

Managing Inappropriate Workplace Behaviour

Management Training

Ensure managers are able to recognise, prevent and deal with unacceptable behaviours; and promotes a workplace culture that reflects organisational values and the code of conduct.

This program has been designed to ensure managers are aware of the relevant state legislative acts, their legal duty of care obligations and are custodians of their organisation's workplace behaviour policy and process. Tailored to your policy and grievance process, it can be run over a half or full day program. Managers participate in a number of skills building exercises to ensure that they understand the complexity of managing unacceptable behaviours and have the confidence to facilitate the organisation's issue resolution process through direct, informal resolution among their direct staff.

Objective	To outline the legislative context and legal definitions, the effects of inappropriate behaviours on the organisation and the individual, leadership skills and strategies for preventing inappropriate behaviours and policy and issue resolution processes.
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Duration	Four hours
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Key Objectives & Learning Outcomes	<ul style="list-style-type: none">• Identify employee relations issues and related policies, procedures and legislative obligations.• Increase awareness of workplace bullying, its detrimental effects on an organisation and individuals.• Develop skills in preventing and managing inappropriate behaviours within the workplace.• Benefits of managing unacceptable behaviours in a organisation• Identify effects of workplace bullying on the individual and the organisation• Identify and define the different types of undesirable behaviours.• Learn what is NOT classified as bullying or harassment.• Identify risk factors that may lead to unacceptable behaviours• Examples of bullying behaviour• Key points in EO, Prevention of Bullying and Issue Resolution Policies• Managers' responsibilities• Describe how these policies will be accessed• List the steps involved in your company's issue resolution procedures• Complete the forms involved in managing unacceptable behaviour• Demonstrate skills in interviewing all parties involved in resolving issues.• Identify skills and attitudes needed to manage people issues in the workplace successfully• Self assessment• Managing your emotions• Strategies to assist in preventing unacceptable behaviours• Risk factors that may create a bullying environment
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Contact	For further information on an exclusive tailored training workshop, please contact:
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