



TRAINING NEED

Bad behavior in the workplace can affect productivity and retention. Claims can be costly in terms of time and money as well as the impact on mental health from being involved in uncomfortable adversarial processes.

Clear policies and procedures governing workplace behavior expectations and how grievances will be managed are a minimum compliance requirement.

The challenge is ensuring that employees understand how to actually meet these expectations and the options available to address those behaviours when they occur.

Well trained Contact Officers are a valuable resource to assist in providing a safe and respectful workplace.

ACTIONABLE OUTCOMES

Properly trained Contact Officers who can:

1. Discharge the role and responsibilities of a Contact Officer
2. Explain what amounts to unlawful and inappropriate workplace behaviour
3. Address and resolve grievances early
4. Use options to resolve grievances internally
5. Assist with external options for resolving grievances

CONTACT OFFICER TRAINING

OVERVIEW

Discrimination	<ul style="list-style-type: none"> e What is direct and indirect discrimination? What are the prescribed attributes? What are the exceptions to the general rules? e Potential examples of discriminatory behaviour.
Harassment	<ul style="list-style-type: none"> e What is harassment? Are protected attributes relevant to harassment? What is the difference between harassment and sexual harassment? How does the reasonable person test work in relation to harassment? e Practical examples of behaviour that may be harassment or sexual harassment.
Bullying	<ul style="list-style-type: none"> e What is bullying. Explore how bullying differs to discrimination or inappropriate behaviour. Performance Management - when it will and will not be bullying. Is all workplace conflict bullying? e Practical examples of bullying.
Victimisation and Vilification	<ul style="list-style-type: none"> e What is victimisation? What is Vilification?
Adverse Action	<ul style="list-style-type: none"> e What is adverse action and how does it differ to other unlawful behaviour? What is a workplace right? When is it lawful to terminate employment because of an employee's absence? How are the protected attributes relevant to adverse action?
The Contact Officer's role	<ul style="list-style-type: none"> e How to perform your role with the 6-step approach. What not to do. What are your confidentiality obligations?
Grievance Options	<ul style="list-style-type: none"> e 3 options for internal complaint management: self-management, low intensity management and high intensity management. How do they compare and what are the advantages and disadvantages of each approach? Is doing nothing an option? External options – advantages and disadvantages. Who decides which option?
Test Learning	<ul style="list-style-type: none"> e Role play, group discussion