

# RECEPTIONIST STATEWIDE WORKSHOP

RESILIENCE | LEADERSHIP | INCLUSION | BIG PICTURE

Saturday 25<sup>th</sup> June 2022

Tramshed Function Centre, Launceston



For the  
wellbeing  
of Tasmanians



## Conference Speakers

Nannette Shaw



Nannette Shaw is an Aboriginal Artist with a passion for Kelp Work, Basket Weaving and Shell Stringing and loves passing on her Cultural knowledge to the younger members of the Community.

In 2018, Nannette was a finalist in the Darwin Telstra Awards and won the 3D Koorie Heritage Art Award.

Nannette currently has work being exhibited in two workshops and exhibitions run by TMAG and the National Gallery of Australia. One for her basket weaving called 'Tayenebe' and the other for her shell stringing called 'Kanalaritja: An Unbroken String'. Both pieces toured nationwide for over two years. Nannette is also part of InCahoots that is still touring Australia. Nannette's work resides in Museums all over Australia and in private collections. Her work has been gifted to the former Governor Kate Warner and former Premier Will Hodgman.

Nannette Shaw is a Trawoolway, Tyereelore Woman from the North East of Tasmania and Bunurong from Welcome River in Victoria.

Fiona Hughes



Fiona Hughes is a Trawoolway, Tyereelore Woman from Tasmania who also has ties to the Bunurong people of Welcome River in Victoria, Fiona is a maker of Traditional Shell Jewellery and Bull Kelp vessels both of which are made in the same way the Ancestral Women of Tasmania have done for thousands of years.

Fiona looked beyond these Traditional crafts and combined both of these Traditional ways of the use of the Shells and Kelp into pieces of jewellery by adding shells to the stalk of the Bull Kelp and with this combination Fiona has made some extraordinary beautiful Contemporary pieces of Jewellery.

Fiona is passionate about her Island Heritage and knows the importance of passing on these Traditional Crafts on to the younger ones, especially her granddaughters.

Judith-Rose Thomas



Judith-Rose Thomas is a Tasmanian Aboriginal Artist who exhibits and articulates her work for all who want to learn more about Aboriginal Culture in Tasmania. She paints to show the rich diversity of Culture and has a particular interest in working with children and teaching them the art of painting.

Judith-Rose has a Bachelor's degree in fine arts, a Bachelor's degree in Contemporary Art with Honours, and a Master's degree in Fine Art & Design from the University of Tasmania.

Judith-Rose is a member of the Ben Lomond/ Cape Portland Aboriginal peoples of Tasmania. She is a proud descendant of Chief Manalargenna.

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## Conference Speakers

Johanna Parker



*\*Eyes of Love Photography*

Johanna Parker is an award-winning Australian-based confidence and public speaking coach, international speaker and facilitator, personal leadership maven, educator, strategist, communication expert and the founder of Heart Sparks ([www.heartsparks.com.au](http://www.heartsparks.com.au)), where, through a unique combination of heart, strategy and healing, she passionately supports both adults and adolescents worldwide to master their mindset, ignite their voice, enhance workplace strategy and build sustainable, meaningful lives and communities.

With an extensive professional background in social work, crisis intervention, mental health response, counselling, leadership, people management, organisational development and project work for systemic change prior to her life work as a coach and speaker, Jo passionately supports her clients and audiences to align their head and their heart with deeper conviction.

Over the past ten years her work has seen thousands of adults and workplaces build unwavering confidence and clarity within themselves, her school-based curriculum has transformed wellbeing conversations in the education sector and her work as a Coach Trainer has supported hundreds of heart-centered people across the globe to build successful service-based businesses.

Her work has been featured in a range of print and online media, including Renegade Collective, The Herald Sun, The Huffington Post, Pro Bono Australia, ELLE Magazine, the Daily Guru and Inspired Coach Magazine. She has appeared on countless podcasts, national radio broadcasts, online channels and on national television, where she has also been a strong campaigner against youth homelessness in Australia and for ending violence against women.

Kirralea Walkerden



Kirralea joined The Real Learning Experience in 2018 after a 15-year career working across varied sectors in the insurance industry. Bringing with her strong skills and extensive experience in client management, product development, marketing and distribution and sales portfolio management.

Kirralea is a passionate and authentic senior leader with a leadership style that places strong emphasis on building collaborative relationships, inspiring and engaging people and achieving high performance results. Her strength in strategy development and a broad understanding of business structure combined with her fine eye for detail (and self-confessed OCD!) ensures everything behind the scenes runs smoothly for our clients and our team. This role has been instrumental in paving a solid foundation to step into her biggest passion with the company being Organisational coaching and facilitation. Kirralea is an Accredited Organisational Coach with Institute of Executive Coaching and Leadership (IECL).

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## Conference Speakers

Sharon Corvinus-Jones



Sharon Corvinus-Jones grew up in outback Queensland, the most homophobic place in Australia, feeling different, confused and very alone. She went on to become the first female shearer in Australia before moving to Tasmania, then the second most homophobic place in Australia. Sharon struggled with understanding both her 'sexuality' and her 'gender' and didn't find any support with this until she was in her early 20s.

In 2010 Sharon was awarded the 'Red Herring Surf Social Inclusion Award' in recognition of her work as an Educator/Counsellor at Working It Out, where she worked for 6 years, and her voluntary work as a founding member of Connect4Life which has changed the lives of many lesbian, gay, bisexual, transgender, and intersex (LGBTI) people in Tasmania. In 2013 Sharon won both the 'LGBTI Rainbow Award' and the 'Human Rights LGBTI Award' for her long-term commitment to developing social and support networks and her contribution to suicide prevention.

