



worklife SOLUTIONS

Inspiration, success & achievement

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Directory of Services: Change Management and Transition



*“There is nothing more difficult to carry out, nor more doubtful of success,
nor more dangerous to handle, than to initiate a new order of things ...”*

– Machiavelli



SOME ALARMING AND INTERESTING FACTS:

- A recent survey revealed that NZ organisations are spending in excess of \$12m per year settling personal grievances arising out of employee restructuring, performance management, and claims brought under the new stress legislation¹
- Getting redress for being fired, for misconduct, or for performance reasons, is most likely in Wellington where nearly 60% of claims went the employees way²
- Surveys completed by TMP/ Hudson consistently report that over 43% of the working population are dis-satisfied in their work
- Work related stress is a major cause of depression and it is estimated that workers with depression cost US Employers an estimated \$44 billion yearly in lost productive time
- Avoiding blame, hiding when things go wrong, and finding fault with others are typical traits of NZ managers and executives³
- One Canadian study argued that a 1% improvement through helping people become fully engaged in programmes that lead them to find work they would love, would release an additional \$600 million each year into the economy
- Internationally reknown career expert, Po Bronson, claims: " We are sitting on a huge potential boom in productivity – if we could just get the square pegs out of the round holes."
- Increasing numbers of organisations reported investing in holistic services that help their employees achieve greater work/life balance, self-esteem and wellness, realising 5–10 times the return on investment in terms of greater productivity, increased retention of key staff, reduced levels of stress, and improved succession planning⁴

¹ The Dominion Post, April 10, 2004

² The Dominion Post, April 10, 2004

³ Survey results by Human Synergistics, reported in the Dominion Post

⁴ The 2003 Human Resources Institute conference in New Zealand



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PROFILE

Worklife Solutions is a leading provider of Employee Assistance Programmes, career and change management services. It was founded by Cassandra Gaisford, an internationally recognised expert on organisational and individual effectiveness programmes. Worklife Solutions has a nationally based network of professional coaches and counsellors, and affiliations with organisations in Australia, America, the United Kingdom and Europe.

Our Core Services:

The principle activities of Worklife Solutions include:

- Employee Assistance Programmes (EAP)
- Career: development / coaching / counselling
- Life Coaching
- Outplacement / Career Transition services
- Change Management
- Training – including customised workshops
- HR services

Our Clients:

Our nationwide client relationships range from very small organisations, to organisations with over 2,000 employees. We service the Corporate, and Government sectors. Our clients include those in the Financial, Information Technology, Legal, Manufacturing, Educational, and Scientific industries.

This diverse range of clients has given us the opportunity to develop a wealth of understanding about workplace issues.

We have proven expertise assisting people at all levels within an organisation – from shop floor to CEO.

Proven track record

Over a decades experience helping individuals and organisations to improve their performance and minimise risk. We get effective results fast, and humanely. Over 90% of people on our outplacement programmes find work within the first 6 weeks, and 85% of potential personal grievances are resolved through career and life coaching.

Solutions focused and early intervention

Our unique proactive approach achieves results quickly. We pride ourselves on being solution, not problem focused, and delivering quick and timely results that move businesses and individuals forward.

Research has shown that employees are more open to using these solutions focused services as counselling often has a "stigma" attached and many individuals often do not seek help when they need it – thus creating ongoing costs for their organisation.

The Difference?

Creative

We use creative, innovative and customised solutions to meet clients' needs. We don't believe in a "one size fits all" approach.

Professional Expertise

As well as having strengths in counselling and coaching, all our Coaches come from professional backgrounds. This gives us a unique ability to customise solutions that blend commercial realities with those of your people. All of our Coaches "walk the talk" and have survived and thrived in the face of issues common to many of our clients.

Passionate and values driven

We are passionate about helping others. We love what we do and we do it well!

Home Grown

We are one of the few truly NZ owned and operated providers of EAP and HR solutions. We understand NZ issues and global realities.

