

Managing Challenging Staff and Handling Grievances



Overview

One of the most challenging aspects of management work is dealing with “challenging” staff and handling grievances that may arise. This interactive workshop, aimed at people in a management or supervisory role, will provide you with practical strategies when faced with this challenge and assist you to approach the working relationship differently for improved outcomes. This workshop will cover:

- ✓ What we mean by “challenging” staff? - common unwanted behaviour
- ✓ Understanding what motivates “challenging” behaviour
- ✓ Recognising and controlling your own reactions to challenging behaviour
- ✓ Using a range of strategies to counteract difficult behaviour
- ✓ Formal grievance handling.

Who can attend? Managers or supervisors working in HACC funded services.	
Date: Wednesday 2 May 2012 Time: 9:30am – 4:00pm	Venue: Level 3 Bowen Library 669 Anzac Pde, Maroubra Junction 2035
Cost: HACC staff/volunteers \$55 Non-HACC staff/volunteers \$110 (Please contact VAST for more information on Non-HACC bookings) prices include 10% GST	
<i>The total training fee will be charged if less than 14 days notice is given of a cancellation.</i>	
Facilitator: Debbie Jamieson works as a freelance consultant, providing organisations with conflict management, mediation, facilitation and training. She works with organisations to develop, improve and monitor systems to manage and minimise conflict and improve workplace communications and team effectiveness. Debbie has 19 years senior management experience, primarily in human services, including disability, mental health and aged care. Debbie has 22 years experience in developing and presenting education and training programs. Debbie's professional qualifications include a Masters in Business Administration, a BA Hons. Psychology, a Graduate Certificate in Mediation and a Certificate IV in Assessment and Workplace Training.	

Full payment is due at time of booking.

Please go to our website to download the booking form

<http://www.jnc.org.au>

Email: vast@jnc.org.au

Phone: 9349 8200 Fax: 9344 7294