

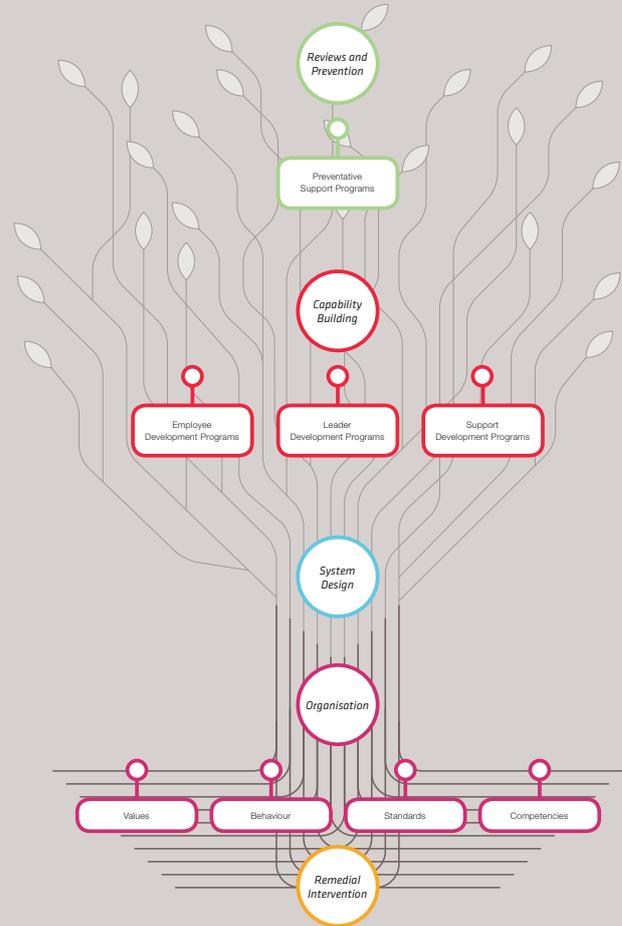


# Workshops

Building capability with Peel HR Training Programs for Employees, Leaders and Human Resource Professionals

**Collaborative organisations** capitalise on the abilities of their people by building capability at all levels of the organisation. At Peel HR we focus on capability build that supports collaborative behaviours...

## The Tree of Collaboration



## Employee Development Programs

Programs for all employees...

### The Respectful Workplace - Issues of Equity, Diversity & Respect for Employees

2 Hours

What you can expect to learn:

- An awareness of your organisational EEO policies and the related obligations as an employee.
- Understanding discrimination, harassment and bullying in the workplace.
- Valuing the importance of respectful communication.
- Understanding the impacts that inappropriate behaviour has on your colleagues, yourself and the organisation.

- How to apply EEO principles in the workplace – appropriate standards of workplace behaviour.
- What to do if I experience inappropriate workplace behaviour.

## Healthy Conversations

1/2  
Day

*What you can expect to learn:*

- The impacts of poorly managed communication in the workplace.
- Why having richer conversations more regularly is important.
- How to avoid difficult conversations turning toxic.
- A framework for having open and honest conversations.

## Collaborative Skills

1/2  
Day

*What you can expect to learn:*

- Understanding the requirements and opportunities under the Fair Work Act.
- Understanding negotiation styles and the characteristics of an effective negotiator.
- The different bargaining models.
- A framework for enterprise negotiations.
- Understanding how to plan negotiation items.

## Collaborative Enterprise Negotiations

1  
Day

*What you can expect to learn:*

- Seeking out collaborative opportunities.
- A framework for collaboration within teams.
- Collaborative techniques.
- The behaviours that support collaboration.

# Leader Development Programs

Programs for Managers, Supervisors, Team Leaders and Coordinators...

## 'The Respectful Workplace – Issues of Equity, Diversity & Respect for Leaders':

2.5  
Hours

*What you can expect to learn:*

- Awareness of your organisational EEO policies and the related obligations for leaders.
- Understanding discrimination, harassment and bullying in the workplace.

- How to apply EEO principles in the workplace as a leader; including leader responsibilities and appropriate responses to EEO matters.
- Understanding the impacts that inappropriate behaviour has on your team, individuals and the organisations.
- Responding appropriately when managing complaints of inappropriate behaviour.

## Managing Workplace Concerns:

1  
Day

*What you can expect to learn*

- 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 Leader 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.

## Manager as a Mediator:

1  
Day

*What you can expect to learn:*

- What is mediation and when is it appropriate in the workplace.
- Key points for Managers as Mediators.
- Roles and responsibilities of the mediator and support people.
- Positions, needs, interests.
- The mediation framework.
- Questioning, listening and reframing skills for mediators.
- Agreement making.

## Frontline Investigations:

1  
Day

*What you can expect to learn:*

- What is an investigation and when is it appropriate.
- The keys to a successful investigation.
- Roles of the key players in an investigation.
- Understanding procedural fairness & natural justice.
- Understanding a complaint/incident.
- Planning and preparing for an investigation.
- Collecting Data.
- Practical Interviewing Techniques.
- Making findings and reporting on your investigation.