Holistic Approach

We are the only provider of Change Support Services that offers an integrated, holistic service to resolve issues. We provide not only personal counselling, but also career coaching, mentoring and life coaching services.

Values

The activities of Worklife Solutions and all of its staff are guided by the following underlying values:

- **Passion**
We believe in the power of passion to keep people energised, motivated, healthy and well. We believe passion is the key to success and developing a competitive edge.
- **Helping others**
We believe in the importance of helping others to achieve their goals, overcome their obstacles and to maximise their potential.
- **Innovation**
We believe in creativity, thinking outside the square and keeping abreast of change.
- **Excellence and Results**
We believe in quality and results. We value going the extra mile.
- **Partnership**
We believe in fostering collaborative partnerships based on trust, honesty, responsibility and mutual respect.



CHANGE & SUPPORT SERVICES

Managing the human side of “change” means bringing unparalleled responsiveness, capability, and expertise to our clients. Our services and solutions address the organisational and people issues that make the difference in managing powerful and productive change. Our goal is to help you harness and manage that change as a positive, even inspiring, force – a force that can help you, your people, and your business accomplish great things.

We believe helping people and organisations through “change” is important business. It affects profitability, and the capacity to adapt quickly to new conditions, and it affects the very lives of those employees who will drive the vision forward, as well as those who are in transition.

In short, it needs to be done right, and we're the right company to do it.

Our customised Services are designed to assist organisations ‘survive and thrive’ during times of change and growth. These services include:

- Strategic Change Consultancy
- On Site Support
- EAP Counselling and Coaching
- Individual and group Career Transition programmes
- Workshops and customised training

If your staff are located in more remote areas, we can provide support through:

- Email counselling service
- Telephone support

YOUR ORGANISATION		OUR SERVICES
Change Being Considered	▶	Strategic Change Consultancy
Announcements of Proposed changes	▶	On-Site Support at Time of Announcement
Change Process in Motion	▶	<ul style="list-style-type: none">• On-site Support Post-Announcement• EAP Counselling
Re-shaping of Organisation	▶	<ul style="list-style-type: none">• Workshops• Career Counselling• Career Transition Assistance



OUTLINE OF SERVICES:

PRE-ANNOUNCEMENT

Strategic Change Consultancy

Often in organisations rumours run rife and an atmosphere of security and normality turns into insecurity, loneliness and stress. Involving Worklife Solutions early in your change process can help to address these issues in a proactive way by:

- Providing strategic input into your change process
- Providing training for management
- Coaching for managers
- Assisting management in ensuring the mental and emotional wellbeing of staff is maintained during the change process
- Tailoring services to most appropriately meet the needs of the organisation and individuals within it
- Development of tools – techniques to support the change process

POST-ANNOUNCEMENT

On-Site Support

We are able to provide an On-Site Employee Assistance Professional to support your staff at the time of announcements such as pending change, restructuring or redundancy. This support service may be accessed on an on-going basis throughout the change process.

Benefits:

- Gives staff an opportunity to talk to an independent person and work through the stress or anxiety change situations may create
- Provides education to staff around 'normalising' their feelings and raises awareness of the importance of self-care and safety during the time of change
- Provides a point of contact for referral to the Counselling Service
- Provides an avenue for management to get feedback they may not otherwise receive
- Creates an environment of hope



EMPLOYEE ASSISTANCE PROGRAMMES

Personal issues which impact on work are very real and common realities that can end up costing an organisation dearly if not dealt with early, humanly and proactively. Worklife Solutions offers a unique solutions focused approach which quickly helps individuals to resolve life, and personal issues. Whether these be relationship issues, career related, financial concerns, health and diet issues, or poor self esteem and a lack of confidence.

