

Insight aims to provide useful information, links and tips in the areas of Risk Management, Work Health and Safety, Business Continuity Management, and other areas relating to management systems and corporate governance.

New Year – New Start

It's coming into that time of the year again – holiday season and then the New Year. As is usually the case when January 1st rolls around, many of us will be looking to make a new year's resolution or two and chances are that these will be related to our personal wellbeing.

One of the main triggers for a new year's resolution is the remorse that comes from a month (or more) of eating, drinking and merriment. What happens is that we go through the holidays abandoning our self-restraint (after all, isn't that what holidays are for?) telling ourselves that, come the new year, we're going to lose weight, reduce the drinking and get in shape.

Come January 1, enthusiastic resolutioners account for the sharp rise in gym memberships and quit smoking programs, yet by the second week of February, some 80% of those resolutioners are back home with a new kind of remorse staring back at them in the mirror – the remorse of disappointment. Why is it that with such good intentions, getting fit, losing weight and improving our lives seems so elusive?

The answer is very simple, however the practice is decidedly much harder. Unless you first change your mind, it is very difficult to expect your health goals to materialise. It's not the gym, the diet or the nicotine patches that will change you – it's your mind.

Making change in your life is difficult as it requires a new and different mindset to be forged, time for new and healthier habits to form and importantly, *self-discipline*. Essentially, you build self-discipline by wilfully enduring the transient discomfort of changing who and what you are. You're not born with self-discipline; you acquire it. Instead of reflexively feeling a need to escape the stress involved in change, recognise instead the need to endure it.

It's not easy but here are some more tips that have been adapted from the principles of organisation change management will help you through these challenging times and put you on the path to a healthier and happier you.



- **Set smaller and achievable goals.** If your goal is so far away it seems almost unachievable, when the difficult times come as they inevitably will, it will all become too hard. Set smaller, realistic goals and when you achieve these, congratulate yourself, and then start again by setting the next small goal.
- **Cultivate optimism.** No one's life is without negatives. The key is to train yourself to focus on the positives. They will be there! Make a determination to stop complaining – being negative can be a habit in itself that needs to change. Don't allow yourself to procrastinate. Make the decision in your mind to look at the positives.
- **Develop critical self-awareness.** Identify your reflexive and destructive habits so that you are prepared for them when they arise. Often these first emerge as impulsive thoughts so it's important to recognise your go-to thoughts and subsequent behaviours, and have a plan to counteract these.

Sticking to new year's resolutions isn't easy. Hopefully, these tips will help you achieve a healthier and happier start to 2020. Although this time it won't just be a new year, it will be a new decade, so what better time to make a new start. Go on. Change your mindset. Make the decision. Back yourself!

Please [contact QRMC](#) for more information.

Silly Season Risk Management

During the busy lead up to Christmas, both employers and employees should give some extra thought to safety and self-care.

At the end of the year, everyone tends to be simultaneously at their most weary and their most busy: both in serious need of a holiday, and under pressure to get a lot of work finished before the break.



PCBUs need to be aware of the safety and risk issues that arise at this time of year. Increased workload and tight deadlines leading up to Christmas, hotter days, changes in shifts and short-handed rosters and the challenges posed by festive season celebrations (such as alcohol-fuelled behaviour) all present risks to both safety and the reputational of the organisation that need to be managed.

PCBUs should be proactive in addressing these issues:

- Keep an eye on workloads and longer hours, and make sure safety is not compromised in the rush to get to the end of the year. Fatigue management is especially important, and managers should monitor stress levels and be ready with conflict management.
- Ensure good safety induction of temporary / contract workers is carried out.
- Remind workers not to compromise their adherence to safe work practices by cutting corners and ensure worker safety is still being put first despite the seasonal pressures.

- Plan work functions carefully, setting boundaries and explaining behavioural expectations to workers. Be aware of fatigue and concentration issues the day after.

Workers also need to be mindful of their safety both leading into and over the holiday break.

- Be realistic about your limits – if deadlines are just not feasible, take a proactive approach and consult with bosses, colleagues and customers to agree on a way to manage the issue.
- Make an effort to get a good night's sleep on a regular basis and practice good sleep hygiene (no night-time screens, consistent bed and waking times etc.).
- Stay calm and maintain good working relationships with your colleagues – letting the stress take over and putting others off-side will only make things worse.
- Many people undertake extra travelling at this time of year so driving safely becomes doubly important. Plan your trip and your breaks.

Please [contact QRMC](#) for more information.

Holiday Wishes



This edition of Insight is the final for 2019. The first edition in the New Year will be issued in February 2020.

QRMC Risk Management Pty Ltd will be closing over the Christmas period, from close of business Friday 20 December, reopening Monday 6 January 2020.

QRMC wishes all our clients, supporters and readers a relaxing, happy and safe holiday season. We look forward to your company in the New Year!