



Creating Positive Workplaces
that people want to be a part of



Person Centred
TRAINING

Creating a Positive Workplace Culture

Resilience equals a positive organisational culture

Creating a positive culture is about developing a competitive advantage. Such a culture helps retain and attract high performing individuals and person-centred teams. Organisations with a positive culture have been proven to be more efficient and effective. This facilitated helps attendees build the levels of positivity across your entire organisation.

Do you have a Positive Culture in your Workplace?

1. Our people are generally well natured
2. We make every effort to avoid negative workplace behaviours and shut down innuendo or gossip
3. Work is to be enjoyed and provide a sense of fulfillment at our workplace
4. Conflict is addressed and nipped in the bud before it becomes a workplace problem
5. All of our people have clear role descriptions
6. Our people use a proactive and innovative approach to their work
7. Our people know how to effectively manage anxiety and stress
8. We have an open communication policy to assist in reducing any unnecessary workplace conflicts
9. We promote transparency in the workplace
10. All our people are encouraged to have a positive outlook
11. Our people develop rapport easily and have positive synergy in our teams, through the use of person-centred practice
12. We make every effort to communicate with difficult people or workplace vampires without letting them get under our skin
13. We welcome and includes differences in other people
14. We believe our values are consistent with the organisation
15. We know how to effectively use calming strategies and practise breathing techniques

Key learning outcomes

Day one of this facilitated four-day workshop will drive towards the following outcomes;

1. How to develop a ranked order for your tasks instead of firefighting every day
2. Develop a disciplined and structured framework to keep you focused on your work day, and being positive
3. Understanding the importance of the work that you do
4. Identify the importance of the different roles you have in all aspects of your life
5. Use breathing techniques to keep you calm and full of energy
6. Create positive experiences to help you enjoy life even more
7. Develop your interpersonal skills
8. Use tangible and intangible cues to build rapport with different people
9. Deflect and learn to work with negative people and difficult people, that you come across in all parts of your life
10. Help set an action plan to achieve what is important to you and how to integrate that into the workplace culture
11. Be aware of inner voice controls
12. Make better choices by developing positive thinking styles
13. Learn to relax, and use that relaxation to be positive and use that positive approach in your workplace

Resilience in the Workplace

Discover a proven method to assist employees develop greater resilience in all aspects of their life

Workplace resilience is critical when it comes to developing a positive workplace culture. This part of the four day programs, discusses the use of a tried and proven resilience framework to optimise personal resilience skills and discover how to make those you work with more resilient in the workplace.

Resilient employees roll with the ebbs and flows of working life. They are able to bounce back and manage their emotions and reactions at work. This part of our workshop focuses on assisting staff to managing challenges in a positive way rather than bouncing from crisis to crisis with many different emotional states?

How resilient are your employees?

1. Are they optimistic in their approach to their work and personal lives?
2. Do they manage the way they react to other people, or just react?
3. Do your people act in a composed manner at work or do they let people get under their skin?
4. Do your employees flow through tasks rather than fire fight through tasks?
5. Are your staff encouraged to value open and honest feedback?
6. Is a healthy work/life balance encouraged in your workplace?
7. Your people have a strong understanding of who we are and how we contribute to achieving strategic objectives?
8. Our people work well in person centred teams
9. We remove unnecessary tensions from our daily routines
10. Our people feel empowered and are not always afraid of making mistakes – mistakes are viewed as a way of learning
11. We bounce back well after disappointment
12. We nip poor performance in the bud and are unafraid of having courageous workplace conversations
13. We recognise the tell-tale signs of poorly motivated and/ or unengaged staff

Key learning outcomes

1. Critique individual personal resilience levels
2. Scan and understand the resilience levels in the workplace
3. Calibrate a resilience scale
4. Work through daily tasks rather than a crisis management approach
5. Anticipate struggle points and influence positive outcomes
6. Balance work and life
7. Understand activities to build resilience levels
8. Identify and label common stressors
9. Differentiate between positive and negative stressors
10. Stay motivated and think with the end in mind
11. Manage how you react to events
12. Practice showing empathy
13. Practice the art of unconditional surrender to events you have no control over
14. Recognise the tell-tale signs when resilience levels are dropping
15. Assemble a career plan and measure your progress
16. Critique the usefulness of an exercise and health plan
17. Recognise discomfort in other people

Stress Management

Stress can have a physical and emotional impact on us by creating positive or negative feelings or emotions in our all aspects of our daily lives.

Stress can have a physical and emotional impact by creating positive or negative feelings in our daily lives. Mild levels of stress can often be positive by acting as a motivator and energiser. On the other hand, high levels of stress can lead to negative feelings, anger, rejection, distrust, frustration, annoyance, depression and can cause serious health problems.

What is your Stress Level like?

1. I am aware of the things that cause stress.
2. I control how my mind and body responds to stress.
3. I know how to change and eliminate negative stress.
4. I do not believe that I have to please everyone.
5. I regularly complete tasks to meet deadlines.
6. I know how to use my time wisely.
7. I use mind and body exercises to get rid of tensions.
8. I avoid stimulants such as nicotine, alcohol and caffeine when I feel stressed.
9. I get enough sleep and eat well balanced meals everyday.
10. I am not impatient and irritable when dealing with people.
11. I feel calm, relaxed and in control at work.
12. I have supportive friends and family.
13. I am happy with my professional and personal life.
14. I have set clear and specific lifetime goals.
15. I have a positive attitude and I always look at the bright side of life.