We offer a comprehensive range of Employee Assistance Programmes which are customised to meet individual needs, including:

- **Personal Counselling** to help people suffering from trauma, long-term stress or other serious issues that may be deeply rooted or highly complex
- **Life Coaching** – a proactive, solutions focused technique to help employees resolve a variety of personal issues including: stress, financial worries, low self-esteem, or a lack of worklife balance
- **Career Counselling** to help resolve career related issues such as stress, role conflict, performance issues, dissatisfaction, co-worker conflict

The Worklife Solutions approach is unique because rather than encourage a problem focus by dwelling on the past, we help individuals focus on their preferred future and to commit to the changes they want to make today onwards.

How does it work?

Our national team of qualified, professional and experienced Coaches, Counsellors and Psychologists provides either a self-referral or manager referral service to staff.

Individual circumstances vary but most employees benefit from a minimum of four personal coaching or counselling sessions, with a maximum of 12 sessions being most common.

Our approach:

- Confidential and professional career/life/EAP coaching and counselling provided by an experienced team of Coaches and Counsellors
- Sessions held within normal business hours, 1 hour duration and spaced a minimum of one week apart. Out of hours appointments are available.
- Face-to-face or phone/email options available
- Appointments will usually be offered within 48 hours or at a time to suit the client
- Managed by Cassandra Gaisford, Diploma of Counselling, Professional Member of the Association of Psychological Type, Professional Member of the Career Practitioners Association, BCA in Human Resource Management and Organisational Behaviour (available to managers during business hours to discuss any issues)

The Difference:

- The only EAP in NZ provider to provide life coaching options
- Solution not problem focused
- Achieve results fast
- Holistic



CHANGE WORKSHOPS

Normalising the way people are feeling, and providing tools that can help people to cope during the change process can be a refreshing and positive step forward for groups of employees who may feel threatened by upcoming changes to their work or work environment.

All our workshops are highly interactive and employ experiential learning techniques to reinforce new behaviours.

Outlined below are samples from our extensive range of workshops.

We will happily tailor these workshops further to better meet the key outcomes your organisation is seeking.

Leading Transformational Change

(1/2 day workshop customised to meet your unique needs)

Designed to up-skill and support management change teams through times of change.

Objectives

- To give management teams a greater confidence in leading their staff through the change process
- To provide practical guidelines that enhance management's capacity to successfully oversee the change process
- To address specific concerns/issues that individual managers may be facing

Benefits

- Management team feels empowered and equipped to steer the change process
- Employees have increased confidence in managers who display a clear understanding of the change process and its impact on staff
- The management team develop a sense of unity, common understanding and mutual support essential to the change process

Taking Charge of Change

(1/2 day workshop)

On-going change is a reality in most work environments. This workshop helps people to understand and deal with their changing circumstances and empowers them to succeed during change.

Objectives

- To give participants the knowledge and skills to cope with workplace change
- To assist participants in moving from a reactive to proactive approach to their circumstances
- To help participants look beyond the uncertainty a change process invariably produces

Benefits

- Helps people to reframe and commit to the change process
- Instils a sense of ownership in terms of actions and reactions
- Increased level of acceptance, optimism and co-operation

Stress Busting And Building Resilience – With Passion

(1/2 day workshop)

A great solutions focused workshop blending proactive strategies to reduce stress with renewed excitement for work and life.

Objectives:

- To increase understanding of the symptoms and effects of stress on an individual
- To increase awareness of early intervention strategies
- Greater knowledge and ability to use a variety of tools and techniques to minimise the effects of stress
- To highlight the role of passion to maximise wellness and stress resilience

Benefits:

- Increased knowledge and ability to understand, anticipate and manage reactions to stress
- Increased ability to maintain work/life balance
- Increased sense of personal mastery and control
- Increased workplace morale
- Compliance with Health and Safety legislation

Building successful teams – with Myers Briggs

(one day workshop)

A team that works well together is not a chance event. When individual team members understand their natural way of dealing with change, and preferred style of interacting and making decisions, and the styles of others, they are more likely able to work effectively together. Combine this with some strategic re-visioning about the organisations preferred future and you have the recipe for success.

