

### TWO WOLVES

I love this old Cherokee legend called Two Wolves.

An old Grandfather talked with his grandson, who came to him full of anger. A friend had done him an injustice.

Let me tell you a story. I too, at times, have felt a great hate for those that have taken so much, with no sorrow for what they do. But hate wears you down - it does not hurt your enemy.

It is like taking poison and wishing your enemy would die. I have struggled with these feelings many times.

It is as if there are two wolves inside me. One is good and does no harm. He lives in harmony with all around him, and does not take offense when no offense was intended. He will only fight when it is right to do so, and in the right way.

But the other wolf... He is full of anger. The littlest thing will set him into a fit of temper. He fights everyone, all the time, for no reason. He cannot think because his anger and hate are so great. It is helpless anger, for his anger will change nothing.

Sometimes, it is hard to live with these two wolves inside me, for both of them try to dominate my spirit.

The boy looked into his Grandfather's eyes and asked - Which one wins, Grandfather?

The Grandfather smiled and quietly said:

- The one I feed.

On page 2 of this newsletter is a very insightful article on managing emotions in the workplace—which wolf are you feeding? On this page find out about the launch of our 1000 Jobs in 100 Days campaign—we've thrown down the gauntlet for our staff and communities on the North Coast of NSW, from Nambucca to the Tweed!

On page 3, meet a NORTEC team member—Damian Cutler, Employment Consultant at Coffs Harbour and read about how our NORTEC Trainers have recently been awarded for their excellence! On page four is community news regarding NORTEC's Language Literacy and Numeracy Program and our exciting new initiative funded by the Australian Government's Jobs Fund—the Nambucca Pride Cafe, a real-working hospitality training cafe.

Happy reading!



### 1000 JOBS IN 100 DAYS?

On August 1st NORTEC launched a campaign that aims to improve employment prospects on the North Coast of NSW—from Nambucca to the Tweed. The goal is to fill 1000 jobs in 100 days—a big challenge for the staff, but the enthusiasm is high and they're up for it! The campaign is as much about improving employment prospects for local jobseekers and educating employers about affordable options for recruitment, as it is about motivating staff at NORTEC with a common purpose.

NORTEC Recruitment (a division of NORTEC Employment and Training) is a no-fee recruitment agency, funded by the Australian Government under their Job Services Australia program. It costs nothing to lodge a vacancy with NORTEC and they then source the most suitable candidates for the role, providing employers with a shortlist to choose from. As well, staff at NORTEC can advise your business about traineeships for new (or existing) staff members (which can be subsidised if eligible), and wage incentives for eligible jobseekers—this can also make recruiting a new staff member more affordable, especially for small businesses.

This is not the first time NORTEC have run a campaign like this—they have run a similar campaign for the last eight years in the Tweed and Northern Rivers regions—100 Jobs in 100 Days with an upping of the ante to 200 Jobs in 100 Days in more recent years. The campaign has been formally acknowledged for its innovative way of promoting and stimulating employment opportunities in the region by the Department of Education, Employment and Workplace Relations.

The staff at NORTEC are truly passionate about placing jobseekers into work and their passion now speaks on their shirt-fronts—staff at NORTEC can be seen all about town sporting t-shirts promoting the campaign. If you see a staff member in a t-shirt—ask them how the campaign is going—they'll be more than happy to let you know!



Grafton Examiner  
30th July

GET BUSY: Jules wishes Nortec's ambitious plan to employ 1000 people in 100 days all the best - STORY PAGE 5.

### Inside This Newsletter:

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Aug 1st—Nov 8th

From Nambucca to the Tweed—the North Coast Grand Employment Challenge!

EMPLOYERS - Lodge your job vacancy during the campaign for a chance to win \$1000 for the charity of your choice!

# MANAGING YOUR EMOTIONS IN THE WORKPLACE

Managing your emotions in the workplace is important because today's workplace can present many challenges! Change is constant due to reorganisations, mergers, transfers and individual job changes. Most of us juggle multiple priorities, sometimes with limited resources. And the workforce is more diverse than it has ever been with a wide range of people of different ages, backgrounds and beliefs working together.

To succeed in today's work environment, it's important to understand our emotions, control our reactions and recognize how our emotions affect our actions and the actions of others. When we manage our emotions, we are better able to handle the changes and challenges our jobs bring.

## Five hard-to-handle emotions

The range of emotions we experience at work is enormous. Whether we are aware of it or not, we constantly move from one emotional state to another as we work.

Some emotions present an extra challenge when we encounter them at work. The five common, hard-to-handle emotions in the workplace that we need to pay attention to are: fear, anger, depression, guilt and insecurity.

### Fear

Some experts say that fear is the emotion felt most often at work and by the greatest number of people. Fear often produces physical symptoms of anxiety. This includes headaches, heart palpitations, sleeplessness and heartburn. It is a common response to change or impending change - such as a new supervisor, new co-workers or new expectations - and the uncertainty that this can bring.

