

SMART - FUNNY - COLOURFUL - WARM

Working to get the best out of people.

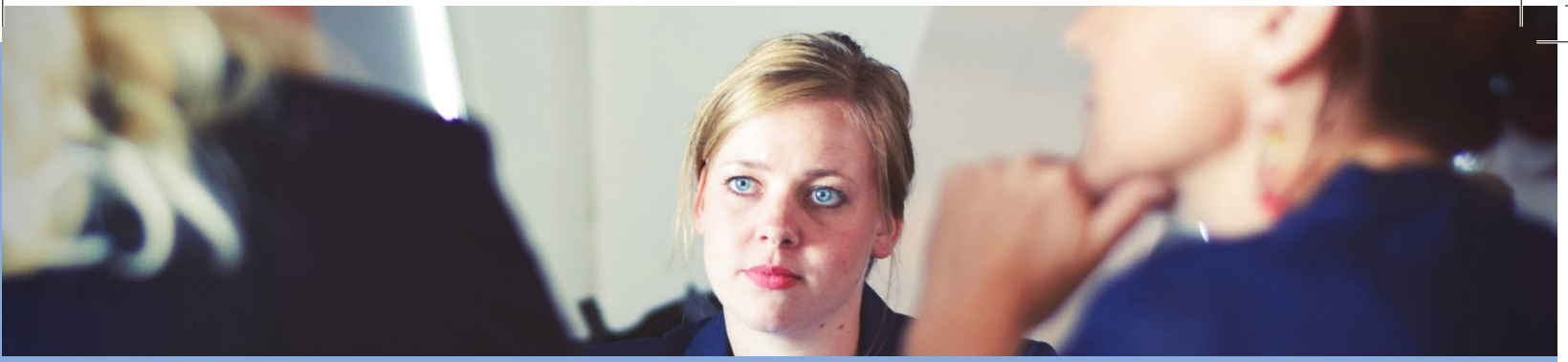


For over 30 years Hazel Wemper has been training, entertaining, inspiring others to be better than they ever imagined they could be.

At Headworks, we're committed to not only providing quality training, facilitation and coaching but going above and beyond to ensure our customers are delighted with our interventions.

Hazel, and her colleagues, have the ability to cut through the fog and get to the heart of the matter in the way that creates engagement, builds competence, and inspires people to be all they can be - and then to aim even higher.

Training, Coaching,
Facilitation, Conflict
Mediation;
A Unique Voice.



DIFFICULT CONVERSATIONS

ONE DAY // \$1700

Learn how to have difficult conversations in a powerful and positive way – even if you are not in a direct management or authority role. Manage your emotions and overcome your reluctance to say what needs to be said. Ask for what you want – or say what you don't want ...in ways that increase the likelihood that you will get what you need – even if the person you are dealing with is unaware, hostile, manipulative, or just plain difficult.

- Understanding the sources of conflict – and what type of conflict you are dealing with.
- Identifying your 'natural' conflict style and how to work with – or around it
- Managing your stress
- Preparing your material and approach
- How to have the conversation – what words to use, where, and when to say them
- Handling difficulties during the conversation
- Reading others confidently – through body language and facial expression – and responding appropriately
- Building the relationship so you remain influential – after the difficult conversation
- Individual coaching (if required) can be arranged post-workshop