Objectives:

- To help participants gain greater self awareness of their own and others personality preferences, and preferred ways of interacting
- To identify ways to build on each others strengths, and minimise blind spots
- Understand potential conflict situations and how to avoid these
- To improve the quality of workplace interactions
- To better understand what drives and energises themselves and their colleagues

Benefits:

- Greater self-awareness of behavioural styles and consequences
- An appreciation and valuing of how and why people are different
- Understanding of sources of motivation and preferred ways of interacting
- Enhanced understanding of natural strengths and potential areas for growth
- Greater awareness of possible areas of weakness in the team and how to work with this
- Improved understanding of team behaviour
- Ability to use an understanding of type to engage more effectively in a variety of areas, including: change management, problem solving, team building, leadership, individual performance and overall organisational effectiveness
- Reduced stress and increased performance, productivity and commitment

Re-energising Teams And Organisations

(1/2 day or one day workshop)

Nothing great in the world has been achieved without passion. Passion is a key ingredient of excellence and success. Passion helps build confidence, tenacity, inspiration and courage to make positive choices in our lives, and to stand out from the rest. During times of change or growth it is easy for the the organisations goals and strategic vision to become buried in the daily grind. What is your passion? Where do your talents and strengths lie? IF you were operating at your best what would people be noticing?

This fun 'hands-on' workshop will help re-energise your organisation and the people within it. Participants will gain practical tips, strategies and inspiration to identify and live their passions, both within work and leisure, based on ideas from "The Passion Pack" – an inspirational tool developed by Worklife Solutions Ltd.

Benefits for individuals:

- Develop strategies to ensure better work/life balance
- Relieve sources of stress and tension
- Greater awareness of their key criteria for work/life satisfaction
- Build confidence and redirect their energies positively
- Positively impact on job satisfaction, productivity, commitment and work/life balance

Benefits for organisations:

- Re-energised and re-committed employees who identify with organisational goals and know why they stay with you
- Employees will take greater responsibility for their well-being
- Ensure more targeted spend on training and development
- Provide support to managers in the management and leadership of their direct reports
- Positively contribute to the health and well-being of the organisation
- Integrate HR systems, such as reward, remuneration, performance management, succession planning, with the career aspirations of employees



CAREER TRANSITION SERVICES:

Outlined below are samples from our extensive range of workshops.

We will happily tailor these workshops further to better meet the key outcomes your organisation is seeking. (Also available on a one to one, individual basis from our Career Coaches)

Career Planning For Success

(1/2 day workshop)

Many individuals rush prematurely into writing their CV and job search activities without a clear idea of what they would like to do. Careful planning is critical to career transitioning effectively.

Objectives:

- To increase participants awareness of their unique criteria for job satisfaction
- To increase participants knowledge of alternative career options
- To assist participants to prepare effectively to 'repackage' their skill set and experiences

Benefits:

- Increased awareness of the importance of satisfying work for their health, well-being and success
- Increased ability to identify a wider variety of career options
- Greater likelihood of finding new work
- Greater confidence and optimism about their future

Effective Job Search Techniques

(1/2 day workshop)

Many individuals focus narrowly on traditional job search strategies such as recruitment firms, and newspaper advertising when searching for a new job.

This workshop will help give participants the knowledge and confidence to tap into a wider variety of effective job search strategies.

Objectives:

- To increase individuals' effectiveness in job searching
- To emphasise the importance of a variety of job search strategies
- To give practical strategies to uncovering the "hidden job" market
- To build confidence and self esteem

Benefits:

- Improved effectiveness in responding to direct advertising – including newspaper, recruitment agencies and internet mediums
- Increased likelihood of securing a new position quickly

Future Directions

(1/2 day workshop)

An ideal workshop for mature staff who are experiencing redundancy and/or looking at new career options.

Objectives:

- To reinforce the value of life experience
- To increase awareness of key transferable skills
- To generate a wide variety of career options
- To develop strategies for action

Benefits:

- Employees have increased sense of security and direction
- Reduced uncertainty
- Greater ability to market themselves effectively

CV Writing and Interview Skills

(One day workshop)

To help employees market their skills and experiences effectively and find new employment.

