



THE  
RESOLUTION  
CENTRE

Because at work, relationships must work

Because HR practice should bring a return on investment



THE  
HUMAN RESOURCES  
CENTRE

NEWSLETTER

NOVEMBER 2007

Welcome

From The Resolution Centre Managing Director

We are very excited to announce the launch of our new business unit, The Human Resources Centre. The trading name will operate in conjunction with The Resolution Centre and will offer our customers greater clarity of service provision for the two units.

The Resolution Centre will continue to be the provider of all workplace and commercial mediation services and grievance management services. It will also continue to provide some conflict prevention services such as training and board consultancy.

Customers who currently engage a consultant from The Resolution Centre for operational HR, strategic HR or organisational development will now do so through The Human Resources Centre.

This change has occurred in order for the two business units to develop better strategies and service models to our customers. Our research has shown that long term customers of The Resolution Centre would prefer to partner with us, under a brand that is more positive in its connotations.

While the creation of our new business unit is not expected to change any service or deliverables to our customers, there may be some changes to our accounts documentation and invoicing processes. Customers who are affected by this, will receive a letter outlining the changes. Customers may also want to circulate a notice to their staff members that advises them of the change so that the changed branding does not cause confusion.

The Human Resources Centre has launched its own website. This can be found at: [www.humanresourcescentre.com.au](http://www.humanresourcescentre.com.au)

I take this opportunity to thank you all for embracing the additional business unit and look forward to working along with you as the change is implemented.

Katherine Graham

Latest News

The Resolution Centre Welcomes Shane Kelly

A very warm welcome to Shane Kelly who joins us from The Residential Tenancies Authority Queensland.

An experienced mediator and manager, Shane holds a Bachelor of Behavioural Science majoring in Organisational Psychology. Shane is also an accredited workplace trainer.

Since joining The Resolution Centre as HR Generalist in July, Shane has conducted several workplace and commercial mediations and facilitated Equal Employment Opportunity training to an array of customers from large corporations to medium sized not for profit organisations.

Currently, Shane is working with a small prestigious architectural firm located in Sydney's CBD on a six month organisational development program.

We are just thrilled about the wonderful feedback from clients that have so far had the opportunity to work with Shane and very pleased to have him join our team. We look forward to sharing many exciting challenges in the future.



Invitation

8th Annual  
Insolvency Practice Symposium

We extend an invitation to you for the 8th Annual Insolvency Practice Symposium to be held in February 2008 where our Managing Director, Katherine Graham, will be speaking on the topic of Communication, Negotiation and Dispute Resolution at the three conferences to be held in Sydney, Melbourne and Brisbane.

The annual symposium has become a widely regarded event with more than 50 experts in all areas of business contributing to the content of the program.

Watch this space for symposium details as they become available or visit: [www.tonkinincorporation.com](http://www.tonkinincorporation.com)

Training

Essential Skills  
For Managing Conflict  
+  
Advanced Skills  
For Managers And Supervisors

Our newly scheduled dates for Managing Conflict training courses in all capital cities and Newcastle have been released.

Prices start at \$180 plus gst per delegate for publicly scheduled training where Managers and Supervisors will learn staff management skills vital for career success.

Visit [www.resolutioncentre.com.au](http://www.resolutioncentre.com.au) for course details and to download a registration form or talk with us today.

Register Today



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New Recruits

## Welcome To Tim Connard

The Resolution Centre is pleased to welcome Tim Connard to our team of mediators. Tim is a very experienced mediator and litigation lawyer.

From 2001-2007, Tim was a Registrar with the Federal Court of Australia and Federal Magistrates Court where a large part of his work was as a mediator. Tim held senior executive roles with the Federal Court and in those roles specialised in conducting complex and multi-party mediations, often involving senior counsel.

At the time he left the Federal Court in 2007, he was its most experienced mediator; having conducted over 400 mediations in a wide variety of jurisdictions and responsible for training and mentoring the team of Melbourne Registrars as mediators.

Tim's experience has covered many and varied industries, holding positions such as; corporate lawyer with the Australia and New Zealand Banking Group Limited's Dispute Resolution Group, member of the Victorian Bar and solicitor at Molomby & Molomby (now Middletons). Tim is an accredited mediator with the Institute of Arbitrators and Mediators Australia and LEADR. He is also an adjunct lecturer at the College of Law, teaching civil litigation and advocacy.

### Tim mediates in the following areas:

- Commercial, contract and trade practices
- Insolvency, bankruptcy and corporations law
- Intellectual property
- Banking and finance
- Admiralty and maritime
- Professional negligence and insurance
- Employment, workplace & industrial disputes
- Human rights and native title

If you would like to engage Tim or any of our dispute resolution professionals, please contact us on **1300 554 381** or visit [www.resolutioncentre.com.au](http://www.resolutioncentre.com.au)



Article

## Retaining Your Staff

With the unemployment rate so low, today's workforce are far less worried about job security and therefore much freer to move around the market place in search of something better than at any other time in our history. This poses a much greater challenge for management as high turnover affects a corporation's bottom line. Many of our customers are turning to us for consultation on their retention strategies.

In the past, management have used the lure of more money as their main solution to retaining staff and found that the people motivated by money will only move on once more money is on offer somewhere else. Since throwing money at the problem is clearly not the solution for high staff turn over, strategies have had to change dramatically.

Investing in ways of understanding what their current workforce really want has become our customers' major focus and so far has proved far less costly than recruiting and training new staff that may just be on the move again before there is any return on the estimated outlay of between 70% and 150% of an employees annual costs to do so.

### Our top 5 tips for reducing your staff turnover are:

- 1 Ensure the employee is proud of where they work and feel they are part of something meaningful. Organisations can do this through ethical practices, well developed branding strategies and open communication with employees regarding profit and plans for the future.
- 2 Manage employee job satisfaction with adequate direction, the right skills and training opportunities, open praise for good work and a variety of tasks that ensure employees are always engaged.
- 3 Ensure that there are good interpersonal relationships between the employee and their Manager and that the Manager can offer opportunities, mentorship and a clear career path for advancement within the organisation.
- 4 Ensure work-life-balance by exploring areas for greater flexibility of working hours, special leave arrangements, possibilities for working from home or even time out for community based or voluntary work.
- 5 Ensure the organisation competes adequately against the external labour market in; **Culture**, making the work place a friendly, happy and, when appropriate, fun place to be; **Environment**, with safe, clean and green work spaces; **Salary Packaging**, with items such as health cover; above average employer contribution to superannuation or staff discount and loyalty programs being high on surveyed employees list of wants.

Taking steps to reducing staff turnover begins with surveying your staff to understand what motivates them and then tailoring strategies to suit your industry and work force needs. If you would like assistance with staff retention, the [www.humanresourcescentre.com.au](http://www.humanresourcescentre.com.au) are available to help you.



Online Dispute Resolution



RESOLUTION  
Online

The Resolution Centre are leaders in the development and application of online technology in mediation and are the only organisation in Australia who provide a log-on, pay and mediate service whereby we also provide the accredited and qualified mediation practitioner.

The initial application of this service has been to separating couples and the service was launched in tandem with amendments to the Family Law Act.

Find out how Resolution Online can help you by calling **1300 733 556** or visit [www.resolutiononline.com.au](http://www.resolutiononline.com.au)

*Contact Us*

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