ONE DAY // \$1700

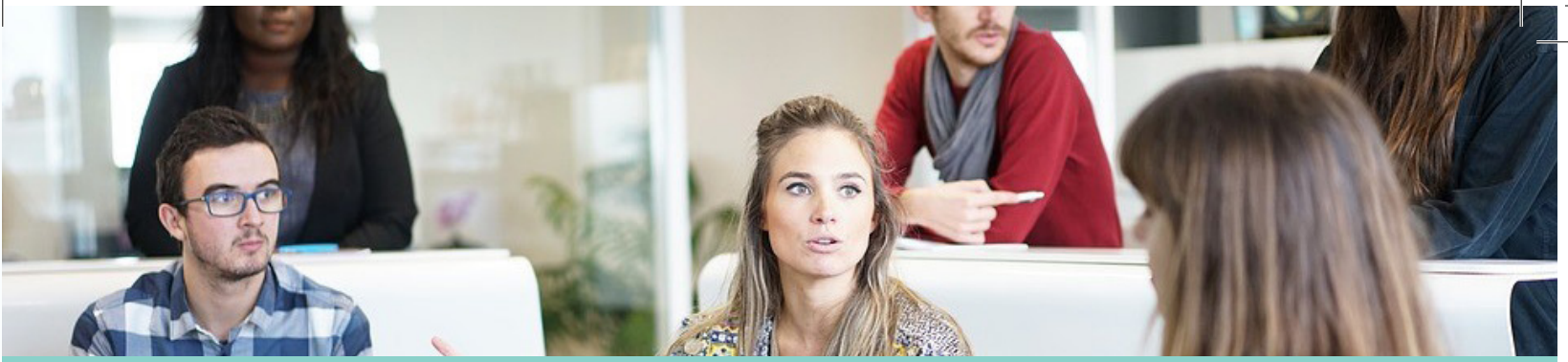
Extended periods of change can lead to stress, which can leave you exhausted and dispirited. Recent developments in neuroscience and psychology can illuminate which behaviours, environments, processes and cognitions can build your ability to bounce back in tough times. If you find that mindfulness activities or meditation leave you cold, and you want scientifically robust, credible, and concrete strategies to help yourself and others, this is the program for you. Walk away with practical strategies to shore up your own coping reserves even in times of massive change, and find ways to assist others to build theirs.

- The personal experience of change – and strategies to overcome your (and others) negative reactions
- Increasing engagement and “flow” – working out your character strengths, and how and where to use them
- Identifying- and managing overwhelming negative emotions (fear, grief, anger) in yourself and others
- Building your physical capacity: sleep, exercise and its impact on mood and motivation. How your posture can change your hormones
- Taking charge: Identifying the purpose that sustains you
- Recognizing and controlling external factors that directly impact on your mood.
- Building your emotional reserves: how mathematics predicts your ability to “flourish” at work and at home.

CHANGE, STRESS & RESILIENCE



HEADWORKS



THE CONFIDENT LEADER

ONE DAY // \$1700

(ADDITIONAL COSTS WILL OCCUR IF 360 DEGREE FEEDBACK TOOL IS REQUIRED)

Some people walk into a room – and that is it!
Instant credibility.

Others, equally intelligent, competent and committed have difficulty getting a hearing, seeming credible or just demonstrating their knowledge and authority convincingly. Your ability to lead others is based on their willingness to follow you. They will follow you, if they have evidence of your competence, evidence of your trustworthiness and if they believe in your vision. Clarify which of the five behaviours of effective leaders you currently

demonstrate, and discover what your team members think of your leadership skills! Learn how to set out a vision for your team in plain and compelling language, and learn how to make sure that your whole message (non-verbal, vocal and verbal) supports you in a way that builds your self-confidence and charisma.

- If they cannot believe in the messenger they will not believe in the message. The basis of personal credibility.
- What type of leader is required for the times?
- Kouzes and Posner's 5 behaviours of effective Leaders
- Self-evaluate and receive feedback on your leadership effectiveness
- Understanding the message you are sending (and whether it matches the message you want to send)
- Recognizing your character strengths and how to use them
- The three essential elements of building trust
- Adjusting your facial expressions to move from "power" to 'warmth' – and back.
- Changing your vocal tone to increase your influence.
- Adjusting your leadership behaviour to match your follower's development needs
- Using the power and impact of stories.

WORKING TO INFLUENCE

ONE DAY // \$1700

On an average day, you spend the majority of your time using your skills to convince people, or in attempting to influence them to change an approach, an opinion – or a behaviour – that will make work more purposeful and productive. If the person you are dealing with is rational, and your argument is a good one, you should succeed... but then so frequently they are not rational, or the situation is highly political, or you do not feel you have the skills to be able to shift someone from neutral or hostile, into an ally. Learn about the ‘rational’ and ‘irrational’ elements of influence, and walk out of the workshop armed with knowledge and techniques that mean you increase your credibility, and with it, the likelihood that you (and your organisation) will get what you need.

- What are the elements of Charisma, and how do I present in a more ‘charismatic’ way?
- How can I establish my credibility and build trust?
- How can I read what is going on for an individual, team or organization and avoid political landmines?
- Using the subtle ‘top of the range’ communication skills
- Having more influence with email
- Building towards the influence Index
- Influencing your boss and others above you in the hierarchy.
- Influence and negotiating (and is there a difference?)
- Expressing a point of view that works on a logical, and emotional level
- Working ‘below the waterline’: how to shift someone when rational processes aren’t working!