Objectives:

- To enable participants to prepare a professional CV
- To coach participants in effective job interview techniques
- To increase awareness of the importance of “selling” themselves
- To give participants an appreciation of their own strengths and achievements

Benefits:

- Professional and tailored CV
- Improved performance and effectiveness in an interview situation
- Enhanced awareness and ability to communicate key transferable skills
- Increased likelihood of securing a new position

Financial Planning Workshops

(Half day workshop)

An interactive half-day workshop designed to outline the principles of effective financial management particularly in times of employment uncertainty.

Objectives

- To provide greater confidence through practical financial strategies being put in place
- To provide a non-threatening forum in which to raise financial queries
- To highlight current related matters eg. access to benefits, tax considerations

Benefits

- Employees have increased sense of control and confidence about their financial future
- Increased awareness of financial options and resources



CAREER TRANSITION SERVICES: Individual Programmes

Our career management / career transition services incorporates strategies to assist individuals manage and cope with change, undertake self-assessment and research, and improve their self-promotion and job search skills. Over 90% of people on our outplacement / career transition programmes find work within the first six weeks.

Divided into the following stages, all programmes are customised to meet individual needs:

Stage One: Taking Charge of Change – Helping people to deal with the emotional issues surrounding organisational restructuring and career transitions is the focus of this part of our programme. Building hope and assisting individuals to redirect their energies positively is one of our key strengths.

Stage Two: Self-Assessment / Career Awareness – Helps individuals to identify and plan for their next career move. A variety of tools and strategies (both online and one-to-one) are used to help individuals build greater self-awareness of their strengths, motivators, areas of passion and criteria for job satisfaction.

These tools may include: Values Clarification, Motivated and Transferable Skills, Deeply Embedded Interests, Passion Enablers, Personality Assessment (Myers Briggs), Third Party Feedback.

Stage Three: Self-Marketing & Job Search – In an era of rapid change experts agree that the role of professional career coaches is to “help people to have an imagination.” We are experts at helping people to “think outside the square” and to identify a broad range of career options. An integral part of this is to help people make informed decisions, to improve their decision making and to make a concrete action plan to ensure their success.

Our strategies include brainstorming, reality testing, force field analysis, overcoming career constraints, clarifying goals and action planning.

Stage Four: Job search and Self marketing – Winning the job you want is the focus on this stage of the programme. Our coaches are experts in the areas of recruitment and effective job search strategies. We will help people maximise their strengths and minimise their weaknesses during this crucial part of the process. Our aim is to help people transition into work quickly and effectively, and we pride ourselves on our results in this area.

The Difference –

New Service: Job Search Advocate

We recognise that many people struggle to maintain confidence when job hunting and may feel despondent as they attempt to find another job. All individuals going through a comprehensive career transition programme will be assigned a job search advocate to help them find their next job. You can rest easy knowing your ex-employees are being helped to find their next job.



POPULAR PROGRAMMES

Listed below are some of our most popular programmes. All our programmes are tailored to fit individual needs and organisational budgets, and further programmes are available upon request:

A comprehensive outline of the individual modules used in these programmes can be found on page 17–24

CAREER ENABLER

(Coping with change, career assessment, career options, job search, CV)

Many people have limited awareness of their strengths and transferable skills and are apprehensive about their ability to find new work. There are mixed feelings about leaving their role, and they may suffer from anger or depression as they transition from their current environment. They may not know where to look for a new role or how to market themselves effectively.

