



strive

occupational rehabilitation

Support

Programs



Strive Occupational Rehabilitation

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Also Servicing:

Northern NSW • Sunshine Coast • Bundaberg
• Hervey Bay • Rockhampton • Mackay • Gladstone

ABOUT US AT

Strive



Do you want to work with an organisation who values people?

If you want to work with occupational rehabilitation specialists who make people their number one priority then you've come to the right place.

Get in touch today for obligation-free advice about how our team of specialists can help you.

Experience

Since September 2004, Strive has been delivering best practice programs to successfully rehabilitate injured workers, build teams and strengthen businesses across Queensland. Based in Milton, Strive's principal consultants each have more than 20 years' experience. Strive has a strong company culture and recruit like-minded people who enjoy working in the industry and developing effective return to work programs.

Outcomes

At Strive, our philosophy is to maximise the health and well-being of individuals, groups and organisations. We successfully achieve outcomes by setting realistic goals for return to work through consultation with all key stakeholders. We take into account the injury together with the workplace dynamic to develop a timely, realistic and appropriate return to work plan.

Integrity

Integrity is a core value at Strive and when we say we are going to do something, it gets done. With a commitment to transparency and open communication, our team ensures liaison with all key stakeholders to deliver timely and quality information that helps develop realistic and appropriate return to work goals.

Engaged People Thriving at Work

Why Employers Choose To Work With

Strive



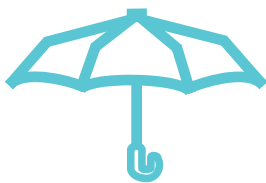
Fast Rehabilitation

Strive is renowned for our flexibility and fast response time. You will hear from Strive within 24 hours of referral and we will be on-site within 72 hours.



Increase Productivity

Strive understands each organisation and individual is different. Whether it is through professional coaching, education, training or employee support we can help maximise your business productivity.



Decrease Liability

Strive can help reduce claims and premium costs at your workplace. Avoid the pile up of compensation cases and speak to Strive about an early intervention program.



Injury Prevention

Strive has a large focus on injury prevention through early intervention. Let Strive help your organisation by getting in early. Contact us to find out more.



Support Services at Strive

Do you want to maximise attendance, productivity and job satisfaction?

Often, when tension and conflict starts to become apparent, it can be ignored, smothered or smoothed over. In most cases, conflict does not dissipate, but simmers and escalates, resulting in a build-up of resentment and misunderstandings. The team energies are misdirected and job performance is affected. Thus, managing conflict is a necessary part of high performing teams.

Strive provides a comprehensive and innovative range of support services, dispute resolution and interventions. These interventions are tailored to fit the particular culture, goals and needs of your organisation, and include:

- Workplace Mediations
- Facilitation
- Organisational Health Reviews
- Group/Team Interventions
- Training Programs: Personal Styles of Handling Conflict, Leadership Development
- Conflict Management Coaching
- Manager Support/Executive Coaching
- Employee Support
- Employee Support, Wellbeing and Resilience Programs for Organisations - EPIC

Consultants at Strive have a broad understanding of the issues employers within the area of Human Resource Management.



"I feel like my employer is hearing me and understanding my problem. I too now understand where they are coming from."

Queensland State Government Employee, 2016



Workplace Mediation/Facilitation Discussion

What is workplace mediation?

Workplace Mediation is an alternative dispute resolution process which can facilitate a non-adversarial approach to conflict management for a wide range of issues. Workplace mediation is a structured process where a neutral and independent third person facilitates communication between two people in dispute to identify and explore issues. The discussion is managed by a trained and impartial mediator and supports the parties to develop options, their own solutions and reach a consensual agreement. This process can be particularly useful in assisting participants in changing the quality of their conflict interaction to a more proactive interaction for future relationships.



When to access Workplace Mediation Service?

