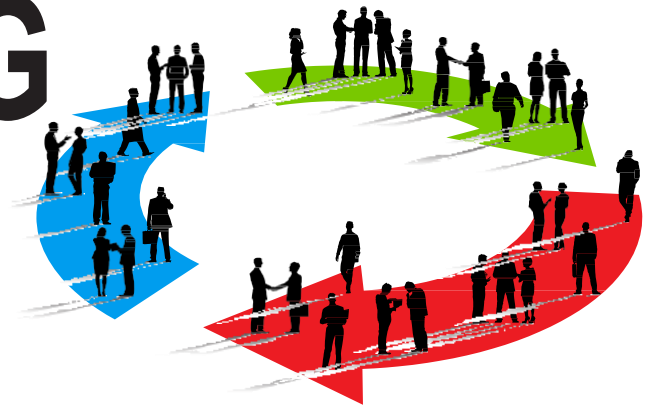


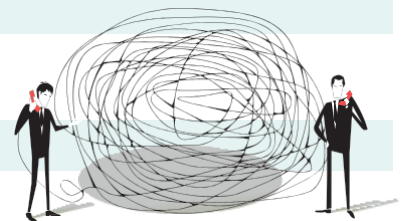
OVERCOMING RECURRING ISSUES



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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