IMPROVING RELATIONSHIPS AT WORK

ONE DAY // \$1700

Your ability to succeed at work is fundamentally based on your ability to work successfully with others: gain their willing cooperation, and build robust connections with co-workers, colleagues, clients and management. Having effective workplace relationships means you can exercise influence, build harmonious teams and just get things done with the minimum of resistance! A bad workplace relationship can make any job difficult, draining and emotionally damaging. Learn fundamental, practical and robustly researched skills on what to do, and what to avoid doing to assure success in your relationships with the people around you – even if you do ‘drop the ball’. Are things already really tough? Learn how to rebuild a relationship if it has become difficult, negative or badly damaged.

- The basis of an emotional hijack, and why things go wrong so fast
- Four landmines that will cause a relationship to crash and burn...and how to avoid them
- What you might be doing that is causing a problem
- How to manage their difficult behavior – graciously.
- The questions you must never ask... and how to avoid responding aggressively to manipulation
- How to get money in the emotional bank account with people
- Rebuilding a damaged relationship.



INTRODUCTION TO EMOTIONAL INTELLIGENCE

ONE DAY // \$1700

Your Emotional Intelligence predicts your life success more accurately than your IQ, status, education or background. People who can demonstrate emotional intelligence at work are more effective, productive, and are more likely to be influential in decision-making. They are also happier, better-liked by their colleagues, and viewed more positively by their managers.

Learning the elements of emotional intelligence, and how these translate to concrete behaviours at work may be the best investment you can make for yourself and your staff. This program will introduce key concepts from EQ – including the emotional competence suite (self awareness, and self regulation) and the social competence suite (empathy and social skills) and provide immediately applicable practical skills to improve your performance, and how those around you view you.

- What is emotional intelligence and how do I measure up?
- Develop skills in the four essential elements of EQ
- Identify and use your character strengths at work.
- Identify and remove your “blind spot”
- Identify and manage your natural response to stress.
- Assess how quickly and accurately you can identify emotions and show empathy.
- What science can tell us about building our tolerance for frustration and increasing our self-control
- Improve your ability to read facial expressions and body language to increase your ability to know what is ‘really’ going on.
- Learn how to build up emotional credit with people so they view you positively, and ‘let you off the hook’ if you make a mistake.



THE NEW SUPERVISOR

ONE DAY // \$1700

Leading and supervising groups of people is not as easy as it looks. You need to balance the needs of the business with the needs of the team – and the individual. You need to have credibility with people, and you need to have sufficient detachment so you can give direction, and have difficult conversations if required.

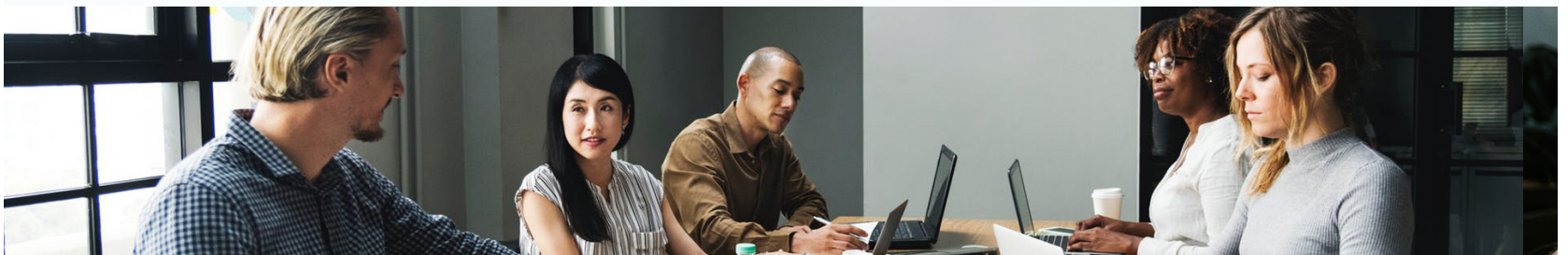
This introductory program is designed to help those new to supervisory positions learn the basics on how to balance team, task and individual needs, and learn immediately applicable practical skills to help you to perform well – from the get go.

