



Workshops and Presentations **Written Notes and relevant material**

By Leigh Nomchong - Psychologist

The following materials are the written notes of a presentation or workshop run by Leigh Nomchong. They are provided here for the benefit of the participants of that workshop or presentation. If you have not attended the workshop/presentation you may find some of the aspects of the material a bit confusing. This is because these notes are a guideline to the event and not a full account of the event. Therefore, if you have not been a participant, you should not view this material on its own, as other relevant and significant material may have been presented verbally or visually.

Please note that we have undergone changes over the years, hence our letter head can vary at times depending on when the workshop/presentation was run.

If you would like a work shop or presentation run for your organisation, or you would like more information, you can contact us below:

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Nomchong Psychology

Workshop of Change



PROGRAM

Lecture on the process of change and how to
change a workplace

Role play & Discussion Group, around issues of
change

10 Minute Relaxation exercise as a break

2 Role Plays

Break for afternoon tea

Lecture on Being Agents of Change in the
Workplace

Director to close off the workshop

A WORKSHOP OF CHANGE

There is only one constant in the universe and that is that:

- nothing is constant -



CHANGE AT WORK

MAKING CHANGE
AGENT OF CHANGE
SELF RECOGNITION
CHANGING YOURSELF

DIFFICULT PEOPLE

WHY ARE THEY DIFFICULT?



WHY ARE THEY DIFFICULT?

- They have had no previous experience with the process
 - They may have been traumatised
 - The person may have unreasonable expectations
 - They have been badly handled
 - They handle stress by being aggressive
 - There may be cultural differences
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WAYS TO DEAL WITH THE DIFFICULT PERSON

Soothe them and be supportive in your manner and language

Give them your attention, even if you have many demands upon your time

A smile is the best form of non verbal communication

Shoot the messenger!

Be assertive but not aggressive

How to listen

Choose your time wisely



BULLIES & WHY WE HAVE THEM

It might seem strange, but:

Hurt People Hurt!



MANAGEMENT STYLES

Managing down the line

Managing upwards

Territoriality



PERSONALITIES

THE PERFECTIONIST
THE PANICKER
THE PROBLEM MAKER
THE BOSS



DEALING WITH THE STRESS OF IT ALL!

The inverted U hypotheses
Immuniosuppressent
Role of Perception



STRESS MANAGEMENT STRATEGIES

Affirmations

Relaxation

Exercise and good diet

Cuddle your pet

Remind yourself of your control in your life

Whose problem is it?

The value of debriefing