### Anger

Yelling and slamming doors come quickly to mind as examples of anger. But it is important to remember that anger takes many forms that are not physical. People sometimes turn their anger inward and become anxious and depressed. Others misdirect their anger to safer targets in their personal lives without being aware of it. Many of us, after a bad day at work, have gone home angry and erupted in an angry outburst at a partner or family member. Unmanaged anger has obvious costs - in productivity, team relationships and physical and emotional well-being.

### Depression

Everyone has a bad day now and then. Feeling down can be a response to a disappointment, such as not being recognized for an achievement at work or feeling overloaded. Some people feel down after they've finished an important or especially exciting project and return to more ordinary tasks. Others feel low because of circumstances in their personal lives. Most people bounce back from these occasional blues. But left unchecked, feeling depressed can interfere with productivity and relationships. It's important to keep in mind that a prolonged period of feeling low or experiencing feelings of worthlessness and despair can be a sign of a more serious depression that may require professional treatment.

### Guilt

Guilt is the emotion many people feel when they aren't living up to their standards or the standards they believe others have for them. Guilt can take the form of feeling undeserving or inadequate or that you aren't managing your time well enough. Guilt is an emotion many people feel who try to balance their work and personal lives—parents can feel guilty at work for not being home *and* guilty at home for not being at work!

### Insecurity

Most people experience insecurity or self-doubt at some time or another. Feelings of insecurity are often fuelled by the fear that we are being excluded. This fear can also lead to jealousy. Fortunately, these feelings are usually fleeting. But sometimes feelings of jealousy, inadequacy and lack of confidence can be so strong that they inhibit our ability to work in

a group. For example, insecurity can make us afraid to speak at meetings when we disagree with a decision. This hesitation can affect our work. And feelings of jealousy can erode trust and make it impossible for us to work with others productively.

## Ways to manage your emotions at work

It's possible to become more aware of your emotions, to recognise and identify your feelings so that you understand what triggered them and to learn to manage them more effectively.

*Recognise your emotions in their early stage, before they feel out of control.*

By reviewing your day's activities and the feelings that were triggered by them, there is a good chance you will discover the source of the difficult feelings you experienced. Writing these down can help.

*Learn to express your emotions in appropriate ways.*

Once you've identified how you're feeling, allow yourself to deal with those feelings in appropriate ways at work. If you feel angry, for example, take a little time to consider what may have triggered the feeling and consider actions you could take to diffuse such a situation in the future. You don't need to pretend you're not feeling the way you are, but you do need to deal with the emotions so that they do not affect your interactions with others.

*Give appropriate feedback to clear the air.*

For example, if a co-worker has said something in a meeting that offended you and this bothers you, talk with the person about it. Focus on what was said or done without attacking the person individually. Remember, even though expressing your emotions can be useful, it's never appropriate to yell at or demean others.

*Remember how you managed a problem in the past.*

If an event at work - such as a conflict with a co-worker or an unusually stressful workload - triggers an emotional challenge, consider how you overcame a similar problem in the past. What worked? What didn't work?

*Seek support from a professional.*

Talking to a professional can help you gain perspective on problems and come up with solutions as well as specific techniques that will help you manage your emotions more effectively.

*Build up your emotional resilience.*

Pay attention to your overall physical and psychological health. Eat well, get enough sleep and exercise regularly - you'll have more energy to meet emotional challenges.

*Maintain support systems outside of work.*

Talk honestly with close friends and family about your concerns. This can help reduce your anxiety and keep problems in perspective.

*Cultivate interests outside of work, including activities with good friends.*

Remember, not all satisfaction comes from work accomplishments. Find activities and hobbies that help you relax, have fun and take your mind off of work.

Learning to manage our most challenging emotions well takes effort. But the payoff is worth it. We learn to deal with problems before they overwhelm us, we're better team participants and, most importantly, we increase our sense of control and effectiveness in our lives - both inside and outside of work.

*This article is adapted from [Ceridian's LifeWorks Online](#) service. Contact your Ceridian representative for more information about Ceridian's health and productivity solutions.*



Damian Cutler is an Employment Consultant for NORTEC in the Coffs Harbour office. He was recently nominated for Mr Naidoc in Coffs Harbour, an initiative to honour Aboriginal men who have contributed to the community. I had the pleasure of asking Damian a few questions about himself, being nominated for Mr Naidoc and his role at NORTEC.

**What inspired you to get involved in Mr NAIDOC?**

I was asked if I was Ok with being nominated and I believe it is a worthy event so I put my hand up. I actually won the 2007 senior employee of the year for NAIDOC week in the Nambucca Valley so I

can understand my nomination but I am not generally one for kudos or exposure as I prefer to work in the background.

