

# UNUSUAL EXPERIENCE

SEAN DUIGNAN  
MARGARET SERAJ



# TRIGGER

- POOR COMMUNICATION TRIGGER FOR STRESS
- CONSEQUENCES
- INDIVIDUAL IMPACT / GROUP IMPACT
- SPONTANEOUS REACTION

# COMMUNICATION

- MANAGEMENT OF CHANGE
  - OUT OF HOURS SERVICE CHANGE BY REMOVAL OF FACILITIES AND W.T. (WORKING TIME)
  - COMMUNICATED IN A STAFF MEETING
- TIMING OF CHANGE
  - 6 DAYS NOTICE
- EFFECT UPON STAFF
  - ????????????

# WHAT DID WE DO?

- ASK FOR ADVICE FROM HSE.....OOPS!
- GUY FAWKES APPEARS
- PROCESS.....WHAT PROCESS?
  - X 2
- COLLECTIVE BARGAINING
  - NEGOTIATIONS BEGAN IN THE *BOARDROOM!*

# BOARDROOM

NEW MEETING  
PLACES

WHO WENT IN

WHAT CAME  
OUT

© Original Artist  
Reproduction rights obtainable from  
[www.CartoonStock.com](http://www.CartoonStock.com)



search ID: pha0314

# WHAT?

- STATUS QUO INVOKED
- COMMISSION PROJECT SCOPING
- DOCUMENTATION?
- HEALTH AND SAFETY COLLECTIVE GRIEVANCE

# WHAT ABOUT REPS

- COHESION
- COLLABORATION
- STRUCTURED PLANNING
- COFFEE AND BISCUITS, AND A CHAT!

# WHERE DO WE GO

- WHERE DO WE GO RATHER THAN WHERE WE WENT.
- HOW DO WE GET THERE?
- WHAT DID WE GET?
- WHERE DO WE GO IF WE NEED TO ACT?

# NIGHT MOVES!

- POLICY
- FORUM
- STRATEGY
- AWARENESS – FROM WHERE?

# MANAGEMENT STANDARDS

- TRAINING FOR MANAGERS
- BETTER UNDERSTANDING ALL ROUND
- RECOGNITION OF TRIGGERS
- OPEN DOOR POLICY

# BREAKING NEWS

- COMMUNICATION
- INCLUSION INTO FORUMS
- NEW POLICY