

FrontTier

Pioneering Leadership from the
College of Law New Zealand

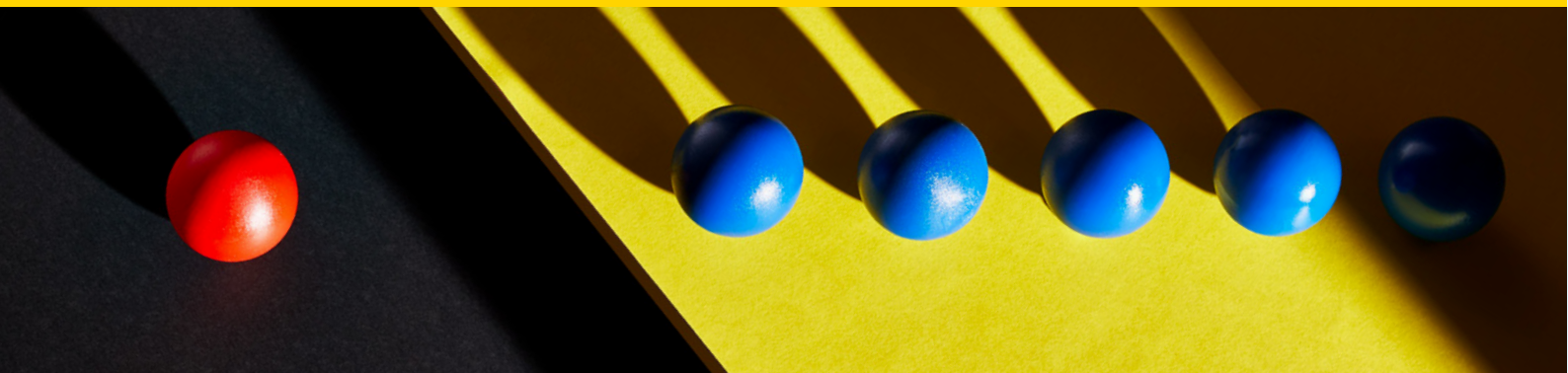
Wellbeing Programme Guide

fronttier.co.nz



Who We Are

Electricity. Mt. Everest. Emotional resilience. The breakthroughs of human endeavour come when we get out of our comfort zones and look within. At FrontTier, we use scientific approaches to teach the internal and external qualities that define holistic leaders, on our quest to bring true wellbeing to your workforce.



“The greatest wealth is health, wellbeing & resounding resilience.”

Our Wellbeing Programmes

- **Step In & Speak Up 4**
How to find your voice if you witness unacceptable workplace behaviour
- **The Neuroscience of Resilience 5**
Mental health strategies to master all matters of resilience
- **The Neuroscience of Resilient Teams 6**
How to build a team of strong & flourishing humans
- **The Management of Multigenerational Teams 7**
How to bring out the best from the experience & wisdom of your workforce
- **The Neuroscience of Mindfulness 8**
In the moment is where the 'magic' happens. Learn how to tap into it
- **The Neuroscience of Cultural & Emotional Intelligence 9**
Work across cultures and navigate your emotions with ease
- **The New Resilience 10**
Coaching you to a 'can-do' attitude
- **The Advantage of Adaptive Resilience 11**
Work with the latest research in neuroscience to maximise wellbeing and performance
- **The Workplace performance & Wellbeing Portal 12**
Dive deep into the wellbeing insights of your people
- **The Next Best Chapter 13**
Help your people find what's next as they change roles or organisations
- **The Conflict Guru 14**
Manage yourself and others through conflict
- **The Inner Sight 15**
Go above and beyond self-awareness to enact personal and professional growth

Have something in mind?

We can tailor bespoke programmes to best suit yours and your organisation's goals.

Step In & Speak Up

Finding your voice against unacceptable behaviour

We may on occasion see, hear, or experience errant or unprofessional behaviours in the workplace.

These types of behaviours have a tangible negative impact on individuals and the workplace, affecting engagement, productivity, and performance. By stepping in, speaking up, and challenging these behaviours we help create a safe and healthy environment where we can grow and develop.

Step In and Speak Up is designed to help and encourage anyone who experiences or witnesses unacceptable behaviour to find their voice.

The session also encourages the creation and celebration of positive and constructive behaviours. In this two-hour interactive workshop, participants learn skills and methods to make these challenging conversations safe, grounded, and intentional.

The workshop is built on adult-learning principles: Participants not only learn the concepts and skills, to step in and speak up, they also practice the skills by using real-life situations.

In detail

CPD Hours: 2.0

Price (excl. GST):
\$3,000

Level: Introductory
For practitioners who would like a good foundation to improve their skills.