Objectives:

- Tools to help them gain greater clarity and belief in their transferable skills and strengths
- Tools to help them develop a greater variety of career options
- Techniques to tap into the “hidden” jobs and to market themselves effectively – including dealing with recruiters, writing a winning CV, and effective Interview techniques
- Tools to help build and maintain confidence, self esteem, and self-belief

Benefits:

- Greater awareness of their career drivers and criteria for career satisfaction
- Greater clarity and self-confidence about career options available
- Increased likelihood of securing a new role quickly
- Increased feelings of hope and excitement about the future
- Reduced likelihood of anxiety, stress and depression



CAREER CLARIFIER

(Career assessment, career options, career action plan)

Many people facing career transitions have no idea of what they want to do and feel boxed into the type of work they have always been doing. They do not lack confidence in themselves and feel well equipped to market themselves once they know what it is they wish to do.

Objectives:

- To increase awareness of their unique career drivers and criteria for career satisfaction
- To identify a wide variety of career paths
- To identify career constraints and strategies to overcome them
- To develop a career action plan that maximises their success

Benefits:

- Greater clarity about what they would like to do
- Increased choice by developing a broader range of career options and to feel more optimistic and hopeful about their career futures
- Greater likelihood of securing a new role by not thinking too narrowly about career options
- Identification of career enablers and career constraints and the development of an effective strategy to achieve career goals



TRANSITION PREPARER

(CV review, Interview Coaching)

An effective programme for individuals who are feeling confident about their futures and have a firm idea of their career options.

Objectives:

- To update and refresh their current CV – making sure it is tailored to match the opportunities they are pursuing
- To improve their effectiveness during employment interviews
- To improve the likelihood they will secure the job they are applying for

Benefits:

- Increased ability to communicate key strengths
- Key achievements and points of differentiation are highlighted
- Increased professionalism and ability to “sell” their skill set effectively
- Increased confidence during the job application process



COMPREHENSIVE OUTLINE OF PROGRAMME MODULES

Customised programmes will be designed for employees from the modules outlined on the following pages.

STAGE ONE: TAKING CHARGE OF CHANGE

Taking Charge of Change

Ideal for individuals who are finding it difficult to cope with the disestablishment of their position, the focus of this part of the career transition programme is to:

- Support them through the transition process
- Identify their unique transition coping style
- Highlight effective coping skills and strategies
- Empower and assist your staff to take charge of change
- Develop a personal action plan for managing stress
- Maximise success by reducing stress

Working through feelings associated with the news of job loss and developing effective coping strategies will ensure your staff are in a much better position to refocus and prepare for their future.

STAGE TWO: SELF-ASSESSMENT/CAREER AWARENESS

Life and Career goals

Begin with the end in mind. Doing this is crucial in ensuring the choices you make today lead toward the future you wish to have. It also helps to give your life direction and to help your dreams become a reality.

Objectives:

- To determine all the qualities, contributions, achievements and things you want to be remembered for
- To create a holistic mission statement – taking into account all areas of your life, not just your career
- To develop a strategic action plan

Interests

Identifying your areas of interest or occupations that inspire you, can create an awareness of a wider variety of possible career paths, opportunities and organisations that you would like to work for.

Objectives:

- To identify broad areas of interest and prioritise these against passion
- To brainstorm a variety of jobs/career paths which may be related to your areas of interest
- To apply learning from interests identification to your career decision and work/life balance

Identifying Motivated and Transferable skills

In simple terms a skill means an ability to perform in a competent manner. Many people are unaware just how transferable their skills and experience is, and as a result feel their job choices are limited. However, just because you are good at something does not necessarily mean you like doing it. Passion and motivation are crucial for your future job satisfaction!

Objectives:

- To identify transferable skills
- To identify and prioritise your key skills against passion and motivation
- To highlight areas of strength and those skills requiring further development
- To identify future career paths and roles which your skill set would easily transfer to
- To apply learnings from skills exercises to individual career decisions – including those skills a person wishes to emphasise in the future and those they wish to minimize or eliminate from future roles

Career Values Clarification

Personal values, such as autonomy, people contact, and expertise, play a very important role in determining job satisfaction. When an individual's values are consistent with the work they do, job satisfaction increases.

