



STRATEGIC ADVISORY MANAGEMENT SERVICE

MANAGING EMPLOYEE
BEHAVIOUR ISSUES



EMERGENCY SUPPORT
NETWORK PTY LTD

Specialising in People Risk Management

EMPLOYEE BEHAVIOUR ISSUES

These cover a variety of areas including conflict within teams, productivity, mental health issues and staff behaviour problems. Often complex in nature and disruptive to performance, left unchecked, the situation will typically continue to deteriorate and become acute.

Complications to resolution include staff sensitivities, conflicting interests and the requirement to maintain absolute confidentiality. Managers juggling these difficulties with busy schedules can be left isolated with few, if any, sources of expert advice within their own organisation.

THE STRATEGIC ADVISORY MANAGEMENT SERVICE (SAMS)

The SAMS service will assign an experienced consultant to provide advice to managers requiring support.

Our consultant will be available as agreed to provide management with confidential, sensitive and professional guidance.

With advice available in this 'on demand' manner through phone calls, face to face discussion or via email, the program is especially beneficial when dealing with a current and ongoing employee situation.

Assistance is structured to incorporate problem behaviours at all stages as they begin, change and develop.

HOW THE SAMS PROGRAM WORKS

Once **ESN** has been contacted and a consultant assigned:

1. Our consultant will provide a tailored assessment of the situation.
2. Our consultant will provide strategic intervention which is agreed with the manager.
3. Taking into account existing demands on the manager's time the best method of communication, such as phone calls, face to face discussion or via email, will be discussed and agreed.
4. Support leading through to resolution
To prepare for any relevant interaction with the employee the manager can contact our consultant at their own convenience to receive immediate expert advice.

OUR CONSULTANTS

The consultant assigned to your case will be:

- An experienced and qualified psychologist or HR practitioner
- Skilled and trained in specialist workplace issues
- Confidential, competent and professional
- Available to provide advice as and when issues begin and develop
- A source of independent and objective support
- Knowledgeable of workplace legislative requirements

HYPOTHETICAL EXAMPLES

Following are two examples to illustrate the service. These examples are typical but due to our strict confidentiality protocol they are not based on any one particular case:

HYPOTHETICAL SITUATION 1

A long standing interpersonal conflict between two employees has resulted in a breakdown of communication. One party has refused to participate in efforts to resolve the situation to the extent of walking out of meetings and commencing sick leave. With this shortfall in staffing on top of an already busy managerial schedule the manager has contacted **ESN**.

An example of the SAMS service response:

Our assigned consultant would advise, as required, around the following:

- Conducting a useful assessment to form an accurate picture of the root problem for both employees to agree upon.
- Reviewing existing unhelpful resentments experienced by the two Parties with independent and objective guidance.
- Devising a clear solution pathway based on those findings.
- Helping employees to follow these strategies to build better communication techniques.
- Creating awareness of professional responsibilities as well as boundaries.

The objective would be to restore or achieve ongoing improvement in individual work performance and overall team culture.

HYPOTHETICAL SITUATION 2

A manager is receiving aggressive and disrespectful messages from an employee challenging their decisions. Already coping with a busy schedule and requiring a speedy resolution, the manager has contacted **ESN** for help.

An example of the SAMS service response:

To minimise demands on the manager's time our consultant would provide:

- Guidance through telephone discussions. The goal would be to ensure that responses to the employee's hostility are responded to with confidence and to clarify requirements for appropriate professional conduct.
- Specialised conflict management skills would be used to guide the manager through each written response to the employee.

Our consultant would recommend proven communication techniques to keep responses assertive and clear. Total confidentiality within the company would be maintained.

The objective would be to retain and build respect for the manager's authority with minimal hours of consultant contact, completely at the manager's convenience.

THE DIFFERENCE BETWEEN SAMS AND COACHING

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

- Coaching involves a number of one or two hour sessions scheduled throughout the year at agreed, necessary intervals.
- SAMS addresses sudden issues that arise before the next formal coaching meeting is planned.
- SAMS is provided only when and if required. It may only be in the form of one or two phone discussions and so the overall cost tends to be well below that of prescribed coaching.
- SAMS is responsive whereas Coaching is proactive.

BEYOND SAMS

Emergency Support Network (ESN) offers many services required to be your managerial lifeline. We offer consultancy, professional development and coaching programs ranging from proactive all the way through to reactive.

SAMS can be an effective tool towards resolution. **ESN** can advise you as necessary around which service or combination of strategies would best suit your needs.

For further information and to discuss your situation 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