- Defining the role of the supervisor
- Landmines inherent to the job, and how to avoid them
- Laying a solid foundation: clarifying the goals, tasks and performance standards
- Demonstrating leadership – and understanding where and when to flex
- Giving positive and negative feedback that works!
- Build your confidence and competence in this vital, challenging role.

ONE DAY // \$1700

Working in today's world means working in a variety of teams- but getting people together, and then getting them to really WORK together requires concentration, clarity, strong interpersonal skills and a clear focus on the goal. Learn how to confidently and persistently set the ground rules, understand the dynamic of your team, intervene positively in the interpersonal relationships, resolve conflict and build commitment.

- What is the difference between a team and a workgroup
- Evaluating the maturity and effectiveness of your existing teams
- What makes a team really productive?
- Focus on the four fundamentals
- Recognising and working with the dynamic of the team
- Ensure the relationships “work”
- Building commitment
- Keeping the focus positive
- Creating the conditions to take your ‘good’ team to the next level.

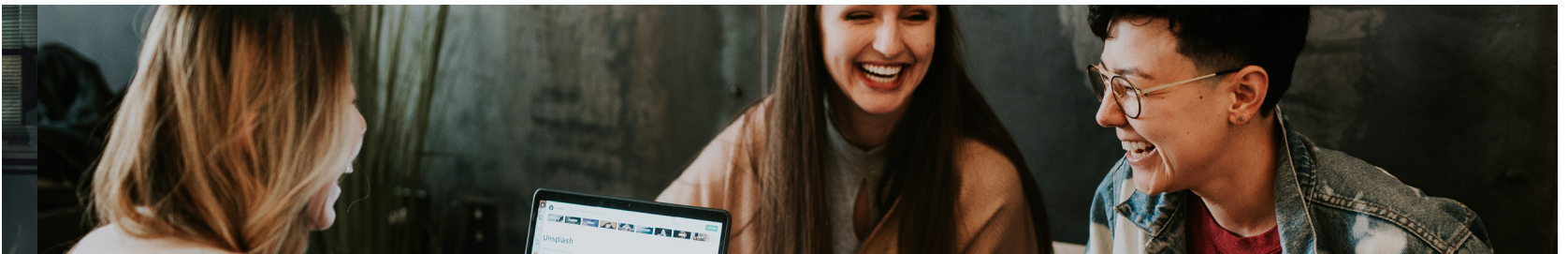


HIGH PERFORMANCE TEAMS

ONE DAY // \$1700

If you are highly agreeable, want people to like you, dislike conflict and try to be respectful and polite to others, you are probably well liked at work. That's great, but you may be paying a high internal price. If you feel you don't get acknowledgement for the work you do, find your good will is being abused, or that others are paid more than you, you may find yourself becoming resentful, angrily sniping at others, or behaving like a martyr. On the other hand, it is possible you are passionate about getting the job done right, say what you think, call a spade a damn shovel and speak the truth about what is going on. You may find yourself accused of being aggressive, of bullying people, or people complain about feeling 'unsafe' around you. Two different behaviour issues: same fundamental cause. You need to communicate assertively with others. This program will teach you what to say, what NOT to say, how to manage your own elevated emotions, and how to forge your own path from a position of confidence and strength.

- Measuring your natural "agreeability" and "extraversion scores".
- What is assertive behaviour? How does it differ from aggression or submission?
- What assertiveness looks like - and sounds like.
- Things you should avoid saying: how to avoid aggression, unfunny sarcasm and/or manipulation.
- How to say "no" firmly, without fear or offence.
- Give negative feedback - and keep the relationship intact.
- Stand your ground, and negotiate when you need to.
- Show your emotional, intellectual and character strength - even when you are under pressure.



ASSERTIVE COMMUNICATION

SELECTING THE RIGHT CANDIDATE

ONE DAY // \$1700

If you could only recruit the right people so many workplace problems would not occur, or would be resolved with a minimum of fuss. You need the best people in your organisation, but not everyone wears an easily read label “Completely Competent and Reliable” “Fantastic worker” “Inspirational Leader”. Sorting the wheat out from the chaff is frequently complex and can be stressful. Make sure that your next selection decision is based on the best evidence possible, that your staff know the whys and wherefores of how to establish robust criteria, navigate the legal requirements of EEO and associated legislation, and can conduct the selection including interviews with confidence and competence. Then sit back and reap the rewards of having the best people, working to build your organisation.

