

## Wellness and Employee Engagement Seminars

Through the use of group seminars a range of benefits to prevent risks can be achieved.

ESN can equip employees with the skills required to cope in a healthy way with either employment or personal issues that affect satisfaction and productivity at work.

Typically lasting one hour, these can be delivered on-site for a small team, a large group or a full conference style presentation.

Practical strategies are available to educate employees around:

- Creating positive relationships
- Acquiring work/life balance
- Enhancing self confidence
- Improving emotional and social intelligence
- Setting goals for success
- Creating impact through body language
- Creating impact through a positive attitude
- Sleeping well for health

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 25 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.

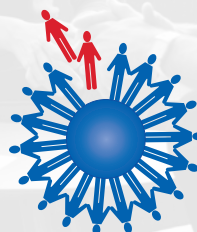
## OUR CONSULTANTS

- Are experienced in Psychology and / 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 ADVICE PLEASE CONTACT US

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## EMERGENCY SUPPORT NETWORK PTY LTD

A professional consultancy of dedicated psychologists, IR and HR practitioners.

## OUR SERVICE SECTORS

### People Risk Management

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

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

### 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 help assist in 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 legislation as well as the reassurance of impartiality.

### Investigative Services

ESN has licenced Investigators well experienced in conducting investigations into:

- Misconduct
- Bullying and harassment
- 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.

### Our Investigations

- Are conducted sensitively, in a neutral and objective manner
- Promote the principles of procedural fairness and natural justice
- Are transparent, systematic and timely

### 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**
  - Coaching/ mentoring to develop these skills
- **Team functionality**
  - Workshops/ training to boost communication and reduce conflict
- **Organisational culture**
  - Targeted interventions to improve employee communication, interaction and workplace design
- **Safety climate**
  - Targeted interventions to improve employee attitude and behaviour around safety

### 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.

### Training Programs

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