## The Pathways to Performance:

2  
Days

*What can you expect to learn:*

- The role of the Leader in building performance within their team.
- The legal principles of procedural and substantive fairness in managing performance.
- Avoiding unfair dismissals.
- How to conduct informal performance development through setting performance and behavioural objectives, feedback and coaching.
- The formal processes involved in managing performance in the workplace.
- Resolving conflict in teams.
- What is misconduct and how do we manage it.
- Fair termination processes.

## Navigating the Formal Performance Pathways:

4  
Hours

*What you can expect to learn:*

- The legal principles of procedural and substantive fairness in managing performance.
- The importance of confidentiality.
- Conducting a performance counselling session.
- The Importance of documentation & record keeping.
- Conducting a disciplinary discussion.
- Disciplinary outcomes.
- Conducting a termination interview.

## Leading Healthy Conversations:

1  
Day

*What you can expect to learn:*

- Having healthy conversations in ways that invite open and constructive dialogue.
- Building a collaborative culture: using healthy conversations to improve relationships and resolve important issues.
- Understanding the value of having these conversations and cost of avoiding them.
- The difference between unhealthy and healthy conversations.
- Applying a straightforward model for managing the conversation (and beyond).
- Strategies to hold healthy conversations - eliminating ambiguity, developing clear messages, create open listening channels and effectively use active listening skills.
- Dealing with emotion and avoid misunderstanding.
- Raise concerns without raising the temperature.
- Identifying trigger-words and phrases to be avoided: collaborative communication techniques.

## Leading Collaboration:

1  
Day

*What you can expect to learn:*

- How to lead collaborative opportunities.
- A framework for collaboration within your teams.
- Collaborative techniques and behaviours of a leader.

## Manager as a Coach:

1  
Day

*What you can expect to learn:*

- Understanding when and how to use coaching.
- Understanding why coaching can shift performance of individuals and teams.
- Understanding coaching as a key part of a Managers/ Leaders role.
- Identifying ways to use simple tools and techniques to get people to perform the way you want.

## Collaborative Enterprise Negotiation Planning:

2  
Days

*What you can expect to learn:*

- Understanding the requirements and opportunities under the Fair Work Act.
- Strategically planning for negotiations.
- Bargaining Models.
- Strategic Planning.
- Tactical Planning.
- A Framework for negotiation.
- Practical negotiating skills.

## Support Development Programs:

**Programs for Human Resource, WHS and Support professionals...**

## Workplace Investigations:

1.5  
Days

*What you can expect to learn:*

- What is an investigation and when is it appropriate.
- Keys to successful Investigations: Neutrality and Independence.
- Roles of the key players – Investigator; Complainant, Witnesses & Union Representatives.
- Fairness & Natural Justice.
- The Investigative Interview – the cognitive interview framework.
- Planning and preparing for an investigation.

- Taking a Complaint.
- Practical Interviewing Techniques – Questioning; Listening & Note-taking.
- Analysing the evidence.
- Findings and Reporting.
- Post Investigation steps.
- Document Control.
- Risk Management.

### Workplace Mediation:

1.5  
Days

*What you can expect to learn:*

- Mediation – When is it appropriate.
- How mediators add value.
- Roles and Responsibilities of a Mediator and support people.
- Positions, Needs, interests.
- The Mediation Framework.
- Facilitating negotiation – Breaking Impasses.
- Agreement Making.
- How to respond to specific issues – Power Imbalances, Testing Solutions.
- Mediators power.

### Supporting the Management of Concerns:

1/2  
Day

*What you can expect to learn :*

- 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.

### Advocacy Coaching Skills:

1.5  
Days

*What you can expect to learn:*

- Legal Foundations.
- Prior to Taking Action - Discipline/Termination of Employment.
- Receiving a Commission Notification.
- Overview of the Conciliation Conference Process.
- Advocacy Essentials - Planning and Preparation.
- Navigating a Conciliation Conference.
- The Art of the Advocate - Tips and Techniques.
- Managing the Progression to Arbitration.

## Building capability with Peel HR

Building capability is a pre-requisite for organisational sustainability. It can be evidenced when learning extends beyond the training room, and is clearly applied in the business. Peel HR supports organisations as they attempt to capitalise on the ability of their people by assisting with building capability at all levels.

At Peel HR we focus on building capability that supports collaborative behaviours across three branches of development: employee; leader; and support staff.

At Peel HR we believe that collaboration in the workplace is critical to organisational success. The Peel HR suites of programs intrinsically promote the underpinning behaviours of collaboration: **Trust; Respect; Challenge; Responsibility; & Accountability.**

## Our training creds...

The Peel HR team has a proven track record in training within both private and public sector organisations. Our programs incorporate relevant scenarios together with interactive exercises and discussion topics. We incorporate our practical learning in our programs and ensure they reflect current legislative requirements. We leave plenty of time for discussion and questions and provide participants with resources and practical tools to take away and implement in your organisation.

*So why choose Peel HR for building capability in your organisation, because:*

- We have extensive experience in Human Resource roles within both private and public sector organisations.
- We have years of experience in developing and delivering L&D initiatives within businesses and can respond to controversial questions with ease.
- We are able to add value, because we have been in your shoes and we incorporate our practical learnings into our programs.
- We understand the law.
- We offer a flexible service and can deliver your project quickly and cost efficiently.

## Contact Peel HR:

*We would love to work with you*

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