Workplace mediation should be considered:

- As an early intervention strategy when signs of conflict or dispute are identified.
- Any point during the escalation of a conflict situation.
- When a workers' compensation or other type of claim, complaint or grievance is lodged whether accepted or not by the organisation.

What are the benefits to the Organisation?

Workplace mediation is a specialised process where the mediator not only focuses on facilitating a workable agreement but consciously models effective communication and conflict resolution skills as an intended benefit for participants. These learnt behaviours can then be applied in the workplace; both in changing the nature of interactions and culture.

Utilisation of a workplace mediator is an effective strategy to:

- Reduce the likelihood of issues escalating to a claim.
- Mediation allows the parties to discuss and resolve the real issues privately, quickly, and effectively.
- Strengthens the organisation's employee relationships rather than having them damaged through conflict
- Improved collaboration and communication between two people
- A more professional working relationship
- Increased productivity
- Reduced impact on colleagues due to dispute
- Reduces the cost of expending valuable management time and energy.

Strive understands that conflict between employees needs to be addressed quickly and responds in the timeframes requested.

What to Expect in a Workplace Mediation?

- A. Intake mediation meetings. The purpose of these sessions is for:
 - Participants to outline their key issues/concerns
 - Assessment of the matter for suitability for mediation
 - Ensuring that the parties are fit and willing to participate in a mediation
 - Provision of some information about what to expect in a joint forum and the benefits of proceeding
 - Coaching and preparation for the mediation session including support people and their roles
 - Discussion of pre-mediation agreements, containment guidelines and confidentiality
- B. Joint mediation session.

Conflict Management Coaching

Provides a unique model for helping executives, managers, supervisors, team leaders and team members to improve the way they deal with conflict in the workplace.

Benefits of Conflict Management Coaching

- Respond rather than react to conflict
- Conduct difficult conversations with confidence
- Gain insights and understanding about a conflict situation
- Resolve a dispute
- Prevent an unnecessary dispute from escalations
- Shift ways of interacting that are not working

What does Conflict Management Coaching Involve?

It involves 1:1 sessions with one of our trained Conflict Management coaches using the CINERGY™ framework. This service is delivered to individuals and has many applications including preparing one or more parties for mediation, debriefing following unsuccessful mediations, assisting a party when the other has declined mediation and prevention of disputes.

It can also be used with employees to assist them to consider options prior to a formal process e.g. grievance or complaint, preparation for performance review, post workplace investigation or incident and prior to return to work (either for the individual or team members).

Conflict management coaching also helps people to identify their own interests and those of others, to work on skills to resolve conflict in constructive and conciliatory ways, to practice alternative ways to replace habitual and counterproductive behaviours and to enable effective and satisfying problem-solving.

Undertaking Conflict Management Coaching prior to having a difficult conversation can help reduce the likelihood of it escalating to a grievance or complaint.

Team Intervention and Team Development Workshops

A Team Intervention is conducted by confidentially meeting with team members one on one to understand issues that are in play within the team. The process draws together a thematic review that provides the basis for developing a strategy to address the team issues that emerge. This review responds to teams in distress and helps build better workplaces. A Team Workshop aims to assist the team develop and improve communication and interaction, build team resilience and the intervention is informed by the data derived from the team interviews.

Employee and Manager Support

What is Employee Support?

1:1 coaching sessions to assist individual employees experiencing distress as a result of external or workplace stressors including difficult working relationships. Sessions include review of lifestyle and healthy habits, coping strategies and specific tools drawing on Acceptance and Commitment Therapy (ACT). The service also includes consultation with HR and Line Managers as well as treating practitioners, as indicated.

What is Manager Support?

1:1 coaching sessions with some similar content to the Employee Support program for people managing teams. Coaching encourages the manager to explore what might be preventing him/her from communicating clearly with a colleague, team member or line manager. It aims to facilitate the manager finding new ways of dealing with difficult conversations and associated emotions. These sessions are delivered by a Senior or Principal Consultant. This service is delivered to individuals and has many applications including preparing one or more parties for mediation, debriefing following unsuccessful mediations, assisting a party when the other has declined mediation and prevention of disputes.

