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norman turkington and associates

No.1
For all your
Training and
Coaching needs

2023 Training Catalogue

Conflict and Change Management

norman turkington and associates

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About norman turkington and associates



norman turkington and associates is a psychology and management training consultancy specialising in helping clients with leadership, change management, team development, handling difficult people, and other governance and soft skills training.

We also offer related services such as one on one corporate coaching, psychometric testing, mediation, mental health first aid, workplace investigations, culture and psychosocial risk surveys.

Contact us now for a free quote to facilitate a customised training intervention in your organisation.

**Call
Us
NOW!**

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About Norm Turkington



Norm Turkington is an effective and highly experienced psychologist, training facilitator, mental health educator, workplace investigator, mediator, and corporate coach.

He has been working with local and state governments, and many other organisations, for over 25 years on courses ranging from leading change, to coaching skills for leaders, people and culture as well as code of conduct and consultative committee training.

There are few facilitators who have the depth of experience that Norm Turkington brings to his position, especially in leadership, team development, and change management.

He also has extensive experience in helping organisations develop bullying and harassment prevention cultures.

Whether it is change management, bullying and harassment prevention, poor leadership, bad communication, or a myriad of other workplace inadequacies, people are affected psychologically. Because of his extensive experience working in this field, Norm Turkington is uniquely placed to understand those problems and help clients to work through them.

He is highly regarded by CEO's, General Managers and HR Managers all around NSW because he is able to draw on his experiences with NSW councils and other organisations, and provide practical and real answers to their problems.



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CHANGE MANAGEMENT

**Everyone is affected by organisational change.
Therefore we have developed a range of programs
from employee to leader level.**



We Train, Educate, Coach

Specialists for
Local Government



Program Overview

LEADING PEOPLE THROUGH CHANGE (LEADERS PROGRAM)

Participants will better understand their role in implementing or managing change and the critical success factors in the workplace.

There are significant drivers for change today in local government many of which are beyond our control. All Managers are expected to assist staff both embrace these changes and then implement them in a constructive manner. Most change initiatives are either not successful or result in significant and time consuming resistance.

How will it Work?

The program includes:

- To understand 'Best Practice' for effectively implementing change
- Identify the major drivers of change.
- Expectations for the Initiator of Change, the Manager of Change and the Implementor of Change .
- Two types of change and the psychological effects of both.
- Review the Change Flow Model and its application.
- Identify four major causes of resistance and strategies to deal with them.
- Identify causes and how to address Organisational Resistance to Change

Who Should Attend

The program can be adapted to suit Leaders only, Leaders and their teams; or employees only.

Norm Turkington, has extensive organisational change management experience and will adapt the program to suit all levels.

Presenter:

Norm Turkington is a psychologist, mediator, management training facilitator, mental health educator, corporate coach and workplace investigator who has spent the last 35 years working with individuals and teams. He specialises in people and culture.



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Program Overview

MANAGING YOURSELF THROUGH CHANGE (EMPLOYEE PROGRAM)

This program will assist participants to better understand their role in implementing change in the workplace.

There are significant drivers for change today in local government many of which are beyond our control. We are all expected to embrace these changes and then implement them in a constructive manner. However, most change initiatives are either not successful or result in significant and time consuming resistance.

This program will equip you with both an understanding of the critical success factors, and the tools to better manage yourself in the changes ahead.

How will it Work?

The program includes:

- To understand 'Best Practice' for effectively implementing change in an organisation.
- Understand and identify the ever-present nature of change.
- Consider and identify the major drivers of change.
- Explain the difference expectation for the Initiator of Change, the Manager of Change and you, the Implementor of Change .
- Distinguish between two types of change and the different psychological effects of both.
- Review the Change Flow Model and its application.
- Identify four major causes of resistance to change and the strategies to deal with your own resistance, or those of your colleagues.
- Identify the causes of Organisational Resistance to Change and how to address them.

Who Should Attend

Anyone who is experiencing significant change.

Presenter:

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Program Overview

THE PSYCHOLOGY OF CHANGE

This is a program designed for senior leaders. Frankly, if you don't understand the psychology of what you and your staff are experiencing during a major change, then you won't be able to lead them through it.

If your organisation is going through an amalgamation, major technological change, cultural change, or any change that is creating angst amongst your staff, then this program, which is customised to your needs, will assist a smooth transition.

How will it Work?

The content of the program includes:

- Preparing the organisation psychologically for change.
- Where the organisation is psychologically "right now!"
- Psychological causes of resistance to change and possible strategies to address it.
- What leadership is expected when employees are anxious?
- Change Management Vs Change Leadership?
- What the psychological change research tells us?
- How to develop resilience.
- What about YOU? Who's looking after YOU?

The Facilitator will use a psychological change questionnaire, group and pairs discussions, ready to use models of change and the Hogan Assessment tool to help you transfer your learning to the workplace.

NOTE – Building on the knowledge of your organisation gained from this program, we can also customise a change program for your employees.

Who Should Attend

Senior staff who are leading others through a major change.

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DIGNITY and RESPECT, CONFLICT MANAGEMENT,



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PEOPLE CONNECT
DIGNITY AND RESPECT
@WORK

Program Overview

DIGNITY AND RESPECT @WORK

All Councils expect staff to behave respectfully towards each other. Unfortunately this is not always the case. When behavior is not respectful it may lead to bullying and a risk to staff's health and safety at work.

Our Dignity and Respect @Work program (D.R.A.W.) is designed to support councils to develop respectful behaviours at work. It may surprise that most people expect to be treated respectfully but rarely is the respectful behavior defined or behavioural examples given and agreed.

