

Professional Development Workshops and Short Courses



Diversity Awareness Workshop

This workshop gives participants a practical understanding of how diversity is beneficial in the workplace. Gain the know-how to prevent and effectively manage bullying and harassment situations through strategies, active promotion and maintenance of positive working relationships. The workshop also covers legislation and compliance issues, communication and supportive leadership styles.

Respect in the Workplace Workshop

This workshop is designed for employees and focuses on the 'three Rs' – Rights, Responsibilities and Respect. Gain the skills needed to behave and communicate in a respectful manner. Participants will discuss definitions and concepts of unacceptable versus acceptable workplace behaviour and enjoy the benefits of a respectful workplace.

Stop! Bullying and Harassment Workshop

This workshop will provide you with a comprehensive overview of workplace bullying, harassment and discrimination. The emphasis is on acquiring effective interpersonal skills and learning practical strategies to deal with bullying and conflict in the workplace. Course includes: Legal and compliance issues; key factors and indicators of a bullying culture; definitions, rights and responsibilities of employees, employers and managers; and creating positive workplace relationships.

What is Bullying? Workshop

This workshop will provide you with an overview of workplace bullying, harassment and discrimination. The emphasis is on understanding and identifying risk factors and warning signals. This is a 'must attend' for all managers, supervisors and employers.

Prevent Bullying: Best Practice Workshop

Bullying is a major risk to businesses both economically and legally. This workshop focuses on interpersonal skills and will equip participants with practical skills using best practice and the 'how to' of creating positive relationships and workplaces. This is a 'must attend' for all managers, supervisors and employers.

Managing Challenging Behaviour Workshop

This interactive workshop is designed for front line employees or anyone dealing with people on a daily basis. It will equip you with the practical skills, knowledge and strategies to manage challenging behaviour and improve workplace relationships. The workshop discusses the roles and habits of challenging behaviour and asks the question: "What is it that these people really want"? Learn how to employ your natural communication style to minimise, contain and avoid unnecessary conflict situations. Plus discover the common mistakes people make.

Strengths Deployment Inventory (SDI) Short Course

Why do people act the way they do and respond to conflict in a particular way? SDI is a self awareness inventory that examines an individual's motivation and explores what drives motivation in different situations. This leads to more effective interpersonal relationships on a personal, work and team level. SDI helps to build strong teams and creates greater understanding between work colleagues, which promotes positive workplace relationships. Completion of the inventory will give participants a better understanding of their strengths and how they can be employed when dealing with conflict.

Contact/Workplace Behaviour Officer Training Short Course

This course is suitable for people who are new to the Contact/Workplace Behaviour Officer role. The course topics will give participants the knowledge and skills to perform effectively. Course includes: The role of the Contact/Workplace Behaviour Officer; understanding the law, legislation and reporting requirements; developing high level communication skills; and understanding bullying and harassment.

Generation Why? Short Course

This course is suitable for managers and supervisors who want to develop a greater understanding of Gen Y and how they differ from other generations. Gen Ys respond well to mentoring, are technically savvy, are comfortable with change, are confident and crave challenges in the workplace. Many employers struggle to recruit and retain Gen Y employees, yet this generation will make up 40 percent of the workforce in just five years time. This training program will give you an insight into how Gen Y think and develop an understanding of triggers and needs. We will share a leadership model, strategies and tips for recruiting, engaging and motivating Gen Y.

One to One Workplace Coaching

Coaching sessions are suitable for employees, managers, supervisors or employers who would like individual coaching on a one-to-one basis for personal and professional development. Participants are able to target their specific needs and workplace issues. Session duration is one and a half hours.

Your Trainer: Caroline Dean

Caroline Dean is an experienced trainer and workplace consultant with a background in criminal justice sociology. She specialises in implementing positive cultural change by finding solutions to bullying and harassment, workplace conflict and challenging behaviour.

For more information contact: Northern/North Western Tasmania: Jackie Murfet. Phone: 6421 5562.

Email: Jacqueline.Murfet@skillsinstitute.tas.edu.au. Southern Tasmania: Emmah Burt-Stone. Phone: 6233 5655.

Email: Emmah.Burt-Stone@skillsinstitute.tas.edu.au.

The Total Training Package
1300 362 175