

# SYNERGETICS

## MANAGEMENT CONSULTANCY



**Solutions to Conflict, Stress, Trauma, Team and Human Performance**  
PO Box 789, Fremantle 6959, Perth, Western Australia • Fax: (61) 8 9430 4305  
Phones: 0500 567 500 • (08) 9430 7777 • Intl. Ph: (+61) 8 9430 7777  
Mobile: 0404 020242 • <http://www.int-a1.com/smc> • ABN 26592730181

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Good morning

All managers need to periodically review and plan ahead, assess and train employees and work teams for **improved individual and organizational performance**.

An **external consultant** with expertise in organizational analysis, psychometrics, group facilitation and mediation can provide valuable assistance in these matters.

An **independent facilitator** can efficiently run focus groups, organizational and performance reviews, executive planning retreats, and training programmes.

**Synergetics** offers this and much more! Our **consultants** have qualifications and wide experience in industrial and organizational psychology, in business and commerce. They **provide expertise in** psychometric assessment/profiles (cognitive, personality, etc), mediating and resolving internal and external conflicts, dealing with emotional and mental health issues affecting work performance, and developing talent through performance feedback, executive coaching and employee counselling.

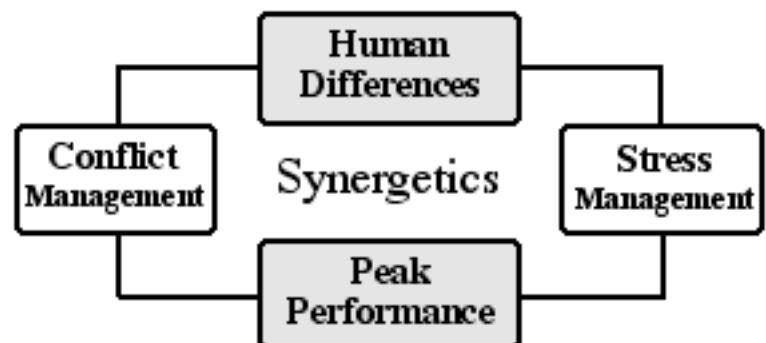
I hope the attached flyer is of interest. Please visit our website for more information or to send us a message via our email form.

I would be happy to meet with you to discuss your concerns, requirements, etc, and how we may be of assistance to you.

Best regards

Denis McCarthy

Senior Consultant Psychologist  
M. Applied Psychology (Clinical, Occupational),  
B.Science, B.A. Hons (Psychology.), Dip.Ed.



**Our Mission:** To provide a comprehensive range of expert psychological services in order to enhance the effectiveness of organizations and individuals.

**Our Vision:** To be a leader in enabling clients to live optimally productive and fulfilling lives in harmony with the earth's biosphere.

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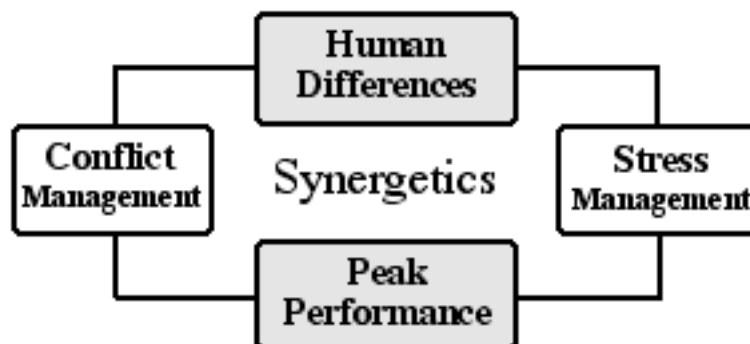
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## Synergetics Dimensions

The 4 key dimensions of our consultancy are shown in the figure opposite.

Conflict and stress flow naturally from human differences, and when transformed enable us to perform at our peak, both individually and organizationally.



### Human Differences

Our differences make life both interesting, challenging and difficult. Understanding ourselves helps us to understand and value others and celebrate diversity at work. This ability becomes even more important in a multicultural and globalized society. Synergetics psychologists have the expertise and experience to explore these dimensions, in training groups, 1-1 coaching and counselling. As psychologists we have access to a wide range of psychometric tests and tools.

### Conflict Management

Conflict arises from our differences. It can be creative when well managed. It can be also be toxic, undermining group synergy and adversely affecting productivity and profit. Conflict can exist at all levels within an organization: interpersonal, intergroup and inter-organizational (with suppliers, contractors, community groups, government agencies, etc). We can coach and train individuals and teams, from shop floor to senior management, to manage conflict more effectively and to improve their communication, interpersonal and teamwork skills. We can also act as an independent and impartial facilitator or mediator in more difficult situations.

### Stress Management

Both too little and too much stress can lead to distress and coping problems, expressed as boredom, burnout, breakdown, psychosomatic symptoms (e.g. insomnia, substance abuse), psychological disorders (e.g. panic, depression), and interference with work performance (e.g. irritability, accidents, absenteeism or 'presenteeism'). Stress audits, job analysis and re-design, coaching, counselling, training and development programmes can help individuals and teams function more effectively and in their zone of optimum stress for peak performance.