Values can also be thought of as "needs." For example, the value "autonomy" may be defined as a need for minimal supervision and to be able to choose how and when tasks are to be performed. Identifying, classifying and prioritising these key variables will provide invaluable insight when making career choices.

Objectives:

- To identify and prioritise your personal and career values
- To define factors affecting your career satisfaction
- To examine the impact of value conflict and value satisfaction
- To apply learning from Values exercises to your career decision – including ways to maximise career satisfaction and to resolve any values conflicts

Personality Assessment (Myers Briggs Type Indicator)

Acknowledging your unique personality preferences contributes to improved clarity and focus in the career planning process.

Objectives:

To gain insight into your personality preferences including:

- Characteristics of your personality type
- Natural gifts and talents
- Strengths and weaknesses
- Work environments and careers suited to your personality type
- Areas for development

(includes 24 page MBTI Step 11 Expanded Interpretative Report)

Options Analysis / Personal Action Plan

Thinking too narrowly about different career options, or being overwhelmed by choice is a common problem for many people. Generating ideas, making informed decisions and achieving career goals requires creativity and imagination tempered with a strategic pragmatic approach and careful planning.

By integrating the results of the career assessment and personality profiling (where applicable), individuals will:

- Generate a variety of diverse career options
- Evaluate competing options against key criteria for job satisfaction
- Assess options in relation to potential future opportunities
- Formulate medium to long-term goals
- Write a plan of action for their future career move – including identifying and overcoming obstacles that may potentially hinder progress
- Improve their confidence in their career decision making

This will help individuals explore future career opportunities, including short and long-term options, and ensure their future roles, matches their skills, values and goals.



STAGE 3: STRATEGIC SELF-MARKETING & JOB SEARCH SKILLS:

CV Preparation / Review

Incorporating the results of Stage Two individuals will produce a CV that clearly expresses job suitability. Specific coaching will be given to ensure the CV:

- Is tailored to meet the specific requirements of the role applied for
- Communicates your key transferable skills and areas of strength
- Highlights key achievements and points of differentiation
- Looks professional

Interview Skills

Interviews are the make or break of the job search. No matter how good their career record is to date, the job interview remains one of the most important steps towards achieving career goals. Preparation is key to ensuring an effective interview.

Individuals will be coached in a variety of strategies including:

- Pre-interview research
- Anticipating “king hit” questions
- Responding to questions effectively
- The “do’s and don’ts” of an effective interview
- Maintaining confidence
- Current interview techniques, ie. behavioural interviews

Networking & Job Search

Individuals learn how to uncover the 80% of roles which are never advertised, as well as how to use "traditional" sources of job vacancies.

Areas of focus may include:

- Using recruitment consultancies
- Responding to advertisements – both web and print media
- Searching on the Internet
- Discovering the "hidden" job market
- "Sculpting" your ideal role within your existing organisation (if applicable)
- Strategies to stay positive and motivated during the job search phase

The wider, and more proactive their search, and the more job search strategies they employ, the more likely it is that they will succeed.

Overcoming career constraints

Fear of failure, self-doubt and lack of self-esteem are common barriers that arise as people prepare to make changes in their life. Left un-resolved, these can prevent people from pursuing opportunities and making career choices they really want. Your career coach will work with you throughout the programme.

Objectives:

- To identify and overcome possible career constraints
- To develop a plan of action to maximise your success

Benefits:

- Individuals are able to develop proactive strategies to overcome career constraints
- Greater ability to achieve career goals and aspirations
- Increased confidence and reduced feelings of stress and anxiety

Individual Financial Analysis

Intended to diagnose current individual financial strategies and provide comment on how these might be more appropriately structured, if appropriate.

Objectives

- To highlight areas where individuals may be able to make changes for more effective financial outcomes
- To provide reassurance in areas where current strategies are appropriate
- To identify related resources and information which may be required for complete analysis

Benefits

- Individuals have greater confidence in their future financial planning

Self-employment and Small Business Planning

As organisations continue to downsize increasing numbers of people are turning to self-employment as a way to have more control over their financial futures. Others are motivated by the opportunity to work in areas that they are passionate about. To maximise success and ensure longevity, sound planning is essential.

