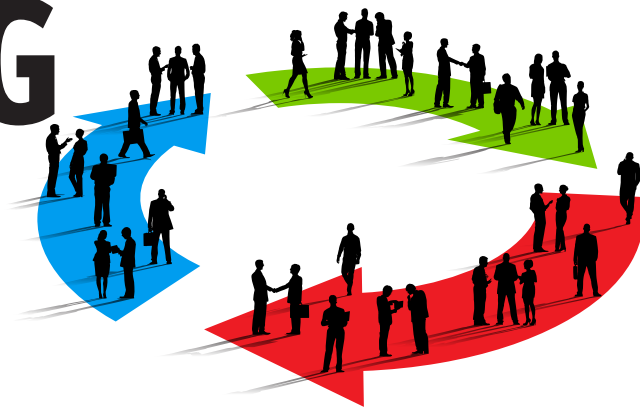


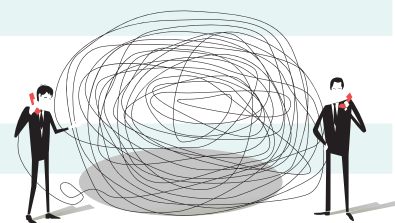
OVERCOMING RECURRING ISSUES



**Which recurring issues come across your desk time and time again?
Surely it makes sense to solve them once and for all.**

This tailored workshop helps participants find solutions for issues that continually crop up.
Examples include: Performance Management, Difficult Discussions and Settling Conflicts.

TIME	TOPIC
9.00am	<p>Welcome and Introductions</p> <p>Workplace Conflict — define conflict and discuss experiences of positive and negative conflict — <i>large group presentation & individual reflection.</i></p> <p>Conflict Triggers — identify typical triggers of workplace conflict — <i>large group discussion & small group work.</i></p> <p>Behavioural Styles — self assessment questionnaire to identify preferred behavioural style and conflict management preference — <i>self assessment & small group discussion & activity</i></p>
10.30am	Morning Tea
10.50am	<p>Managing Workplace Conflict — implement the Five Step Agree process to better manage and resolve workplace conflict — <i>large group presentation & small group work.</i></p> <p>Impact on Performance — evaluate the impact of unresolved and recurring issues on employee performance. Develop a culture of personal responsibility — <i>large group presentation & discussion.</i></p>
12.30pm	Lunch
1.00pm	<p>Grievance & Dispute Settling — review and apply grievance and dispute procedure — <i>large group discussion & scenarios.</i></p> <p>Difficult Conversations — develop foundation skills for conducting effective difficult conversations — <i>large group presentation, small group work & scenarios</i></p>
2.45pm	Afternoon Tea
3.00pm	Disciplinary Policy & Procedure — review and apply disciplinary policy and procedure — <i>large group presentation, small group & scenarios.</i>
4.15pm	Summary
4.30pm	Close



NUTS AND BOLTS

- **Group Size:** An ideal group size is 4–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Cost:** Upon request.

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

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