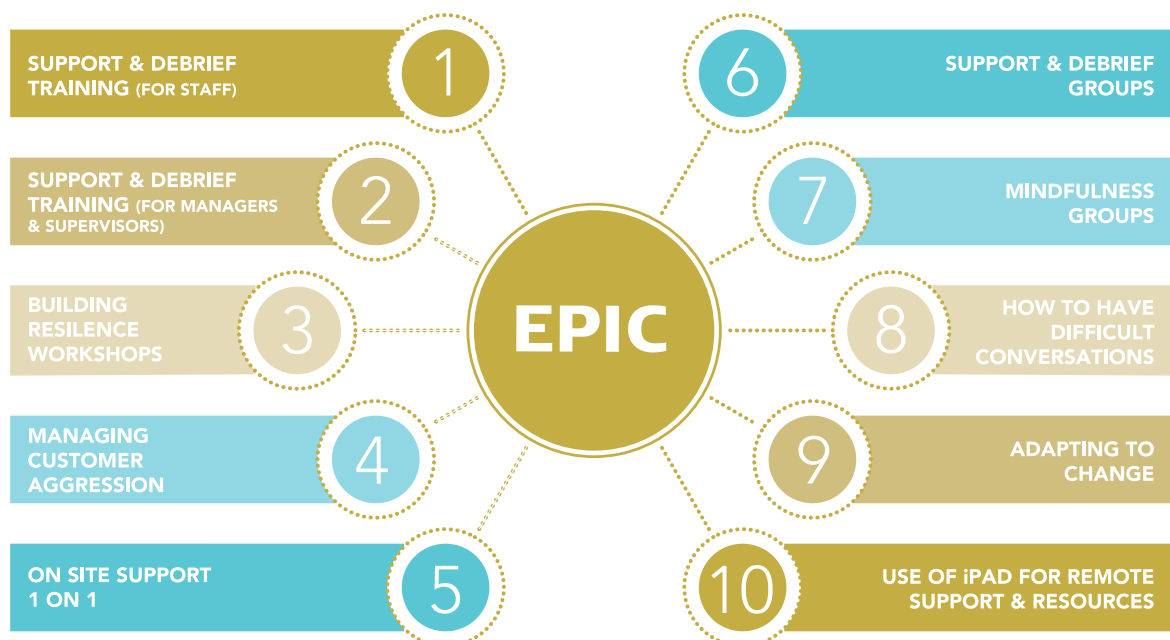
Empowering People Improving Connection (EPIC)

EPIC is Strive's Employee Support, Wellbeing and Resilience Program for Organisations.

Over the past two years, Strive has successfully and sustainably implemented our EPIC Program for one of our largest customers at several locations across Queensland. Strive has the expertise, consulting experience and proven track record to develop an ongoing Employee Support Program such as EPIC for your organisation.

We can offer a customised version of our EPIC program ranging from several weeks to over 12 months for your organisation. We can offer you the following to choose from to suit your organisation:

Empowering People Improving Connection



EPIC

1. Support and Debrief Training (for all staff):

The aim of these workshops is to provide the theoretical and practical tools of how to debrief effectively with work colleagues. The workshops include some case scenarios and practical components to practice the skills and models taught as well as some handouts and takeaways for each participant. The models used in the training will also be utilised in the debriefing groups and onsite support to again reinforce the ideas from theory into practice.

2. Support and Debrief Training (for Managers and Supervisors):

The aim of these workshops is to provide the theoretical and practical tools of how to debrief effectively as a Manager. The workshops include some case scenarios and practical components to practice the skills as well as some handouts and takeaways for each participant. The models used in the training will also be utilised in the debriefing groups and onsite support to again reinforce the ideas from theory into practice.