Key Learning Outcomes

Our unique Stress Management program has been built to assist people learn simple techniques to combat negative stress, by looking at the ways stress and duress can impact our lives,

1. Identify the causes and symptoms of stress.
2. Manage individual and group stress.
3. Stay calm and controlled in a busy work environment.
4. Learn relaxation techniques.
5. Effectively communicate and deal with different people.
6. Use time management techniques to avoid wasting precious time.
7. Practise how to stop over thinking.
8. Consider the impact of lifestyle
9. Understand your personality type.
10. Pursue positive thoughts rather than dwelling on faults.
11. Understand how thoughts affect our perceptions.
12. Broaden your vision and develop a more positive outlook.
13. Set Goals – this module can change the direction of your life.

Emotional Intelligence and Workplace Relationships

Using a one size fits all approach to building positive workplace relationships is fraught with danger. A more effective method is understanding how an individual's Emotional Intelligence or EI can provide invaluable insights into understanding what drives and makes your workplace colleagues tick.

Can your EI really effect your relationship building skills? Research has shown that EI effects team building, leadership skills and communication skills. This part of our four day facilitated program shows you ways to enhance your Emotional Intelligence competencies and build much stronger relationships.

So What's next?

1. Understanding the concept and dynamics of EI
2. Learning the basics 5 components or factors of Emotional Intelligence and the sub factors for each of the components or factors;
 - 2.1. Stress Management
 - 2.1.1. Flexibility
 - 2.1.2. Stress Tolerance
 - 2.1.3. Optimism
 - 2.2. Self Perception
 - 2.2.1. Self Regard
 - 2.2.2. Self Actualisation
 - 2.2.3. Emotional Self Awareness
 - 2.3. Self Expression
 - 2.3.1. Emotional Expression
 - 2.3.2. Assertiveness
 - 2.3.3. Independence
 - 2.4. Interpersonal
 - 2.4.1. Interpersonal Relationships
 - 2.4.2. Empathy
 - 2.4.3. Social Responsibility
 - 2.5. Decision Making
 - 2.5.1. Problem Solving
 - 2.5.2. Reality Testing
 - 2.5.3. Impulse Control
3. Understanding the correlation between emotional intelligence & relationship building
4. Analysing the effect of your EI in influencing employees and clients
5. Using your EI to negotiate and communicate in interpersonal relationships
6. Avoiding negative feelings and adopting a positive thought process
7. Self-control and change management
8. Managing emotions to enhance your workplace productivity

Key Learning Outcomes

1. Adding value to those you work with and support
2. Learning and Implementing Strategies to build and maintain long term relationships
3. Using Emotional Intelligence to be an effective leader and mentor in your workplace
4. Managing your Emotional Intelligence to develop and grow your performance levels
5. Breaking down the communication silos
6. Learn how to more effectively resolve situations of potential workplace conflict
7. Establishing a culture that encourages a culture of engaging with and building relationships with key stakeholders
8. Creating a positive, efficient and effective organisational culture

What to Expect from Person Centred Training

- > Each participant will receive a Personality Report
 - > Each participant will receive a Emotional Intelligence Report
 - > Each participant will receive a one hour debrief session, relevant to the Emotional Intelligence Report, prior to the training
 - > Cost is \$1200 plus GST per participant, inclusive of EQi report and debrief session
- OR
- > \$4500 plus GST for an in house program (maximum 40 participants) – cost of EQi reports are not included

Our Profile



Dr Paul Tilbury

Paul brings with him over 15 years experience in the combined Disability and Aged Care sectors, specialising in the area of implementing Person Centred Practice across organisations. Further Paul has 12 years teaching experience at the University of Western Sydney and the Australian College of Applied Psychology (combined), in the areas of Organisational Behaviour and Change Management. Some of Paul's key achievements include the development and mentoring of the HR Team for Napoleon Perdis Cosmetics, development of EBA's for multiple organisations across several industries and development of policy frameworks for organisations across multiple industries.

Paul is also certified in Emotional Intelligence and Cognitive Therapy, and developed a personality assessment based on Jungian Four Quadrant Theory, which is used in training sessions at both Secondary Schools (Career Planning) and Corporate / Not for Profit environments for the purposes of developing self awareness and strategies for dealing with different personalities in the workplace.

Person Centred Training

Using the principles of person centred practice, the team at Person Centred Training provide solutions to the people we work with, to assist in developing positive workplace cultures, and in assisting building person centred teams that everyone wants to be a part of. Our consultants can assist in areas of compliance in a number of areas for both Disability and Aged Care sectors, inclusive of Self Assessments, Pre-Audit preparation, along with applications for registration and applications under the NDIA and Aged Care systems.

Our approach is very much collaborative, to ensure that our work is line with the expectations, needs and requirements of the organisations and people that we work with, We always seek input from people at a variety of levels in the organisation to ensure information we provide is both practical and reflects the values of the organisation.

For all your enquiries please contact our friendly office staff on (08) 8132 1352 or email enquiries@pcthr.com.au



Person Centred TRAINING

A Level 1, 18 Fullarton Road, Norwood, SA 5067

P (08) 8132 1352 **E** enquiries@pcthr.com.au

W www.pcthr.com.au **f** **i** Person Centred Training