The program will assist teams and the organisation define, behaviourally, how to behave respectfully.

How will it Work?

The workshop will cover:

- ✓ Workplace behavior – what unacceptable looks like
- ✓ Respectful behavior – what is important
- ✓ The law and the managers and staff responsibilities
- ✓ What to do when someone is disrespectful
- ✓ Inclusion of your local policy

Who Should Attend

All Staff including Senior Leadership team.

This program is also appropriate for teams where there are behavioural issues between team members.

Presenter:

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Program Overview

DEAL WITH DIFFICULT PEOPLE

Employees are increasingly having to deal with people who are difficult, aggressive and both verbally and physically threatening.

This interactive and practical workshop is designed to assist staff to manage these situations in a way that ensures their safety, and lessens their levels of stress.

Case studies, a questionnaire, personal and participant examples, group discussions/individual exercises in the program will assist the participants to become more confident, less stressed and more capable in dealing with difficult clients.

How will it Work?

After describing a difficult scenario they have encountered previously, participants will explore the following topics and techniques, and apply them to their own situation:

- The Levels of Conflict tool.
- Flight, fight and flow behaviours.
- "What do you say?" communication exercise.
- Behavioural styles questionnaire.
- Exploring how to handle those styles and stay safe.
- Introduction to Transactional Analysis and how to use it in a difficult interaction.
- Review several scenarios on conflicts in the workplace including strategies to use.
- DVD on Dealing with Difficult Customers and strategies to use.
- How to debrief after a difficult incident.
- Personal learning contract – how to transfer learning to the workplace

Who Should Attend

Anyone who comes into contact with external or internal clients, should attend this workshop.

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HELPING YOU
SELECT THE RIGHT
PEOPLE FOR THE
RIGHT JOB

Overview

Are you faced with selecting senior staff to assist your organisation move forward?

How aware are you of your own behaviours, strengths and ability to solve problems?

The HOGAN Assessment system facilitated by **norman turkington and associates** can help you understand yourself, and to also select the right people to be around you to grow your business.

What is HOGAN?

The HOGAN Assessment System is on line based and covers three areas:

- HOGAN PERSONALITY INVENTORY measures how people behave in day -to-day life.
- HOGAN DEVELOPMENT SURVEY measures how people may behave when under stress and pressure.
- MOTIVES, VALUES, PREFERENCES, INVENTORY measures core values that determine satisfaction and career drivers.

The Process

The process for the Hogan assessments for recruitment is:

- Candidates are short listed by the General Manager or Recruitment panel
- Detailed instructions sent to the participants with personalised login.
- Candidates complete the assessments on line.
- Data collated and HOGAN reports are produced for each applicant.
- Reports are sent to the General Manager or Recruitment panel.
- Depending on the number of applicants, a debrief of the results are provided to G/Mgr or Recruitment panel by our accredited and highly experienced HOGAN consultant. Usually 1.5hrs for two to three applicants.
- Debrief can also be given to the successful applicant if requested and approved by Council.
- Personalised coaching can be arranged for the successful candidate based on their individual HOGAN assessments.

The process is usually completed within a week. Urgent requests can be accommodated.

What do our clients say?

"Helped differentiate the final two applicants. Your assessment highlighted areas we would not have looked at. Helped us get the best fit applicant".

"Provided great insight into the applicants. Excellent value for money".

"Very easy process. Confirmed our choice of applicant and highlighted some of the areas which may be an issue in the future".

Why use us?

Norman Turkington has over 30 years experience as a psychologist, training facilitator, mediator, workplace investigator and executive coach.

Norm practices what he teaches and will be sensitive to your needs, concerns and aspirations.

Contact

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Survey Overview

PSYCHOSOCIAL HAZARDS (RISKS) SURVEY

Psychosocial Risks in workplaces increase stress and reduce mental wellbeing.

Organisations are more aware today of the pressures on the workforce which can result in high sick leave, workers compensation claims, lack of productivity and mental health strains on its staff. Strong foundations and managing psychosocial risk are an essential part of the foundations for a workplace to be mentally healthy.

How will it Work?

Psychosocial risk assessment process can help the organisation identify and manage workplace risks to the psychological health of its employees in the workplace.

A confidential psychosocial survey supported with focus group discussions with staff can provide the organisation with a report identifying psychosocial risks and provide recommendations to identify current risk factors and develop appropriate interventions.

The psychosocial survey we recommend is considered 'best practice' and is closely aligned with the Creating Mentally Health Workplaces report collaboration between UNSW, Black Dog Institute and the National Mental Health Commission. The survey report and its recommendations was fully supported by the Business Council of Australia.

How can I find out more?

You can find further information on our website or contact our office.
Details below.

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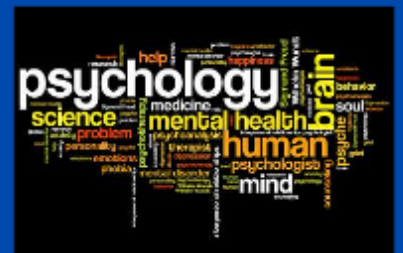


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**NORMAN
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ASSOCIATES**

norman turkington and associates offers a range of services to help you and your organisation succeed. They include:



**CONTACT US NOW!
02 9482 7704**

Get in touch . . .



You can reach us on:

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If you require assistance with any of our other training programs or services such as workplace investigations, mediations or cultural and psychosocial risk surveys please contact us.

We would be happy to discuss your needs.



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