The Neuroscience of Resilience

Master the matters of your mind

Feeling blue? It's not avoiding the bad days that matters. It's learning how to make them better. The Neuroscience of Resilience addresses mental health issues in the workplace and provides strategies to assist both management and staff. This is a 2.5-hour session, led by a registered psychotherapist and organisational development specialist. They will take staff through an informative and interactive programme that explains how to recognise stress and its triggers, and introduces and demonstrates various coping mechanisms.

Session Topics

- Resilience
- Impulse control & tolerance of ambiguity
- Problem analysis & solving
- Self-efficacy
- Optimism
- Emotional awareness, intelligence & regulation
- Empathy
- The Change Cycle

Following the session, staff will be encouraged to implement a personal resilience plan and be better informed about, and aware of, how to cope with the pressures of working life. This innovative programme aims to empower staff and potentially result in a more positive working environment and a happier, healthier, and more productive workforce.

In detail

CPD Hours: 2.5

Price (excl. GST):
\$3,000

Level: Introductory

For practitioners who would like a good foundation to improve their skills

The Neuroscience of Resilient Teams

Building a team of strong & focused humans

There is no doubt that many workplaces go through periods of significant and ongoing stress; there are the day-to-day challenges of high workloads, challenging clients, and difficult personalities. But there are also major challenges like restructures, major change initiatives, new IT systems, and the pressure of people being expected to do more work with less staff and resources.

In some teams, these pressures come out in very human ways; increased sick leave, decreased tolerance, shortcuts, and withdrawing into their own work. With a greater understanding of positive psychology, resilience and some tools to manage these circumstances, you can help your team work through the tough times and become stronger individuals and members of a focussed team.

Session Topics

- What is resilience?
- Why it is vital
- A leaders guide to building team resilience
- What is team resilience?
- Action planning

In detail

CPD Hours: 2.5

Price (excl. GST):
\$4,000

Level: Introductory
For practitioners who would like a good foundation to improve their skills

The Management of a Multigenerational Team

For the first time in history, 5 generations are working together

Whilst the fundamentals of leadership (purpose, achievement, trust, commitment, accountability, results, and engagement) don't change what in fact changes is how each generation expresses these needs and their expectations of how their employers fulfil them.

Research from Harvard University shows organisations that embrace and integrate diversity are more creative, innovative, and ultimately productive. McKinsey research also determined that public companies "in the top quartile for generational, racial, and ethnic diversity are 35% more likely to have financial returns above national industry medians." (Forbes)

This 3-hour session will give participants the opportunity to understand the concepts of Generational Literacy, Unconscious Bias, and Emotional Intelligence and their impact on personal, team, and organisational success.

You will

- Recognise, understand, and respect generational differences and commonalities
- Identify how generational differences may affect communication and teamwork
- Capitalise on common values and goals
- Be aware of, and check organisational and individual unconscious bias
- Create a framework for fostering multi-generational collaboration, leading to more engagement
- Anticipate common generational clash points and develop strategies to navigate them
- Increase awareness for different generational needs and motivations
- Build relationships across generations
- Create a framework to deliver personal, team and organisational results
- Distinguish between a generational problem and a common management problem

In detail

CPD Hours: 3.0

Price (excl. GST):
\$4,000

Level: Introductory

For practitioners who would like a good foundation to improve their skills

The Neuroscience of Mindfulness

In the moment, the magic happens

Mindfulness is a state of active, open attention on the present. When you're mindful, you observe your thoughts and feelings from a distance, without judging them good or bad. Instead of letting your life pass you by, mindfulness means living in the moment and awakening to experience. This two hour in-house session is designed to give delegates an introduction into the various aspects of Mindfulness and how it can be used in everyday life, both professional and personal.

Session Outline

- Introduction and scoping of delegates current knowledge
- Overview of the background to mindfulness
- Overview of the neuro-psychology of why and how it works
- Introduction to ways you can use Mindfulness
- Online resources
- Interactive practice session

In detail

CPD Hours: 2.0

Price (excl. GST):
\$3,000

Level: Introductory
For practitioners who would like a good foundation to improve their skills

The Neuroscience of Cultural & Emotional Intelligence

Adapt to adversity with ease

Cultural intelligence, or cultural quotient, is a term used in business, education, government and academic research, it is understood as the capability to relate and work effectively across cultures.

Did you know that cultural and emotional intelligence is the ability to be aware of your own thoughts? Your own emotions and the emotions of others? And then using such knowledge to guide thinking and action. This awareness begins with understanding your thoughts and emotional reactions to situations and people (self-awareness), then making better, more informed decisions about how to react (self-management). Without this foundation of understanding, people are reactive and may respond ineffectively to situations.