Sharon spent 3 years working for Relationships Australia Tasmania on their Suicide Prevention Team. Sharon has lived and worked in rural Australia and identifies as 'Gender Non-conforming', challenging transphobia and homophobia. She is aware of the need for LGBTIQ+ inclusive organisations and says: *"I wish there was support for me when I felt alone, isolated and was struggling to make sense of my life. It would have made such a difference to my journey."*

Sharon is now employed as Chief Executive Officer for Kentish Regional Clinic which has its main office in Sheffield in Tasmania. Sharon is a 'Change Agent' with a passion for suicide prevention, community development and equality for all, through education.

Jenny Simms



Jenny Simms is a passionate and authentic Practice Support Coordinator at HR+.

Jenny has an excitement for building positivity, gratitude, and confidence in those she meets and believes that *'you are capable of anything you want in life because there is no-one other than YOU'*.

Jenny believes that having a work, life balance is key to living a life you love.

Jenny is a wife, mother, friend, practice manager, project manager and a practice support coordinator who supports people to work in their chosen career confidently and passionately and to make the best of any given situation.

Jenny studied at the University of New England obtaining a Diploma of Practice Management and later attaining a Diploma of Business Management at TAFE.

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## Conference Program

Time	Session	Presenter
8:30 – 8:50	Registration	20 mins
8:50 – 9:00	<b>Welcome to Country</b>	Nannette Shaw Fiona Hughes Judith-Rose Thomas
9:00 – 9:05	<b>Conference Overview</b>	Jenny Simms (HR+)
9:05 – 11:00	<p><b>The Confidence Connection</b></p> <p>As gate-keepers and first points-of-contact in a crucial service, it is easy to lose ourselves within everything that we are doing and holding for others. Burnout can feel like a visitor that just won't leave, unpredictable issues can take hours from already jam-packed days and focus can quickly shift from 'self care' to 'self repair'.</p> <p>An equal combination of innovative strategy, easy to use tools, enhanced communication techniques, radical personal awareness and heart-led connection, this session is designed to support front-of-house workers to cultivate deeper personal confidence and self-belief, to back their voice with deeper conviction, to reconnect with all that is being achieved within the mayhem and to create meaningful, purposeful and powerfully unique self care strategies within even the most demanding of environments.</p> <p>If not now, then when?</p>	Johanna Parker (Heart Sparks - Life & Confidence Coach)
11:00 – 11:15	Morning tea	15 mins
11:15 – 12:10	<p><b>Chewing Over Change</b></p> <p>A simple, step-by-step process, this session will support change-initiators to feel more confident in times of rapid change while also elevating their change implementation process. With a focus on working 'smarter' rather than 'harder', these simple strategies will save time and energy, while honouring those involved.</p>	Johanna Parker (Heart Sparks - Life & Confidence Coach)
12:10 – 12:40	Lunch	30 mins

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Time	Session	Presenter
12:40 – 2:25	<p><b>Emerging Leaders</b></p> <p>As a new or emerging leader, you will be discovering how complex leadership can be – and how different being a manager is to the way we perceived it.</p> <p>Simply getting the task done is no longer enough – and people issues make focusing on the task challenging. New managers who focus on keeping things under control, regulating systems and processes, and making sure people are doing what they are supposed to be doing, can ‘run a tight ship’. But they soon feel frustrated or overwhelmed by the people related issues – variable performance, interpersonal conflict, poor attitudes, etc.</p> <p>There is also the temptation to be the boss – either following the example of managers they have worked with throughout their careers or fulfilling a perception of the way a manager should act and interact.</p> <p>These approaches are understandable but lead to issues. This workshop is designed to help leaders accelerate the process of acquiring the foundations of leadership – rather than waiting for experience to deliver the learning, this is an opportunity to fast track those fundamentals.</p>	<p>Kirrlea Walkerden (Leadership Coach – The Real Learning Experience)</p>
2:25 – 2:30	Transition	5 mins
2:30 – 3:30	<p><b>LGBTIQA+</b></p> <p>Sharon Corvinus-Jones has 15 years’ experience in LGBTIQA+ training and education. Over this time, Sharon has won 3 awards for her work with LGBTIQA+ suicide prevention and social inclusion strategies.</p> <p>Sharon shares some of her own experiences struggling with sexuality and gender issues. Sharon also includes scenarios where services didn’t work but ways that they could work to be inclusive of LGBTIQA+ people.</p> <p>Sharon is a ‘Change Agent’ with a passion for suicide prevention, community development and equality for all, through education.</p>	<p>Sharon Corvinus-Jones (CEO, CORES – Kentish Regional Clinic)</p>
3:30 – 3:45	Afternoon tea	15 mins

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Time	Session	Presenter
3:45 – 4:15	<p><b>Unconscious Bias</b></p> <p>No matter how much we might not want to admit it, unconscious biases influence a vast majority of our decisions.</p> <p>When it comes to unconscious bias in the workplace, complacency is not an option. Unconscious Biases can impact recruitment, turnover, morale, productivity, and company culture.</p> <p><b>Don't put people in boxes</b></p> <p>Putting people into boxes is our natural tendency as humans - our brains are hard-wired to categorise people. But it's putting people into boxes that reduce them into labels, that limits our abilities to see them as much more than a label, that limits our ability to learn and grow as individuals ourselves.</p>	Jenny Simms (HR+)
4:15 – 4:30	Wrap up, prizes, thank you and gifts, complete feedback forms and close	Jenny Simms (HR+)