

Thursday 15 August 2019 - Day 1

8:50am Opening Address

Oliver Brecht | *President, Employee Assistance Professional Association of Australasia Inc. (EAPAA)*

9:00am Inter-generational communication at work

Jane Anderson | *Strategic Communication Expert*

The presentation will cover:

- The changing landscape of generations at work and the impact for teams and businesses;
- Translating the key differences and commonalities across Gen Y, Gen X, Baby Boomers and new generations for the future of work;
- How generations can connect, engage and get along at work; and
- Strategies to collaborate and create high performing teams.

10.00am Pressure of a high performer: EAP and performance - assisting those presenting to be their best

Grant Brecht | *Director, Insight Elite Performance Psychology*

Grant will host a one-on-one interview with a high performer from the Elite Professional Sport Industries. Part of working in the corporate environment is the pressure for people to succeed and further themselves. As EAP providers we frequently come into contact and work with individuals struggling with this pressure or looking for ways they can get the most from themselves. Helping individuals thrive in the workplace is a value-add of our industry, however this work requires a different approach particularly when working with a high performer. When we are looking to extend performance in the real world the textbook needs to be left at home and real tangible action points are required.

There are very few industries which experience the same pressure as in elite professional sport. Media, fans and personal expectations mean every facet of an individual's life is public with the related pressure being both immense and constant. The elite sport mindset is admired by many - this presentation explores what makes athletes resilient and how these skills can be translated and taught in the corporate environment.

10.45am M O R N I N G T E A

Thursday 15 August 2019 - Day 1 *continues*

Responding to disasters

11.15am How to measure critical incident outcomes

Louis A. Servizio | *Founder & Global Director, WELLCAST Australia*

Global EAP company Chestnut Global Partners (CGP) / Morneau recently released a sister version to the Workplace Outcomes Suite (WOS). This new instrument, the Critical Incident Outcomes Measure (CIOM), like WOS, is also available for free. Lou will discuss the theoretical structure behind the instrument, how it is implemented in practice, how critical outcomes results are measured, and some preliminary ROI's on critical incident services. Lou has a strong history of managing responses to disasters being the previous CEO of CGP in Brazil which handled both the Vale do Rio Doce disasters in Brazil.

12.00noon Panel Discussion:

1. New Zealand terrorism attack
2. Responding to the recent Queensland floods

Panel will discuss organisational approaches - supporting individuals / ripple effect / re-triggering and learnings from data

12.30pm L U N C H

1.30pm Understanding gender diversity: Practical insights to assist trans clients

Jack Barnard | *BA (Hons) MAppPsych (Couns) MAPS, Principal Consultant, Converge International*

- What is gender dysphoria and what issues does it pose for trans people?
- How do I avoid asking a trans person the "wrong" questions?
- What legal obstacles might a gender diverse person face?
- How might a parent deal with their child coming out as trans?
- Is a person really trans if they aren't sure what their gender is?

With increasing acceptance in society and greater access to medical treatment gender diverse people are more likely than ever to seek help. About 50% of trans people will attempt suicide. The counselling needs for most trans people are multiple and complex. From both therapist and personal perspective, Jack will unpack the variety of concerns facing gender diverse clients.

Thursday 15 August 2019 - Day 1 *continues*

2.15pm Tools for overcoming barriers to workplace inclusion

Dorrie Hancock CSP | *PhD Applied Ethics, Senior Lecturer, Griffith University Medical Faculty*

Work spaces that fail to create an inclusive environment often suffer from low levels of productivity, morale and innovation. There are barriers to inclusivity that need to be overcome. This requires understanding the vision and values of the enterprise and enabling every leader, manager and employee to advance their capacity to express them in action in ways that move the enterprise towards its vision. Dr Hancock will describe a simple yet effective method for workplace cultural change that progressively removes the barriers to inclusion and transforms workplace culture. This method involves recognising how and when values are expressed in action, and learning a simple language tool to express this in positive and constructive dialogue and feedback.

3.00pm A F T E R N O O N T E A

3.30pm Self-care in the field of therapy

Keith Abraham CSP | *Founder of Passionate Performance Pty Ltd*

Keith will deliver an inspiring keynote presentation that focuses on getting you to stop... and think about what is important and what matters to you. As Keith shares his 4 part formula, take a moment to look at your own life. You'll become **clear**, **determined** and **focused** on the right goals to achieve over the next 12 months in your personal life.

