

# Contact/Workplace Behaviour Officer Training

## Short Course (One Day)



This interactive 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 in their role. Case studies and role plays will be included.

**Course Includes:**

- The role of the Contact/Workplace Behaviour Officer (including do's and don'ts).
- Understanding the law, legislation and reporting requirements.
- Developing high level communication skills.
- The interview process.
- Understanding bullying and harassment.
- Tips and hints for dealing with stress.

**Facilitator:**

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.

**Outcome:** Statement of Attendance.

**When:**

**Hobart**

Course 1: Tues 28 September, 9am - 5pm.

**Where:** At your workplace or the short course is available at the Burnie Campus, Alanvale Campus or Campbell St Campus.

**Cost:** \$225 per person or \$1800 per day for groups (maximum of 16). Fees are inclusive of workshop and resource manual.

**Group Bookings:** Held at a time to suit you in your workplace. Travel and related costs may apply when we visit you in your workplace.

**For further information please contact:**

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The Total Training Package  
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