3. Building Resilience Workshops (for all staff):

The resilience workshops are focused on the importance of resilience in the workplace and providing education on the links between low resilience and mental health and the link between long term worklessness and poor health outcomes. The workshops also incorporate a practical component on individual and group work to develop strategies to 'fill our resilience bucket'. An emphasis is also placed on the barriers or challenges that stop us from undertaking our resilience activities and looking for opportunities in our busy week to best utilise our time.

4. Managing Customer Aggression (for all staff):

The aim is to facilitate interactive training sessions on dealing with aggressive customers. Topics covered would include de-escalation techniques, boundary setting, managing expectations, debriefing and the importance of self-care following a difficult interaction. Individual one to one coaching could be provided to staff as part of the onsite support if they recognize challenges in managing aggressive customers.

5. Onsite Support (1 on 1 only):

Half day or full day where a Strive Consultant will work from your organisation where any staff on the day have the opportunity to speak with or catch up with them. The idea is that if a staff member experienced a difficult interaction or perhaps was having some difficulties at home or at work they had an alternate outlet and a professional support to utilise.

6. Support and Debrief Groups (for all staff):

The aim is for staff who attend to discuss current concerns and debrief for a solution to resolve the concerns. The principals taught from the support and debrief training sessions are used to guide each of the debrief groups. The group participants can be consistent over the program and it provides staff a forum to discuss any concerns, challenges or issues they may be experiencing and to unpack it within a supportive environment. The debrief groups are focused on bringing out a solution or a 'where to next' to help change or shift the feelings towards each issue.

7. Mindfulness Groups (for all staff):

The aim is to provide staff with exposure to different forms of mindfulness (guided meditation, mindful breathing, mindful walking, mindful eating, mindful listening, mindful journaling) and to discuss the integration of mindfulness into our daily routine and to provide education on the scientific benefits of regular mindfulness.

8. How to Have Difficult Conversations - including around suicide (for all staff):

The aim is to facilitate interactive training sessions on techniques to have difficult conversations, including about suicide. Topics covered would include risk assessing a situation, techniques to approach difficult topics, de-escalation techniques, how to have the suicide conversation, debriefing and the importance of self-care following a difficult interaction. Individual one to one coaching could be provided to staff as part of the onsite support if they recognize the need for further support or coaching.

9. Adapting to change training (for all staff):

The aim is to facilitate interactive training sessions on strategies to assist with adapting to change as individuals and as a workplace. Topics covered would include understanding where individuals and workplaces are in the change grid, how to approach people in different areas of the change grid and how to care for each other. Individual one to one coaching could be provided to staff as part of the onsite support if they recognize the need for further support or coaching.

