



Supporting the Management of Workplace Concerns

How to support employees and leaders to resolve their concerns.

Human Resource and WHS professionals, along with Contact Officers are regularly called on to ensure both employees and Leaders feel supported when workplace concerns are being resolved. In supporting the management of workplace concerns, the focus should not only be on ensuring organisational processes are being followed but also on promoting healthy workplace responsibilities and behaviours that will result in concerns or conflicts being resolved quickly by the direct parties involved and identify any preventative measures and systemic change that could stop the cycle of the workplace concern or conflict arising again.

Key components of the program:

Identifying the types of situations that cause workplace concerns

Taking a holistic approach – preventative strategies, risk management and control

The role of the support officer in managing workplace concerns

What to do when a workplace concern is raised with you

Self-help, Informal and Formal Resolution pathways –the options for resolution?

The post-workplace concern requirements

Techniques to support parties resolving their workplace concerns themselves

Learning Outcomes:

At the conclusion of this program participants will be able to:

- Understand the importance of taking a holistic approach to the prevention and resolution of workplace concerns
- Identify how they can support leaders and employees in the resolution of workplace concerns
- Have a greater understanding for why promoting respect and collaboration is critical
- Know what needs to happen after the resolution of the workplace concerns

Duration: Half day

Who should attend: HR & WHS Professionals, Support and Contact Officers

Venue: This program is delivered in-house