

Managing Workplace Concerns

Whether you are a supervisor, coordinator, team leader or manager you are a leader of the people in your organisation and you must be equipped with the knowledge and an understanding of the practical processes and strategies for managing workplace concerns.

Workplace concerns, range from simple misunderstandings, interpersonal conflict to serious grievances such as discrimination, bullying, harassment and violence. There are significant benefits for all parties when these concerns are able to be effectively addressed. "Managing Concerns" can occur in two ways:

- 1 Firstly through prevention based strategies, which aim to develop a workplace culture that promotes tolerance and diversity and reinforces the practice of respectful and collaborative behaviour.
- 2 The second is through complaint and grievance resolution strategies, designed to ensure a speedy and effective resolution of workplace concerns.

Key components of the program:

Identify the types of situations that may trigger a workplace concerns

What are the impacts of excessive or unresolved workplace concerns

The role of the leading in managing workplace concerns

Prevention based strategies. – identifying risk factors and implementing controls

What to do when the concern escalates to a complaint – making the initial assessment

Formal and informal resolution pathways

Record keeping requirements

The importance of ongoing review

Learning Outcomes:

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

- Have an understanding of what to do when faced with a workplace concern
- Identify what needs to be considered when making the initial assessment on receiving a workplace concern
- Have an awareness of the range of resolution techniques that are available

Duration: One day

Who should attend: Managers, Supervisors, Team Leaders and Coordinators

Venue: This program runs in-house and publicly, check out our workshop calendar at www.peelhr.com.au/workshops