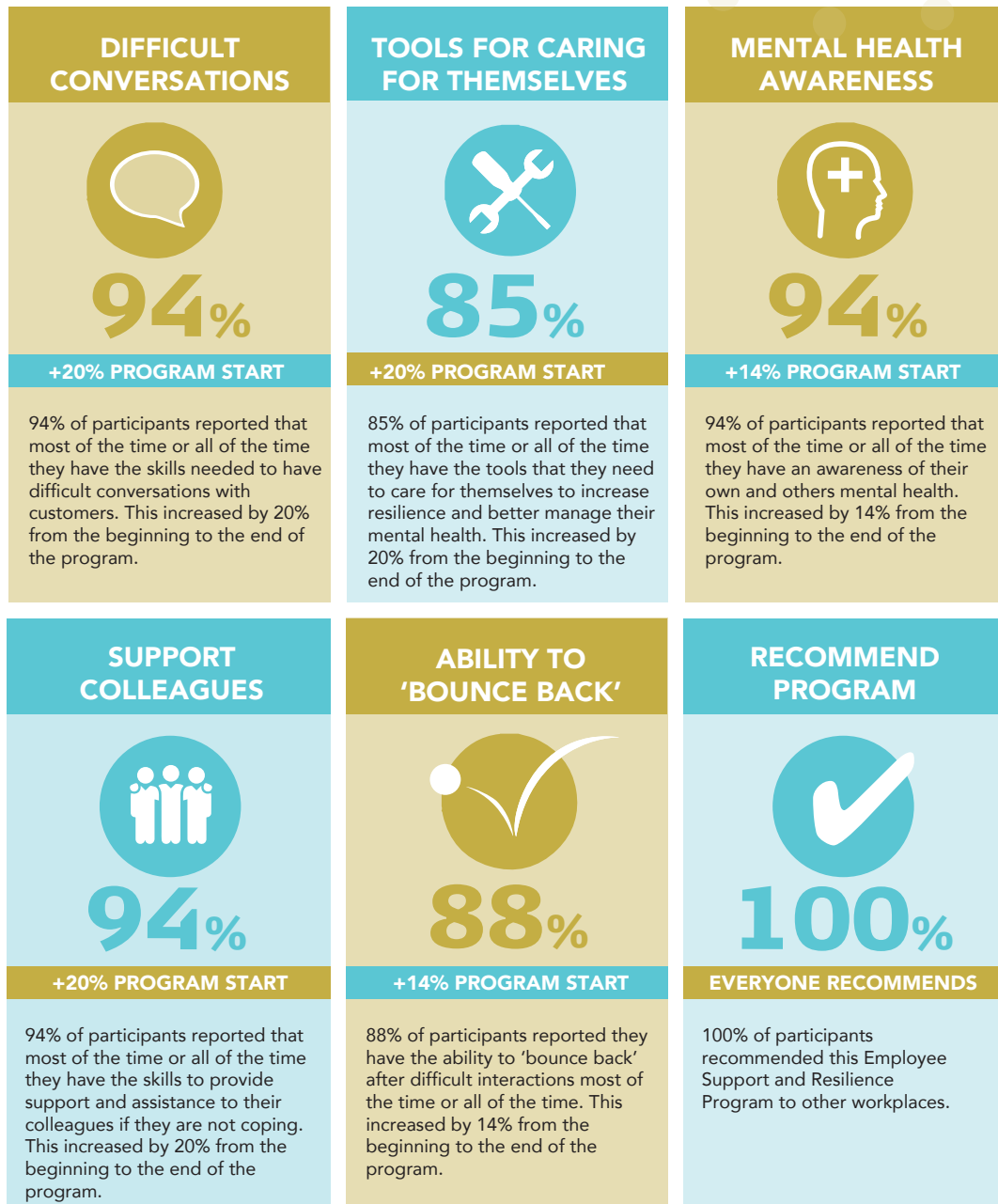
10. Use of iPad preloaded with resources (for all staff):

As part of the Employee Support and Wellbeing Program and to assist staff being able to access face to face contact with a Consultant, Strive can provide your organisation with an iPad pre-loaded with relevant apps, tools and resources to be used by staff as needed as part of the program. The idea is that the iPad would remain in your organisation but staff could borrow it when needed to FaceTime or Zoom a Consultant, use a mindfulness app to help re-focus and centre themselves following a difficult interaction or to watch helpful videos to improve their own learning.



Snapshot of Results

Our results speak for themselves. Here's a snapshot of some of the results following the implementation of a six month Employee Support and Resilience Program across two workplaces:



We would love to hear more about your organisations needs and what Employee Support and Wellbeing Program you are interested in implementing.

Contact Us Today

Call us today for an obligation free quote to see what we can do for your organisation

If you want to work with rehabilitation experts that make people their number one priority then you've come to the right place.



LOOK
FORWARD TO
SEEING YOU AT

Strive

Strive Occupational Rehabilitation Pty. Ltd.
ABN 74 110 180 240

Locations:


- Level 2, 18 Finchley Street, Milton QLD 4064
- Level 15, 2 Corporate Court, Bundall QLD 4217
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- Ground Floor, 14 Spence Street, Cairns QLD 4870
- 55-57 Kitchener Street, South Toowoomba QLD 4350

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