



## TRAINING NEED

Unresolved conflict often builds and leads to costly claims that result in the right people leaving, reduced productivity and low morale.

There have been major advances in laws protecting diversity and a real push towards inclusiveness. This has coincided with rapid changes to the workforce and diversity being desirable. So then, what's the problem?

Why do record payouts keep being broken for sexual harassment and discrimination claims?

Why has there been a social media explosion on bullying and bad behaviour?

### Traditional Processes Just Aren't Working. They are Usually:

- ✘ Formal and adversarial
- ✘ Focused on being seen to be doing something than actually doing something effective
- ✘ Responsible for creating outcomes which range from 'nothing really changes' to an 'overkill'

When people don't know what the rules are they are more focused on not getting it wrong rather than getting it right.

For organisations who are frustrated by an overemphasis on avoiding causing offence and a threat of legal claims, this training offers a relationship-based approach to compliance. Unlike traditional training, this training focuses on ground rules for practically understanding workplace behaviour laws and guidelines for dealing with inevitable conflict.

This training will benefit workplaces where there is unresolved team conflict or lack of self-awareness as to the impact of behaviours on others.

## ACTIONABLE OUTCOMES

### Participants will learn how to:

1. Seek diversity and inclusiveness as a 'must have' for success and not simply a 'must avoid' for compliance
2. See different perspectives and that building professional relationships is crucial for effective performance and not being 'proved right'
3. Characterise workplace behaviour in terms of what's ok, what's not ok, what's grey and how to deal with that
4. Be more comfortable with uncomfortable conversations that need to occur
5. Frame conflict as a requirement to work cooperatively and achieve results and not avoidance for fear of legal claims

# A CO-OPERATIVE APPROACH TO DIVERSITY & INCLUSION

## OVERVIEW OF TRAINING

<b>Social Safety is Basic Biology</b>	<ul style="list-style-type: none"> <li>☞ What is a socially safe workplace and why it matters</li> <li>☞ A WH&amp;S approach to cooperative workplace behaviour</li> <li>☞ Diversity: what does it mean and its benefits</li> <li>☞ Balancing act: valuing different perspectives and shared values</li> </ul>
<b>Building Effective Relationships: Trust and Respect</b>	<ul style="list-style-type: none"> <li>☞ The 4 natural work styles: self-awareness and understanding others</li> <li>☞ Don't avoid the conversation: creating safe spaces to resolve conflict before 'pinch points' become a crunch</li> </ul>
<b>Ground Rules: Understanding the workplace behaviour legal framework</b>	<ul style="list-style-type: none"> <li>☞ What is and isn't bullying, discrimination, sexual harassment, adverse action and victimisation</li> <li>☞ Appropriate versus inappropriate behaviour</li> <li>☞ What is and isn't reasonable management action</li> <li>☞ Unfair dismissal, adverse action, discrimination, bullying and stress claims</li> <li>☞ Individual legal liability</li> </ul>
<b>Guidelines: How to avoid unlawful behaviour and generally be effective in a diverse workplace</b>	<ul style="list-style-type: none"> <li>☞ Not a 'one size fits all': Applying the understanding of natural workstyles to identify and deal with potential bullying, sexual harassment and discrimination</li> <li>☞ Understanding your why: identify and challenge your biases</li> <li>☞ Risk management: understanding relationships and context</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>☞ Scenarios to identify potential behavioural issues and reasonable action to raise and respond</li> <li>☞ Testing to demonstrate due diligence</li> </ul>