Session Outline

1. Understanding cultural and emotional intelligence:

- Becoming more aware: Noticing how you think and what you do
- Becoming more intentional: Doing what you mean
- Becoming more purposeful. Doing it for a reason

2. Understanding the impact of bias and unconscious bias:

- The effect of projecting your values onto others
- Recognising and mitigating bias and unconscious bias
- Learning to adapt your behaviour in ways that will create a more productive working situation

3. Planning for change:

- Create a personal plan to develop culturally, emotionally and socially intelligent behaviours that have a direct correlation with personal and organisation success.

This 2-hour session will give delegates the opportunity to understand the concepts of cultural intelligence, emotional intelligence and bias/unconscious bias and their impact on personal and organisational success.

In detail

CPD Hours: 2.0

Price (excl. GST):
\$3,000

Level: Intermediate

For experienced practitioners who have a sound understanding but would like to improve their skills

The New Resilience

Coaching you to a 'can do' mindset.

What are the makers of a resilient person? They:

- Play to their strengths
- Maintain perspective
- Operate in their "circle of influence"
- Seek out meaning & purpose
- Think "can do"
- Connect to others
- Set goals
- Have an optimistic style

In detail

CPD Hours: 2.5

Duration: 3 x 1-hour sessions

Price (excl. GST):
\$995

Level: Intermediate

For experienced practitioners who have a sound understanding but would like to further improve their skills.

Resilience Coaching assists in developing and sustaining resilience.

We'll work on your:

- **Optimism** – Holding negative beliefs is a barrier to overcoming difficulties; optimists put negative events behind them and look to the positive aspects.
- **Adaptability** – The most important aspect of resilience, how easily we adapt to a changing environment.
- **Thoughts, attitudes and beliefs** – the most important aspect of communication, how we perceive something may influence our reaction to an event.
- **Self-awareness** – Those who are more self-aware have a greater ability to predict how they will behave in any situation.
- **Self-control** – People with poor self-control tend to work impulsively and later regret their hasty decision.
- **Empathy** – The awareness of others is important for reducing stress during communications.

- **Positive emotions** – Turning negative thoughts into positive thoughts reduces stress.
- **Sociability** – People who are competent at socialisation are more likely to develop an awareness of others.

The coaching process builds a personalised resilience plan working with the concepts of "Positive Psychology".

Positive Psychology focuses on the positive aspects of significant events. We build upon the individuals' strengths and challenge negative self-talk/beliefs.

- The first session involves a "Personal Stock Take" looking at physical, emotional and cognitive resilience and tailored to the unique requirements of each client.
- The following two sessions will focus on areas that deliver a real and significant impact by building an achievable plan with ongoing sustainable goals.

The Advantage of Adaptive Resilience

Maximising wellbeing and performance

Working with the latest research and data around the neuroscience associated with resilience, learn not only to survive but thrive personally and at work. Adaptive Resilience enables people to harness pressure and use it to their advantage, meaning that they can persevere, adapt, grow and learn from any situation or challenge. Having completed the Neuroscience of Resilience Workshop, develop a deeper understanding of your personal triggers, stress tipping point and coping strategies. Build optimism and resilience habits, therefore maximising well-being and performance. Start to consider how you and your community/team can manage change, pressure and build resilience.

You will

- Reconnect with the neuroscience of positive change and stress vs negative change and stress
- Learn optimism to challenge pessimistic thinking
- Rewire old patterns
- Develop your strengths to strengthen wellbeing and resilience
- Maximise performance under pressure
- Assess your personal resilience and well-being
- Develop flexible thinking - The chemistry of "Realistic Optimism"
- Create social support and connection
- Build and maintain resilience habits - Importance of personal goals and drivers
- Develop "Community/Team well-being and resilience".

In detail

CPD Hours: 2.0

Price (excl. GST):
\$3,000

Level: Advanced

For practitioners who can demonstrate an advanced level of knowledge but would like to continually refresh and build on their experience.

Incorporates and expands upon concepts from the Neuroscience of Resilience Workshop.

The Workplace Performance & Wellbeing Portal

Dive deep into the wellbeing insights of your people

While we are all aware of the standard performance measurements in a firm, there has always been a need for a solution to allow you to measure the less tangible but just as important levels of wellbeing. These levels in your firm will have a direct impact on productivity and profitability, and with the new **COLNZ Performance & Wellbeing Portal**, you can now accurately and independently measure defined levels of wellbeing in your firm.

Based around a simple 10-minute online survey, staff will anonymously provide feedback and measures on how they feel their work colleagues and the firm are supporting them in their day to day responsibilities. These results will form your firm's own benchmarking data as well as creating part of an industry-wide measurement database that will allow you to assess your own internal improvements as well as how you measure up with the industry trends.

Delivered by Perceptive, an internationally accredited research agency, all data is encrypted and anonymous to protect the respondent. The portal is web-based and branded for your firm. The annual subscription fee is based on employee numbers.

