

## MASTERCLASS SERIES

### Everyday HR Conversations

#### Overview

This interactive program will provide participants with the skills, tips and tools to hold everyday individual conversations to address 'people' related issues. Participants will gain confidence to appropriately approach conversations with employees to address everyday issues such as emerging patterns of lateness, absenteeism, lack of motivation, 'attitude' and other sensitive matters. Participants will also explore the benefits of creating a mindset of appropriate 'authenticity' rather than 'conflict' when engaging in these types of conversations.

#### Designed for

Business Owners, Managers with Human Resources Responsibilities

**Program Duration:** Half day (9am to 1pm)

**Max Participants:** 6

**Investment:** \$295.00 plus GST Introductory

#### Content

Topics addressed include:

##### Mindset;

- The importance of being authentic
- Providing an opportunity for the employee to self –reflect
- Coaching moment – develop, improve, grow

##### How to Approach Conversations;

- Seek to understand before being understood
- Tips, tools and strategies to prepare for and hold conversations
- What can I raise? How far can I go?
- Setting standards and expectations moving forward
- Documenting agreed way forward
- Eek! How do I have a really sensitive conversation?

##### Consequences of not having authentic conversations;

- Escalation of individual behaviour
- Cultural and potential legal effects
- Potential Workcover claims

#### Learning outcomes

At the conclusion of the workshop participants should:

- Understand the importance of holding authentic individual conversations
- Be familiar with additional tips, tools and strategies to prepare and hold authentic and or sensitive conversations
- Have a greater understanding of reasonable 'management actions'
- Be more confident to approach, prepare and hold authentic individual conversations
- Be able to apply early interventions to address individual issues
- Understand the importance of agreeing and documenting a way forward

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