

## MASTERCLASS SERIES

# Addressing Behavioural Risk in the Workplace

### Overview

This interactive program will provide participants with tips, tools and techniques to handle an employee grievance related to potential behavioural breaches of your Human Resources Policies or Codes of Conduct. Participants will also be provided with skills, tips and tools to be able to apply early interventions to address disputes between employees.

### Designed for

Business Owners or Managers

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

**Max Participants:** 6

**Investment:** \$345.00 plus GST

### Content

Topics addressed include:

#### Handling a Grievance Discussion;

- How to conduct a grievance discussion
- Explaining the grievance procedure
- Providing the employee with and discussing options to be able to address the grievance
- Understanding your 'Duty of Care'
- Understanding the importance of early interventions to prevent escalation of behaviour

#### Interventions to Address Employee Disputes;

- Identifying the source of the 'dispute'
- Empowering parties to resolve the issue
- Meeting with the parties, separately and together
- Collaborating to resolve the 'dispute'
- Agreeing on a way forward
- Documenting and following through on action plans

### Learning outcomes

At the conclusion of the workshop participants should:

- Understand the difference between a grievance and a dispute
- Understand their 'Duty of Care' and other legal responsibilities
- Be more confident to hold discussions around either a grievance or a dispute
- Be able to identify and articulate appropriate options to resolve a grievance
- Be able to apply early interventions to resolve disputes
- Understand the importance of setting and consistently reiterating standards and expectations of behaviour
- Understand the importance of documenting agreed actions and way forward
- Have an awareness of the costs and risks associated with not addressing behavioural risk

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