**Have you always lived in the Coffs Harbour region?**

No. I originally moved to Bellingen near Coffs Harbour in 1990, I then moved away to QLD in 1994 for a few years and returned to the beautiful Coffs coast in 2002.

**How do you like your role as Employment Consultant at NORTEC?**

I have done this role for about 7 years now through different contracts and providers and I find NORTEC one of the most pleasant and well structured providers to work for, which is a very important factor in the current contract I believe.

**Tell us about any unique challenges so far?**

Having only worked within specialist contracts, I find that I am adapting quickly to the different requirements of working with a far more diverse and interesting caseload. For example I had no idea on how to book translators for job seekers as I had never come across the situation before and required the diligent assistance of our Client Services Officer Amy Davidson to service the job seekers.

**What have been some of the highlights?**

Having a focused and dedicated management team whom strive valiantly against the powers that be to ensure the staff can service our job seekers with minimal contractual hindrances to a mutually beneficial outcome.

**What do you do to relax, any hobbies or special interests?**

Cooking, movies and of course playing with my little white mistress the Xbox 360. J

**What has been the most exciting thing to happen in your life?**

"I can't say as it isn't over yet!!!"

Damian works alongside the NORTEC team at the Coffs Harbour office, assisting local jobseekers to find work.

NORTEC Coffs Harbour, 34 Moonee St, Ph 02 6659 4200

NORTEC Training has recently celebrated the recognition of two of their trainers in the 2010 North Coast Regional Training Awards, hosted by NETPAC.

Both Helen Robertson (Business, IT and Retail trainer) and Wendy Stanesby (Aged Care Industry Trainer) were selected out of hundreds of work-based training assessors from registered training organisations across the Mid and North Coast region, to be finalists for the Assessor of the Year award.

"It was fantastic seeing two of our dedicated career-based trainers on stage as finalists at the awards. NORTEC carefully select our trainers in the region to ensure they have both highly-developed and innovative training skills as well as inside industry knowledge and association. Both Helen and Wendy are shining examples of that philosophy at NORTEC". Deb Phee, Training Services Manager at NORTEC stated at the Awards.

"Helen Robertson took out the award for Assessor of the Year which didn't surprise me - I have never met anyone quite as energetic and passionate about her role as a trainer. Her students regard her as not just a trainer but a mentor in developing their business careers further – she deserved this award and I'm sure her current and past students would all agree!"

"NORTEC like to think outside the square when it comes to training delivery. Not only do we select the best industry trainers, we try to address the needs of local jobseekers and those seeking further industry skills for either themselves or their staff". Deb Phee further stated.

Evidence of this is seen in NORTEC's tailored and flexible traineeship delivery—they cater for unique business and individual student's needs. More recently, an initiative of NORTECs— Mobile Training Units (funded by the Australian Government ICET Program) that consist of two refurbished semi-trailers, two vans and four trailers. The fully refurbished and equipped mobile classrooms will take accredited training courses to jobseekers in rural regions where training opportunities are limited. Industry training in Hospitality, Horticulture, Aged Care and more will help regional jobseekers get skilled and get into work!

If you would like to find out more about NORTEC Training call NORTEC's Training Services Department Head Office at South Tweed on 07 5506 3000, email [training@nortecld.com.au](mailto:training@nortecld.com.au) or visit [www.nortecld.com.au/training](http://www.nortecld.com.au/training)



(L) Wendy Stanesby, Aged Care Trainer and (R) Helen Robertson (Business Services Trainer) from NORTEC Employment and Training. Out of hundreds of applicants, both were , both were finalists in the North Coast Training Awards Assessor of the Year and Helen Robertson won the award.

NORTEC Business Incubators, NORTEC Youth Services and NORTEC Volunteering are initiatives of NORTEC Employment and Training Ltd—as part of our commitment to building stronger regional communities.

## BRUSH UP YOUR SKILLS!

Sometimes it's the basic skills that many of us take for granted, that can hold a person back in life, lowering confidence and creating missed opportunities for developing hidden talents. This is where the Language Literacy and Numeracy Program (LLNP) can help.

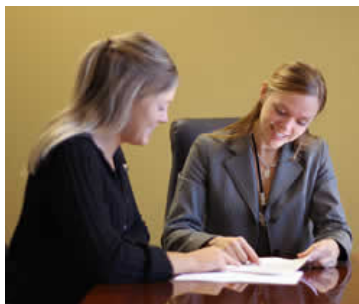
NORTEC delivers LLNP, which is funded by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR), from Coffs Harbour to the Tweed. At NORTEC, we call the program 'Brush Up Your Skills'.

This is a free program for eligible participants and is suitable for people who did not get the best from schooling first time around—it is a chance to have another go! Some people can be fine in some areas and just need help in other specific areas such as maths, writing or spelling.

