

# Courier Mail

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## You've got to keep them motivated

By Lauren Mulhall

TO HELP maintain their excellence and gain a competitive edge in their field, top athletes need coaches to keep them motivated, focused and in peak mental condition.

Similarly, employees need encouragement and motivation to help them strive for their goals and reach the top of their game.

When Minter Ellison human resources director Rolf Moses began searching for further study options to enhance his role at the firm, he felt that gaining counselling skills and an understanding of performance psychology would be most beneficial.

"Fundamentally, our role as human resource professionals is to help others become successful," Mr Moses said. "We spend a lot of time with people who have to perform complex roles and reach certain competencies and this is where gaining an understanding of counselling and performance psychology helps us to be of greater support to employees."

Mr Moses enrolled in a Graduate Diploma in Counselling at the Australian College of Applied Psychology's Brisbane campus. Majoring in performance psychology, Mr Moses has taken advantage of ACAP's flexible program by swapping between intensive on campus and distance study modes to suit his schedule.

He said the college's smaller class sizes and practical approach provided an ideal forum for his on-campus work while his distance modules were enhanced by timely feedback and expert teaching staff.

"I'm now halfway through the diploma and already I'm applying what I have learnt," he said.

"I've become a better listener and learnt that a greater understanding of human behaviour can enhance how I perform my own role."

Mr Moses has recently adapted the knowledge he has gained into the workplace through tailored workshops specially designed for the human resources team. He said he could see many opportunities to implement his new skills into the corporate environment.

"Ultimately, what I would like the organisation to see is improved retention and improved development of people. Our goal is to help employees achieve their goals and get to the next level."

Mr Moses said ACAP's Graduate Diploma in Counselling would be suitable for all professionals, particularly those in a management or coaching position.

"Any manager who runs a team will have staff come to them with various issues so it's important that they are quipped to deal with whatever situation may arise," he said. "Staff are looking for managers who can effectively, coach, challenge and recognise them," he said.

"It's up to managers to develop the skills necessary to deliver on this.

"I would recommend ACAP's modules for all professionals -- after all, I can't think of many organisations where people's team work and performance is not a number one priority."

ACAP is a specialist education institution offering qualifications in counselling and communication, human resources, people management and leadership, sports and performance psychology. For further information about the courses contact 1800 061 199.