



ACCENT ON EMPLOYERS

IT'S NOT WHAT ACCENT DOES, IT'S WHAT ACCENT DELIVERS

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MANAGEMENT OF WORKPLACE CONFLICTS

Workplace disputes can impact on the success of any business. Legal fees, lost productivity, recruitment, workers compensation and stress leave all hit your bottom line.

The cold hard facts are, where people work together conflict is inevitable.

However, it doesn't have to be destructive. It depends on what you as an employer do!! Trying to pretend that it will go away will not succeed.

The issues need to be resolved in the shortest time possible at the lowest management level possible within the company.

Most disputes are disagreements on the way work should be done, followed by bullying then sexual harassment. Frequently this is the result of poor communication, unprofessional behaviour or work performance issues.

Under section 8 of the OH & S Act employers are required to ensure the health and welfare of employees. This includes protecting employees

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from bullying and harassment. Section 13 of the act requires the involvement of employees in the decision making.

You need to address conflict in the workplace by coming up with strategies that are acceptable to employees.

For more information or advice, call Accent on 47315009.

HR Management

Human Resources Management is more than a computer software program. It involves understanding and working with your employees to maximize their performance. So, tasks such as job descriptions, key performance indicators, employment criteria, and mediation of conflicts are all essential components. Of equal importance is an understanding of the non verbal informal communication methods used by your employees.

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Soft Tissue Injury Management at the workplace.



WorkCover has released new guidelines for the management of soft tissue injuries.

A Soft Tissue Injury is an injury to a muscle, joint, ligament, cartilage, tendon or connective tissue where there is no fracture, infection or nerve damage.

Workcover reports the following statistics during 2005/2006

- ◆ 61% workplace injuries in NSW were due to sprains and strains.
- ◆ Cost \$348 million.
- ◆ 35% resulted in permanent impairment at a cost of \$109 million.
- ◆ The Back is the most common location with 26% of this group resulting in permanent impairment rate of 95%.
- ◆ Most people following the injury return to work within 4 weeks.

The focus of the guideline is an early, safe & durable RTW. The prevention of long-term disability occurs by maintaining links with the workplace to develop a safe return to work. The focus should be on activity which relates to the person's everyday life and is graded to allow the person to self manage their pain.

Ideally everyone should be working towards a common goal of assisting the injured person to return to work. This means that everyone including the treating doctor/s, treating practitioners such as physiotherapist, you as the employer along with the injured worker should all be communicating with each other.

By 4 – 6 weeks following the injury, the focus should be on active treatment rather than "passive or massage style treatments. This means that the person should be performing exercises and strengthening activities. Any barriers particularly those that relate to attitudes towards returning to work need to be identified early so that they can be addressed. WorkCover is advocating that Insurers conduct a screening evaluation to address attitude towards injury, so that strategies can be put into place to ensure a positive outcome.

When one of your employees suffers a soft tissue injury, remember early intervention including treatment and rehabilitation is essential. In these situation, call Accent on 4731 5009 and talk to one of our rehabilitation consultants who can give you free advice over the telephone.



ACCENT TRAINING JULY TO OCTOBER**Understanding Deception and Deceptive Behaviour in Employees.****Friday 25th July 9.30am – 12.30pm****Cost of \$66.**

Steven Longord (Forensic Profiler, New Intellegence) will be sharing his extensive experience gained while working with the FBI. His session will provide you with the fundamentals to understand how to read and react to people. This 2 hour workshop will provide you with some of the skills to detect deceptive behaviour in employees, new recruits and injured workers.

OH&S Consultation Training.**4 day Workcover Course held on 7th, 14th, 21st and 28th August
9.30 am – 4pm each day.****Cost of \$550.**

This is the official WorkCover OH & S course designed to provide those involved in OH & S at the workplace as either a representative or committee member, with the skills required to perform their duties. It is practice with one session being devoted to development of skills to undertake workplace OH & S inspections. A formal certificate of completion is provided.

Introduction to Rehabilitation Coordination.**2 day WorkCover course 18th and 19th September
9.30am to 4.30pm.****Cost of \$275.**

This is the official WorkCover course for RTW coordinators. It provides you with the skills needed to understand how to implement a RTW program in the workplace. The focus of the legislation is an early return to work for those who sustain a workplace injury. This course gives you the basic skills need to manage RTW programs.

Advanced Rehabilitation Coordination.**1 day course on 16th October
9.30 am to 4.30pm****Cost of \$150.**

This is a follow on course designed to allow RTW coordinators developed additional skills in dealing with complex health issues and barriers impacting on an injured worker's successful RTW.

How supervisors impact on successful RTW of injured employees

Good communication between an injured worker and their supervisor is as powerful as health treatments and workplace environmental adjustments.

There is no substitute for the involvement of immediate supervisors in the return to work planning process. Supervisors should maintain contact with absent workers even when it is unlikely they will return to work early.

Involving workers and their workmates in a cooperative approach to planning workplace adjustments is very effective.

People who blame their employer for their pain have poorer expectations for their future recovery, and report less success with treatments for their condition.

Treatment with light activity and early return to work resulted in less pain, disability, and fewer sick leave absences for people with back pain.

RTW KNOWLEDGE BASES

The University of Victoria has developed a web site that looks at all the available research on the issue of return to work. It contains the best practice and includes research papers translated into everyday English.

There are 4 groups – employees, employers, treatment and insurer. Information on work disability includes patient handouts, & treatment guidelines. It is designed for employees and their families, RTW coordinators, managers, treating practitioners including doctors and physiotherapists, unions and rehabilitation professionals.

Visit their site www.rtwknowledge.org

**Accent can assist your supervisors develop the skills required to facilitate this process!
Speak to Susan Arnold or Daniel De Paoli for details.**



Accents services include:

- HR systems
- Key performance indicators
- Employment & Termination Criteria
- IR Mediation
- Psychometric Assessment
- Mediation
- Functional Assessment
- Pre employment for known risks
- OHS Audits
- OHS Training
- RTW Training

For a full listing of our services and more information call our office on 4731 5009 or look at our website www.accentonhealth.com.au

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