The Brush Up Your Skills program can be a stepping stone towards further study and a qualification and is suitable also for those with a non-English Speaking background (not AMEP). The program offers initial, basic and advanced streams of training.

This program provides an opportunity for participants to improve their skills in reading, writing, speaking, maths, setting goals, planning and organising, making phone calls, basic computer skills and practical life skills such as budgeting and job seeking.

The program is nothing like school and provides one to one tutoring, working in small groups, a relaxed and friendly place to learn and qualified, experienced tutors - participants work at their own pace in a supportive learning environment.



### Eligibility

Participants of the NORTEC delivery of LLNP 'Brush Up Your Skills' need to live in Northern NSW (from Coffs region up to Tweed Heads). They must be of working age (15-64), registered with Centrelink as a job seeker and, if over 20 years, be in receipt of a specified income support payment. Referrals to NORTEC usually come from Centrelink offices and Job Services Australia members are able to directly refer their clients to the program.

Assessments are made by NORTEC to determine eligibility and suitability for the program. Following assessment of skills needed, a time is arranged to commence training. Training hours are planned with the participant, with a maximum period of 800 hours allocated over a maximum period of two years. Each trainee has an individual study plan with training orientated towards practical vocational skills.

NORTEC has had many success stories from past participants of the program - moving on to complete their HSC and other further studies including undertaking courses at TAFE, starting their own businesses or finding employment.

For more information contact Brush Up Your Skills Head Teacher:  
Lee-Anne Stansfield (*Monday & Tuesday*)  
[lee-anne.stansfield@nortectd.com.au](mailto:lee-anne.stansfield@nortectd.com.au)

Phone : 02 6686 6077

## NAMBUCCA PRIDE CAFÉ— HANDLING THE KITCHEN HEAT

The Nambucca Pride Cafe is a place where training and work experience combine to give jobseekers a chance to learn hospitality while serving real customers in a real cafe environment.

It all began when NORTEC Employment and Training decided to apply for funding from the Australian Government's Jobs Fund program to start a hospitality training cafe in Nambucca, a high unemployment yet high tourism area—hospitality being one of the regions largest employing industries.

The funding was granted and it was all systems go to find the cafe space, source the staff, brand the cafe, market to young jobseekers regarding the opportunities and more! The endless list of tasks were completed and everything came together through the hard work of those involved, especially Jenni Davies, Area Manager at NORTEC for the Coffs Harbour region, Belinda Hall, Corporate Services Manager at NORTEC who contributed to the tender process for the funding and Sharyn Konrad, Project Coordinator at the Nambucca Pride cafe.

Jenni Davies managed to entice Clayton Donovan, well known chef in the region from the Jaaning Tree Restaurant, to be a chef mentor to the young trainees and for input into the future commercial growth at the cafe. The Jaaning Tree is a highly successful restaurant in Nambucca, celebrated for its unique twist on modern Australian and use of Australian native ingredients — the Jaaning Tree recently featured on Sydney Weekender who applauded the culinary expertise of chef Clayton Donovan.

As well as Clayton's role as mentor chef and Sharyn as project coordinator, the cafe has two support workers, two cook supervisors, an apprentice chef, a bus driver/community worker, three retail hospitality trainees and even an accredited driving instructor (for jobseekers who need their licence!) all there to support the training for jobseekers. Over the year it is expected that 60 jobseekers will receive hospitality training and work experience with the ultimate aim of job placement within the hospitality industry.

The first hospitality graduates recently completed ten weeks work experience and training under the watchful eye of Clayton and developed good knife skills, cleaning and food preparation experience, along with team work and a passion for the industry! The students have now gained an Aussie Host – Customer Service certificate, Responsible Service of Alcohol, Responsible Conduct of Gaming and Safe Work Place Hygiene Certificates as well as a Statement of Attainment in Hospitality – “they are trained and motivated to gain work within the local hospitality field and have a solid understanding of the appropriate requirements for the busy “people focused” industry”, Janine Culnane, NORTEC Branch Manager for Nambucca stated at the graduation ceremony held at the Jaaning Tree recently.

The Nambucca Pride cafe is located at 4 Pacific Highway Nambucca and offers healthy meals at very affordable prices (from \$5), as well as great coffee and cakes! It is open for breakfast and lunch (7.30am -3.30pm) seven days a week—drop in for a coffee if you are passing by and if you live in the area, community or business group bookings are welcome! Call 02 6568 5566.

If you are a registered jobseeker with Centrelink in the Nambucca region and are interested in hospitality training at the Nambucca Pride Cafe, please call Sharyn Konrad at the cafe on 6568 5566 or Janine Culnane at NORTEC Nambucca 6568 5013.



“What we have to learn to do, we do by learning” ARISTOTLE

[www.nortectd.com.au](http://www.nortectd.com.au)

**FREECALL 1800 NORTEC**