

# COURSE GUIDE



**emverio**  
WORKPLACE SOLUTIONS

## MASTERCLASS SERIES

*Managing Conflict*

*Effective Communication*

*Working Remotely*

*Self-Care for You and Your Team*



April / May 2020

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# WELCOME

Welcome to your new reality!! It's ours too.

We know that the world as we knew it, has just been turned completely on its head.

What would your everyday work and personal life look like if you had all the tools and strategies necessary to navigate this completely new and unprecedented world?

What if you were able to gain valuable skills and insights to help you master conflict, influence with credibility and effectively communicate?

If you have ever found it challenging to have a difficult conversation.

If you have ever found it problematic adjusting to your new working world.

Then we invite you to come along to our free Masterclass Series.

You will learn about your personal conflict style and conflict triggers, how to effectively communicate, how to deal with challenging conversations and the massive impact that your understanding of conflict, has on the people that you work with and live with.



*Venita Dimos*

*Susie Rayner*



# THE MASTERCLASS SERIES

We have all heard the bad stories, felt the anxiety and experienced the uncertainty. Let's accept these feelings, however, let's put them aside and open our minds to be inspired and see what's possible.

The Masterclass Series will give you the tools to adapt to the universal shift of our ever changing world. To future-proof your personal competencies and work skills.

Each session is specifically designed to empower you through effective communication. To delve deep into and understand, conflict. To create a powerful change, from uncertainty to certainty within yourself and your team.

The topics have been chosen to produce clarity and maximum impact. Delivering essential material that is streamlined and to the point.

See below for further information about the Masterclass Modules, the content covered in each week, how to enroll, dates and contact details.

The Masterclass series: ***Do this for your team, do this for your family, and do this for yourself!***



*"Emverio Workplace Solutions is committed to helping and supporting you during this rapidly changing climate."*



# COURSE DESIGN



## Online Learning

The Masterclass series is not pre-recorded. It is presented as a Live Webinar, so that we can answer your important questions on the day.

We have a different topic each week and you can register for single or multiple sessions.

Each Masterclass runs from 12.00pm - 1.00pm (AEST, Melbourne)

The series is currently provided free of charge, so we can maximise the potential reach and impact of these essential skills to as many people as possible globally.

## Entry Requirements

Suitable for you individually and or your organisation.

If you are working from home or still in the physical work environment, or if you are now using video conferencing to run your business, or for people who find it challenging to have a difficult conversation, for people who want to understand conflict, and how to deal with the conflict that arises in other people and yourself.

If you tick all of the boxes above or even if you tick only a few of the boxes, the Masterclass Series will be invaluable.

Each participant must have access to Zoom Video Conferencing. Download zoom here <https://zoom.us/support/download>

## ABOUT THE PRESENTERS



### **Venita Dimos**

- Lawyer
- CINERGY Conflict Coach
- Registered Family Dispute Resolution Practitioner
- Accredited NMAS Mediator



### **Susie Rayner**

- International Author New Ways for Life
- Registered Family Dispute Resolution Practitioner
- NMAS Workplace Mediator
- Family Conflict Communication Specialist



### **Sarah Denholm**

- Public Speaker
- Presentation Skills Coach
- Trainer

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# THE COURSE STRUCTURE

## **Week 1 - Conflict Masterclass**

- Understanding the Nature of Conflict
- Different Conflict Styles
- The Effect of Conflict on the Brain
- How to have a Difficult Conversation

## **Week 2 - Communication Masterclass (Sarah Denholm)**

- Ensuring Executive Presence and Influence On-Line
- Comfortable Authentic Presence
- Credibility and Confidence
- Connecting Effectively to Influence

## **Week 3 - Effective Working Masterclass**

- Effective On-line Communication Skills
- Meeting Core Human Workplace Needs when Working Remotely
- Managing Negative Emotions Online
- Master Effective Written Communication

## **Week 4 - Self-Care for You and Your Team Masterclass**

- Taking a Break from COVID-19 - Turning off COVID in your head
- Physical and Emotional Health and Wellness
- Self-Care and dealing with Self-Isolation
- Connecting and re-engaging with your team
- Mastering Positivity and Resilience

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# REGISTRATION DATES & CONTACT DETAILS

The Masterclass Series is currently provided free of charge. We are committed to maximising global reach and impact during these challenging times.

Registration is essential. Please use the links below

*Register here*

## ***Week 1 - Conflict Masterclass***

**Wednesday 15th April 12.00pm - 1.00pm**

[https://us04web.zoom.us/webinar/register/WN\\_F9LhqF3\\_S2acpJhEleNBdg](https://us04web.zoom.us/webinar/register/WN_F9LhqF3_S2acpJhEleNBdg)

## ***Week 2 - Communication Masterclass with Sarah Denholm***

**Wednesday 22nd April 12.00pm - 1.00pm**

[https://us04web.zoom.us/webinar/register/WN\\_d1ali1dqQZ2E6bljj1fvQ](https://us04web.zoom.us/webinar/register/WN_d1ali1dqQZ2E6bljj1fvQ)

## ***Week 3 - Effective Working Masterclass***

**Wednesday 29th April 12.00pm - 1.00pm**

[https://us04web.zoom.us/webinar/register/WN\\_S3iyIgljRTmxPbakHX7IHQ](https://us04web.zoom.us/webinar/register/WN_S3iyIgljRTmxPbakHX7IHQ)

## ***Week 4 - Self-Care for You and Your Team Masterclass***

**Wednesday 6th May 12.00pm - 1.00pm**

[https://us04web.zoom.us/webinar/register/WN\\_kT-BAQXjSf2ifcVzlvSV\\_Q](https://us04web.zoom.us/webinar/register/WN_kT-BAQXjSf2ifcVzlvSV_Q)

If you have any questions please call or email (Details below)

If you have a group - Please contact us for more information.

## **Contact Details**

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