- Establishing what you want and what you need
- Writing robust selection criteria
- Legislation and government requirements (dos and don'ts)
- Determining the best methods to use to establish candidates meet your your criteria
- Writing robust, pertinent and perceptive interview questions
- Running the interviews and assessing what you are seeing/hearing
- Really checking with Referees
- Agreeing the decision and feeding back to candidates
- Thinking about 'onboarding' processes



APPLY FOR JOBS & IMPRESSING IN THE INTERVIEW

ONE DAY // \$1700

Applying for jobs can be difficult, intimidating and time consuming. Should you promote yourself? How long should your CV be? What level of detail should you include? Do you need a covering letter? What on earth do you say to selection criteria? And then there is the actual interview...how to respond appropriately without either running off at the mouth, or clamming up entirely. How do you manage your nerves and represent your skills and abilities appropriately? Come to a one day workshop and learn how to make a difficult processrelatively painless.

- The processes of recruitment in Government.
- Three types of CV styles – and which one to pick
- How to write a CV – what to include and what to leave out.
- How to decode selection criteria – what are they looking for?
- Responding to selection criteria – quickly and efficiently.
- Other supporting documents –
- Application letters
- The structure and “rules” of interviews
- How to conquer your nerves
- Structuring your response to a question
- Reading the room – how well are you doing?
- Questions you may want to ask



HALF DAY // \$900

It is clear that bullying and harassment are illegal, unfair, undesirable, and unAustralian... but still the behaviour persists. This is often because individuals' are unclear on where the line needs to be drawn. We need to manage people, and give them feedback on performance, but when is this bullying or harassment and when is it legitimate? When is humour acceptable, helpful and part of a good workplace dynamic, and when is it problematic? Learn how to discriminate between your good and bad behaviours, and keep your credibility without empowering people who have ulterior motives. Manage this complex and difficult area with competence and confidence.

- What is Bullying and Harassment? (legal definition)
- What are your organisations' expectations on behaviour?
- What are the rules in this workplace – what behaviour will we agree on?
- What is my recourse if I think I am being unfairly treated, bullied or harassed?
- If there is a problem, what can I say, when should I say it, and who do I say it to?
- What is my duty of care to others?
- How do I give legitimate feedback without being accused of harassment?
- How likely is it that my behaviour is likely to get me into trouble? (assessment)
- How do I avoid my motives, humour and behaviour being misunderstood and labelled as harassment?
- Reaching the credibility index.



WORKPLACE BULLYING AND HARASSMENT: PREVENTION AND MANAGEMENT

RUNNING STAKEHOLDER & COMMUNITY CONSULTATIONS



Community and stakeholder consultations can be exhilarating, exhausting, dynamic or demonic, depending on how hot the topic, and how much experience and skill the facilitator can bring to bear.

Hazel Wemper brings thirty-years experience to the community consultation role, including dealing with changes to land use, mine site rehabilitation, environmental issues, local government budgeting restrictions and public access.

If you have an issue and you need a facilitator who will bring intelligence, realism and just a hint of jedi mind tricks to the process - please contact us...because every stakeholder consultation is unique (..but you knew that already...).



headworksconsulting.org

OUR TRAINING COURSES

- Difficult Conversations
- Change, Stress & Resilience
- The Confident Leader
- Working to Influence
- Improving Relationships at Work
- Introduction to Emotional Intelligence
- The New Supervisor
- High Performance Teams
- Assertive Communication
- Selecting the Right Candidate
- Apply for Jobs & Impressing in the Interview
- Workplace Bullying and Harassment:
Prevention and Management
- Running Stakeholder &
Community Consultation

You've been to a lot of training which you experience as "bla bla bla...LUNCH...bla bla,bla".

Sometimes you remember bits of it...
...mostly you don't.

And then... you encounter someone who has a unique voice, and things start to make sense.

Hazel, and her colleagues have the ability to cut through the fog and get to the heart of the matter in the way that creates engagement, builds competence, and inspires people to be all they can be - and then to aim even higher.



Mobile 0423 092 099
Email hazelwemper@gmail.com

THE LEARNING DESIGN SPECIALISTS