



BRANCH	PROGRAMS	FOCUS AREA
Support Development Programs	Workplace Investigations	<ul style="list-style-type: none"> ➤ What is the framework for conducting an investigation into bullying, harassment, Code of Conduct breaches or serious misconduct? ➤ What are the legal principles that apply? ➤ How should the information be analysed, evaluated and reported?
	Workplace Mediation	<ul style="list-style-type: none"> ➤ What are the constructive advantages for resolving conflict through mediation - It actively encourages clear communication, respectful working relationships and has an emphasis on solutions. ➤ What is the framework for managing a workplace mediation and what are the techniques and skills necessary to move through the difficult conversations?
	Supporting the Management of Workplace Concerns	<ul style="list-style-type: none"> ➤ How can you support your leaders at the frontline who have to manage workplace concerns? ➤ Why is promoting respect and collaboration important? ➤ Is there a role to play after the resolution?