Annual subscription fee

1 - 49 employees

\$4,000 + GST

50 - 99 employees

\$5,000 + GST

100+ employees

\$6,000 + GST

Access all areas

- A benchmarking and measurement solution for your workplace
- Reporting functionality
- Benchmarking to industry trends
- Full anonymity of all respondents
- Bespoke component for your firm to tailor the input and output
- Independently ratified and supported by Perceptive

The Next Best Chapter

Let's help your people find what's next

We tell ourselves many stories. That our work defines us. That this stone we're standing on is vastly safer than a leap onto the next. We even start to believe that our role is fixed, and there are no new tricks we could learn. The true tale is vastly different. Within us are an untapped series of talents, of career-defining skills that help us create opportunities even truer to what we value. To find this isn't easy, but with deep reflection and the guidance of a clear, practical roadmap, it's worth it.

Help your people through transition

Gain clarity and resilience

Unlock personal capabilities

Implement an action plan

Our scientifically validated profiling will help you thrive through the uncertainty of leaving or moving within an organisation. This self-directed approach maps your strengths and opportunities, creates the space to take risks and shift to a whole new mindset. You will be pushed. You will grow. You will find unknown capabilities and stride with confidence into what comes next.

The Next Best Chapter supports

Legal Professionals
moving to a new role in law, or beyond the legal profession

Practice managers and support staff
seeking new opportunities

Partners
progressing to new firms, consulting and post-career roles

The Conflict Guru

Managing yourself and others during conflict

Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone, as it is a part of daily life. Managing conflict is not easy – it requires self-awareness, solid communication skills, the motivation to resolve uncomfortable situations, and the ability and confidence to enter into a 'Crucial Conversation'. During these situations the need to claim and negotiate ones personal space (physical and emotional) is important. Being able to verbally and nonverbally communicate positive and negative feelings without violating the dignity of others is vital. This type of behaviour is called assertive behaviour. Assertive behaviour utilises methods of communication which enables you to maintain self-respect, pursue your needs, and communicate your rights.

A hands-on session

- Understand your conflict style and insight into what your emotional triggers are
- How to adjust your style to suit the situation
- How to create and display constructive "Above the line behaviours"
- How to be persuasive, not abrasive
- How to prepare for difficult situations, think it through, and the nature of conflict
- How to transform anger and hurt feelings into powerful dialogue
- How to listen and reflect to validate and respect others
- New techniques and tools to create "Crucial Conversations"

In detail

CPD Hours: 2.0

Price (excl. GST):
\$3,000

Level: Advanced

For practitioners who can demonstrate an advanced level of knowledge but would like to continually refresh and build on their experience.

The Inner Sight

Ready to look into your self-awareness?

Self-awareness is a process with real power. With greater clarity of thought and action, you can explore the rich opportunities it brings. You can problem-solve, working in collaboration, with a newfound kind of introspection. We developed The Inner Sight programme for exactly this; for individuals ready to move above and beyond self-awareness and enact positive change in their personal and professional worlds.

Phase One

The initial three sessions can be very intensive, purposefully so. To change requires honesty and vulnerability. Here is where the real value lies, as you challenge yourself to be open and receptive to the process.

Using the findings from your Life Styles Inventory, we will channel this increased self-awareness into an actionable development plan. With this, you'll enhance your relationships within the workplace and in the personal sphere.

Phase Two

We then move into three one-on-one coaching sessions. In these, you'll sharpen your skills in the area of continuous reflection, and challenge yourself against your action plan. Applying greater scrutiny to your actions and behaviour, you will find your ability to meet challenges head-on and to achieve your goals is significantly enhanced.

In detail

CPD Hours: 3.0

Price (excl. GST):
\$4,000

Level: Introductory

For practitioners who would like a good foundation to improve their skills

Meet your facilitators



Steven Colligan

Steven cares deeply about assisting organisations to attract, develop and retain outstanding talent while fostering environments and culture to support executive performance at the highest level. Steven is a registered psychotherapist with over 20 years of experience in Organisational Development (OD) and Human Resources (HR).

He has consulted with a wide range of organisations in both the private and public sectors, as well as in the not for profit sector, working to develop leadership skill sets in order to maximise team performance and ultimately, improve business outcomes.



Kate Armstrong

Kate is committed to helping people bring out their best; working alongside individuals and teams to facilitate behavioural change, enhance wellbeing and strengthen authentic living. She facilitates psychologically safe spaces for people to unlock their potential through the cultivation of resilience and wellbeing practises.

Kate has been involved in the mental health and wellbeing field for the last 15 years and her career has given her the opportunity to live globally and work in various public sector organisations in the UK, Canada, Australia and NZ, alongside running a clinical private practice based in Auckland.

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