4.30pm Sessions close for the day

4.30pm - 5.30pm **A G M** *Financial members only*

7.30pm - 9.30pm **C O N F E R E N C E D I N N E R**

Otto Sydney: Mezzanino,

8/6 Cowper Wharf Road, Woolloomooloo

Friday 16 August 2019 - Day 2

9:00am The state of global EAP: Trends and needs

Louis A. Servizio | *Founder & Global Director, WELLCAST Australia*

EAPAA is very aware of the impact that global trends have on our industry and the “customers” we provide for. Australian EAP providers need to be aware of international trends to continuously review and prepare for future challenges and demands in Australia. Lou has gained considerable experience with EAPs worldwide, working with global clients and global EAPs. He will talk through these trends and the potential impact for Australia.

9:45am HR is evolving - will EAPs still be needed?

Brett Reid | *Head of HR, Slater & Gordon Lawyers*

Since its birth as ‘Personnel’ mid last century, HR has undergone a number of evolutions. Arguably HR has evolved more and faster in the past 5 years than the past 50, and the pace of change is accelerating. That pace of change will also impact the demands and expectations of service providers to HR, such as EAP programs. Brett will present an HR practitioner’s view, what is likely to change (and stay the same), and some possible scenarios for what will be asked of EAP providers in the coming years.

10.30am M O R N I N G T E A

11.00am Why data is HR’s most valuable asset

Elisa Choy | *Data Strategist and Data Whisperer, Co-Founder & Principal, Strategic Data Central*

We all want our workplaces to be healthy, happy and productive – and the secret to all this lies in the gold mine of HR data – absenteeism figures, employee management surveys and performance reviews, just to name a few. HR teams can use their people data to make smarter HR decisions and better evaluate the business impact of people. Most importantly, it has the power to improve the overall wellbeing and effectiveness of employees. Data simply unlocks the answers to where a business is currently and provides insight into where it should be. Elisa will discuss the relevance of data, present key insights and showcase new ways you can use advanced analytics in the world of EAP.

11.45am Research Project Findings: EAPAA investigates the impact engaging in EAP has on an individual’s wellbeing and their perception of the workplace

Sophia Bouzikos | *Psychology Honours Student, University of South Australia*

Research into the impact and effectiveness of EAP in our region of the world forms a major pillar of EAPAA’s strategic plan. EAPAA views quality independent research as a way of ensuring our industry standards remain the best in the world and to further promote the impact of our industry on wellbeing and business outcomes. Sophia is a psychology honours student at the University of South Australia and this year she has helped EAPAA investigate the impact engaging in EAP has on an individual’s wellbeing and their perception of the workplace (does EAP improve the perception of psychosocial safety). Sophia will be presenting on her research, results to date and discuss what this means for our industry and our customers, now and into the future.

Friday 16 August 2019 - Day 2 *continues*

12.30pm L U N C H

Family violence

1.30pm **The impact of domestic & family violence in the workplace: The role EAP providers play**

Lisa McAdams | *Founder & Director, Safe Space, Workplace Training, Keynote Speaker / Media Commentator / Author*

Safe Space Workplace will present on the importance of the philosophy - 'First do no harm' when dealing with Domestic & Family Violence (DFV) in the workplace. Workplaces are safe spaces and workplace and EAPs play an important role in supporting employees impacted. How do we ensure they are properly equipped to support these employees? Lisa McAdams will share her story of living with DFV while working in a corporate career and the knowledge gained from 4 years of DFV workplace training about what works, what doesn't and what else needs to be done.

For more information: **W** Safespaceworkplace.com | **E** lisa@lisamcadams.com | **M** 0488 547 230

2.15pm **The language we use and the language we hear: Supporting those experiencing family and domestic violence**

Rebecca Glenn | *Sightlines Associate - Economic Wellbeing and Workplace & EAP Responses, Domestic Violence Service Management / Sightlines Professional Services*

Everyone who experiences family or domestic violence has a set of circumstances which make their experience unique. Sometimes these circumstances mean that just leaving is not an option. Individuals will however resist the violence to protect their children or themselves. Resistance can take many forms, some subtler than others, and some which may seem counter-intuitive to others. Adopting a 'one size fits all' approach when supporting someone experiencing violence is not adequate. This presentation will help EAP organisations and clinicians to identify resistance, understand the language of domestic and family violence and will show attendees how to give appropriate support, in their own practice.

3.45pm A F T E R N O O N T E A

4.00pm **Ethical considerations in the evolution of EAP**

Jacinta Pollard | *Managing Director, Caraniche*

The EAP industry has evolved over time responding to landscape changes, customer requirements and individual client needs. Ethical considerations have and will continue to play a pivotal role, guiding decision-making into the future of EAP. Advancements in technology have highlighted ethical issues such as confidentiality, privacy, boundaries and have raised questions around information sharing. It is therefore important as EAP providers to be aware of these issues as they emerge. Jacinta will explore the changes that have occurred in EAP, issues expected to emerge and how these may impact the industry.

5:00pm **Conference close**