### Peak Performance

Peak performing employees are the key to top performing organizations. Unleashing the potential of individuals and work teams satisfies both the employee and employer. This synergetic empowerment peaks when conflict and stress are both transformed into positive, productive resources. Our Peak Performance Coaching and Training Programmes, incorporating state-of-the-art neurotechnologies, provide individuals and organizations with unique and powerful tools for achieving optimal personal effectiveness.

# SYNERGETICS

## Management Consultancy

**Solutions for Conflict, Stress, Trauma, Team & Human Performance**

SMC provides a comprehensive range of expert psychological services in order to enhance the effectiveness of organizations and individuals. We provide high quality consulting advice for the following key organizational functions:

### Organizational Design & Development

- Creating a vision &/or mission statement
- Clarifying values, searching desirable futures
- Designing effective organizational structures & systems
- Organizational reviews & planning sessions
- Team assessment & development, DiSC™, TMS™
- Gap analysis: performance versus expectations
- Balanced Scorecard & Total Quality assessments

### Risk & Emergency Management

- Stress, Wellness, OH&S audits
- Safety plans and security reviews
- Critical Incident Stress Management / Debriefing
- Trauma assistance & injury rehabilitation programs
- Corporate health management system and tools
- GlobalMedic™ Health & Wellness Companion

### Personnel Recruitment & Assessment

- Psychological profiles: cognitive, skill, personality
- 360 degree feedback on performance
- Myer-Briggs Advanced Interpretive Reports

### Personnel Training & Development

- Innovative and effective T&D events and programs
- On- or off-site, from the shop floor to senior executives
- Executive coaching & self-development tools, including books, CDs, videos, and peak-performance technologies

Our Clinical Psychologist can help your organization or CEOs set up their own "brain brightening", "peak performance" gymnasium.

#### Training Programs available include:

Manager as Coach, Manager as Mediator, Negotiation Skills, **Managing Differences**, **Understanding Self and Others**, **Valuing Diversity**, **Assertiveness**, **Anger/Stress Management**, **Freeze-Framer**, **HeartMath™: Emotional Intelligence@Work**, **Resolving Workplace Conflict**, **Dealing With Difficult People**, **Handling Workplace Bullying**, **Managing Work-Life Balance**, **High Performance Teams**, **Personal Effectiveness Training**, **Crisis Intervention**, **Critical Incident Stress Management**

### Employee Assistance Programs

- Confidential, professional assistance to employees whose work performance is, or may become, affected by **personal or work related problems, such as anxiety, panic, stress, trauma, grief, pain, insomnia, depression, anger, addictions, substance abuse, eating disorders, sexual/relationship difficulties, etc.**
- Customized to save your business time and money by:-
  - improving performance, enhancing workplace morale
  - reducing absenteeism, sick leave, accidents, breakages
- Counsellors are highly qualified, registered Clinical or Counselling Psychologists with at least five years' experience in EAP and Rehabilitation Counselling.
- Competitive prices based on level of service you require.

### Work-Life Balance

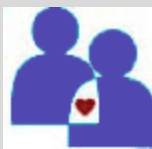
A healthy balance between work and personal life is a major issue for executives & others. Companies need to effectively implement flexible work practices that help people achieve work/life balance. Our work-life services include:

- Developing and administering needs assessment surveys
- Facilitating development of a corporate work-life strategy
- Customizing manager and employee work-life training to support your corporate business goals and values.

### Executive Coaching

Executives at all levels can benefit from this service. Coaching creates better communication, decision-making and work-place relationships, while also reducing stress and increasing work satisfaction. An Executive Coach can benefit your organisation dramatically by maximizing the potential of each manager and achieving optimal performance. Working on the roadblocks to effectiveness is a sure path to developing options for more productive behaviour.

**Psychologists add extra depth and skill to the coaching process.** Also, they have access to the psychological tools & tests needed for a professional assessment on which to base and develop a framework for a collaborative, coaching experience. **Our senior coach is a Clinical Psychologist with a Masters degree in Organizational Psychology and postgraduate qualifications in education, training and clinical hypnosis.**



**HeartMath** - Access the power of your heart's intelligence to lower your stress, anxiety and worry, improve communication and heal your body and life. Accredited 1-1 Provider  
<http://heartmath.int-a1.com>

### Freeze-Framer™ Technology : Solution to Today's Stress

Your organization doesn't have to wait until stress goes away to achieve maximum productivity and quality. Global companies like Shell, Sony, Boeing, BP, Cisco, Motorola, Hewlett-Packard and other HeartMath clients are all learning that the Freeze-Framer software and the techniques taught with it are valuable tools that enable you and your organization to quickly reduce stress and shift to an optimal learning and high performance state, leading to a host of exceptional business results.

[The Freeze-Framer half-day workshop is available as an on-site program at your organization or at scheduled public events.](#)



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