



## Counselling Appraisal Consultants

*“CREATING POSITIVE OUTCOMES”*

### AUTUMN 2010

Welcome to our Autumn 2010 Newsletter. The aim of the quarterly newsletter will be to provide relevant and informative articles that focus on injury management and organisational health and wellbeing.

We hope to keep you up to date with trends and information to assist you to better manage and deal with physical and psychological workplace related injury.

In this issue we have included an article on workplace conflict management, a staff profile on one of our Occupational Therapists, Brad Dent, and a recent case study.

If you have questions or feedback about any of the articles or the services CAC can provide please contact CAC on 1300 786 860 or [reception@cac.com.au](mailto:reception@cac.com.au)

### **CAC Corporate** – Positive Steps for Managing Workplace Conflict

The 'Positive Steps for Managing Workplace Conflict' training program was developed specifically to assist line managers in understanding the nature and causes of unhealthy workplace conflict and importantly, ways to constructively intervene. Most managers, while skilled in the technical aspect of their job, often present with difficulty in managing the people-related issues within their workplace.

In any situation where people are living or working together, conflict is inevitable. Ideally, when conflicts arise, the parties are able to engage in healthy and respectful debate and with consideration for each other's viewpoints. When handled well, conflict can be an opportunity to deepen our understanding of issues, learn from others, and to develop more inclusive and creative solutions to problems. When mishandled or left unattended, conflict can fester, lead to relationship breakdown and a range of associated problems. In the workplace, unresolved conflict is recognised as leading to significant financial and human costs. These include lower productivity, reduced morale and motivation, unspoken resentments and resistance, absenteeism, stress-related symptoms and staff resignations.

The goal of CAC's Corporate training program is to increase managers' confidence, ability and effectiveness in dealing with situations of workplace conflict. The program focuses on several key areas including effective communication, conflict styles, people differences and how to create a positive and healthy workplace culture. Participants are also instructed and have real time practice in a step-by-step model of conflict resolution. The training emphasises the key principles of positive psychology. This means that managers who actively and consistently engage in positive communication, guidance, support and encouragement of their staff have a direct and enduring positive impact on the wellbeing and morale of their staff.

Monash University was commissioned to independently assess the effectiveness of CAC's program. The results of their evaluation provided clear evidence that there was a significant increase in the confidence and self-efficacy of participants when it came to constructively managing unhealthy workplace conflict. This data indicated strongly that increased skills and commitment reported by the managers who attended a training program have led to real enhancements in conflict management practices in their workplace.

#### SOUTH Head Office

Suite 1, 606 - 608 Hawthorn Road  
East Brighton VIC 3187

t: 9596 0239 f: 9596 0839 e: [reception@cac.com.au](mailto:reception@cac.com.au)

#### NORTH EAST

Level C, 42 Upper Heidelberg Road  
Ivanhoe VIC 3079  
PO Box 314, Ivanhoe VIC 3079

t: 9499 4333 f: 9499 1300 e: [cacnortheast@cac.com.au](mailto:cacnortheast@cac.com.au)

#### GEE LONG

Suite 2, 24 Moorabool Street  
Geelong VIC 3220  
PO Box 4116, Geelong VIC 3220

t: 5221 9333 f: 5221 9444 e: [reception@cac.com.au](mailto:reception@cac.com.au)

## Staff Profile



**Name:** Brad Dent  
**Job Title:** Occupational Therapist  
**Office:** Geelong/Surf Coast/Southern Victoria  
**Start Date:** Jan 2009

**Interests outside of work:** Bartending, surfing, organising a wedding at the moment, also spending a large amount of time studying - currently completing a Masters in Health Science through Charles Sturt University looking at "Experiences of Socialisation for Skilled Migrants Working in Allied Health in Rural and Regional Australia" and I love travelling!

**Favourite thing about working for CAC:** The support within the OT team is great, even though we're spread across 3 offices, I think we have and maintain great working relationships. Unfortunately I think that a lot of allied health professionals who haven't worked in the industry have a distorted view of what we do, and don't realise that our role benefits from a multidisciplinary approach.

**Favourite thing about working in the industry:** Helping a client return to work pre injury duties and hours regardless of all the barriers they initially faced; what could be better?

I also really enjoy the exposure that we have to such varied vocations, particularly when completing the Supported Wage Assessments for the Department of Employment and Workplace Relations and the JobAccess Workplace Modifications Assessments.

## Job Fast Case Study

Joe was referred to Counselling Appraisal Consultants (CAC) from the TAC for Vocational Services after being involved in a motor vehicle accident. Unfortunately return to work with his pre-injury employer was not an option.

Joe was diagnosed with a severe back injury and was continuing to experience ongoing symptoms interfering with his quality of life. Joe had very limited employment experience and numerous barriers. His transferable skills included logistics, customer service and administration roles.

Joe was provided with vocational services including vocational counselling, attendance at our employment skills program, resume and cover letter assistance. After two months CAC identified a Dispatch Operator Position which we discussed with Joe. He had already applied for a position as a Customer Service Representative and made it to the 3rd round of interviews, however was unsuccessful in securing this role. Joe was disappointed at the outcome and was hesitant to apply for the Dispatch Operator role, for fear of being rejected again.

CAC provided some intensive vocational counselling to increase his confidence and to assist Joe in preparing his application for the Dispatch Operator Position. However he remained uncertain at the time whether he was going to go ahead with the application due to the previous disappointment. However at the last minute and on advice and encouragement from CAC, Joe agreed to complete and hand in his application in person.

We are pleased to advise that Joe was successful in obtaining the position and was later told by his employer that he stood out from other candidates by taking the time to deliver his application personally.

Joe successfully sustained the position for 18 weeks (monitoring period) and continued to be managing well with his injury at the time CAC ceased services.



*"Your approach in assisting us with our workplace issues was innovative, positive, and it worked."*

HR Manager

