework to manage these, and the many other psychosocial risks. To address existing issues and detect future hazards

ESN will:

- Identify risks and hotspots
- Provide interventions and recommendations
- Train key personnel to manage risks

These services benefit your organisation's reputation and productivity while also addressing any legal liabilities.

Psychometric Assessments

Understanding employee abilities, potential and personality type allows employers to build on strengths and to target limitations. Our qualified consultants have access to the best psychometric assessments to assist with:

- Management / leadership skills
- Team functionality
- Organisational culture
- Safety climate

Our Services

Our services are focused around building positive attitudes, excellent leadership and greater psychological wellbeing for employees with:

- Expertise
- Confidentiality
- Quality
- Timeliness

For a workplace to function at its best it is critical that there is carefully thought-out:

- Organisational Systems
- Leadership
- Trust
- Training
- Support

Emergency Support Network (ESN) can simplify these seemingly complex goals through strategies developed over 30 years of experience. Our interventions and programs are designed to support your workforce to excel in day to day performance through innovative and best practice solutions.

OUR CONSULTANTS

- Are experienced in Psychology and Industrial Relations and/ or Human Resources
- Are well versed in all aspects of applicable legislation, OSH/EEO standards, required compliance, governance and risk management
- Maintain professional standards with respect to confidentiality, recording and reporting processes
- Are well equipped to defuse emotional distress for participants and to promote participant well- being and sense of safety
- Are available to provide advice as and when issues begin and develop
- Are a source of independent and objective support

Your situation may require one or a combination of these strategies. To discuss these requirements in confidence, please call or email us.

FOR FURTHER INFORMATION, PLEASE CONTACT

EMERGENCY SUPPORT NETWORK PTY LTD

Phone: +61 8 9203 7777
Email: info@emergencysupport.com.au
Website: www.emergencysupport.com.au