Objectives:

- Generation of a variety of self-employment opportunities including contracting, franchising and new business start ups
- Evaluation of competing alternatives
- Identification of helpful organisations, resources and critical success factors
- Transition planning – setting goals and steps which will help maximise your success



OTHER SUPPORT SERVICES

The following support services are recommended for employees who work from offices overseas, busy public areas, home, isolated locations, and small workplaces. The Telephone and Email Support service provides nationwide access to a confidential, unobtrusive, support service from experienced professionals that can be accessed at a time convenient to each individual staff member.

Difficulties can often be resolved through a telephone conversation or email communication. For more serious or complex issues, the person may be referred to one of the Worklife Solutions team of Counsellors and Psychologists.

Telephone support:

Benefits:

- Provides regular confidential consultation, advice and support from our experienced team of qualified professionals
- Assists in resolving personal and work issues
- Assists in resolving issues that impact on work performance
- Facilitates the retention of valued staff
- Reduces workplace risk
- Enhances work performance and effectiveness

E-mail Counselling:

Benefits:

- Provides regular confidential consultation, advice and support from our experienced team of qualified professionals
- Assists in resolving personal and work issues
- Assists in resolving issues that impact on work performance
- Facilitates the retention of valued staff
- Reduces workplace risk
- Enhances work performance and effectiveness
- All employees have equal access to a professional Employee Support Programme



WHAT OUR CLIENTS ARE SAYING:

Individuals:

"What I enjoyed most about my coaching experience was that Beth was excellent in helping me with my CV. I was really impressed with the end result and thought that even I would hire me!"

"After having been made redundant, you were great in giving me back my confidence and self worth."

"I was at your seminar at CATE. It was terrific. The seminar was very motivating."

"It was a pleasure dealing with you. You helped me to look at various options and choose the best one. I like your approach and style."

Managers:

"I continue to use your services because of the feedback I get from users – the customer."
– Terry McCaul – Executive Director HR, The Open Polytechnic

"You are easy to deal with. I don't feel that I am being sold. I feel with other providers that it is a transaction – that I am an account. The way you deliver is very personal. You recognise individuality."

– Terry McCaul – The Open Polytechnic

"Workilife Solutions brings a fresh, pragmatic, solutions focused approach to helping resolve personal and professional issues"

– Christy Edwards, Financial Controller

Organisations:

"Our staff have told us that they've been to stress workshops before but this was by far the best and most useful. They really appreciated the extra handouts and resources to take away."

– Frank Moes, HR Manager, Tower NZ

"I am so pleased that our ex-employee is happy and enjoying her role. It is extremely helpful for me to know that our efforts in providing assistance are valuable. Thank you for your support and contact."

– Denise Roil, Avalon Studios

"You make it easy for us to give people a feeling of being valued."

– Terry McCaul – The Open Polytechnic

"I thought your approach was refreshing for this organisation, focusing on possibilities and potential, and giving practical techniques to the team while not wavering from each individual needing to take action."

Ricky Utting, Media Services Manager, The Correspondence School



PRICING (all prices are GST exclusive)

Please find an indication of prices below

Strategic Change Consultancy:	\$300 per hr
On-site Support	\$200.00 per hr Travel @ \$0.60cent per km
Change Workshops (maximum 10 participants)	\$1,500.00 per half-day \$2,800.00 full day
Career Transition Services	
Career Enabler	\$2500.00
Career Clarifier	\$1500.00
Transition Preparer	\$850.00
Employee Assistance Counselling/Coaching	From \$150.00 per hr
Telephone Support:	\$150.00 per hr
E-Mail Counselling:	\$150.00 per hr

* These prices are correct as at 01 March 2004. Please check at time of enquiry for accuracy



HOW TO CONTACT US

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