

WORKSHOPS FROM THE ZALT GROUP

the **ZALT** group

The ZALT Group are pleased to be offering places on two of our most popular workshops for **HR Professionals**.

WORKSHOP 1: FACILITATING DIFFICULT CONVERSATIONS IN THE WORKPLACE

DATE: 26 JULY – 27 JULY 2017

VENUE: AHRI TRAINING ROOM, BOURKE ST, MELBOURNE CBD.

WORKSHOP 2: WORKPLACE INVESTIGATIONS TRAINING

DATE: 7TH AUGUST 2017

VENUE: AHRI TRAINING ROOM, BOURKE ST, MELBOURNE CBD.

*** PLEASE SEE THE FLYER FOR MORE INFORMATION. EARLY BOOKING OFFERS APPLY IF BOOKED BEFORE 26 JUNE 2017. PLACES ARE LIMITED SO DON'T DELAY IN REGISTERING YOUR INTEREST ***

These workshops will give your HR people the opportunity to enhance their existing skills whilst learning new mind sets and approaches. We will give them the know-how to strengthen individual relationships and actively participate in strengthening the workplace culture.

FACILITATING DIFFICULT CONVERSATIONS IN THE WORKPLACE

FOR HR PROFESSIONALS

Mediating difficult conversations was a fantastic course that allowed me to leverage Zandy's experience and brain teasing information to review and better guide difficult conversations. Thoroughly enjoyable and relevant.

Jade Fox – HR, GHD

Zandy and her facilitation skills kept the workshop relaxed yet move along at a great pace, I love that no slides were used! Zandy and her wealth of experience in the area of problem solving along with the content & various models were excellent and highly engaging.

Kerry-Anne Hill - National Organisational Learning & Development Manager at PFD Food Services

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2 DAY WORKSHOP

26TH – 27TH JULY 2017

HR specialists often find themselves amid feisty conversations. The manner and effectiveness of how they facilitate and deal with the initial conversations will either escalate the risk of conflict OR reduce the heat and get everyone back on track, focusing on work priorities.

WORKSHOP OVERVIEW:

- Explore HR's role during workplace tension – including the associated responsibility and power dynamic.
- Develop a proactive and deliberate mindset for how to effectively support others to have constructive conversations, including:
 - Coaching others before, during and after the difficult conversation
 - Identifying when things aren't going well and what to do
 - Confidence in the role you play (including asking the questions that need to be asked and saying the things that need to be said)
- Enhance conflict resolution principles like embracing positive conflict and turning it into collaboration
- Develop and grow your skill toolbox to manage the dynamics of a difficult conversation including:
 - How to mediate or facilitate a difficult conversation
 - Diagnose root causes of conflict
 - Interest based problem solving
- Explore various scripts and conversation starters to build your confidence and capability

*****EARLY BIRD***
BOOK BEFORE
26TH JUNE 2017 &
GET 15% OFF!**

WORKPLACE INVESTIGATIONS – 1 DAY

FOR HR PROFESSIONALS

WORKPLACE INVESTIGATIONS

1 DAY WORKSHOP

7TH AUGUST 2017

"I found The ZALT Group's course to be outstanding. I had my thinking challenged and as a consequence I developed new skills that I know I will use... Tony's delivery was well balanced and his legal knowledge added a sharp edge to the proceedings... Well worth the time and money investment."
**Nigel Smith, Head of HR,
Retail Zoo/Boost Juice**

****EARLY BIRD****

**BOOK BEFORE
26TH JUNE 2017**

**FOR 15% OFF
ALL OUR
WORKSHOPS!**

The pressure is on to get workplace investigations right!

How Workplace Investigations are run is an ever-growing area of workplace risk and litigation. When they go wrong they can go spectacularly wrong both from a legal and people management perspective. Yet they are often run by people who have limited or no real training.

The ZALT Group's Investigations Workshop covers:

- Developing and implementing effective plans for conducting a compliant workplace investigation.
- Articulating and demonstrating the key principles involved in running a workplace investigation: confidentiality, procedural fairness, natural justice and timeliness.
- Creating a concise allegation set that will assist in making findings of fact based on the balance of probabilities.
- Planning and conducting interviews with complainant, witnesses and respondents leveraging the power of language (e.g. using open or closed questions, neutral language and body language).
- Effective stakeholder management, making findings and implementing recommendations.
- Preparing structured written reports that support the investigation process and findings of fact.
- Dealing with difficulties (e.g. complaint withdrawal, refusal to participate, apparent collaboration etc.).

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MEET THE ZALT GROUP

the ZALT group

Workshop 1: 26-27TH JUL

Workshop 2: 7TH AUG



ZANDY BELIEVES:

DIFFICULT CONVERSATIONS ARE LESS DIFFICULT WHEN YOU HAVE THE RIGHT SKILLS, PREPARATION & MINDSET. PEOPLE WANT TO HAVE THAT DIFFICULT CONVERSATION!

Zandy Fell

Zandy Fell is a Director with The ZALT Group. As a conflict resolution practitioner, Zandy's passion is supporting others to prepare for & participate in difficult conversations. She is a highly competent conflict coach, facilitator, mediator and workplace investigator with a deep knowledge and skill in performance management, absenteeism management, induction, succession planning, and intergenerational issues in the workplace.

Currently an Associate at CMA Learning instructing in their Harvard Business School Negotiation Course "Getting to Yes" and "Difficult Conversations". Zandy is also an Associate with the prestigious Boston Triad Consulting Group and has been appointed as a Restorative Engagement Facilitator for the Australian Defence Abuse Response Taskforce.

Law and Arts Degrees from Monash Uni	Grad Dip. Human Resources
Nationally Accredited Mediator - IAMA	ProActive Conferencing Facilitator
CAHRI Members - 2017	Cert IV - Workplace training/assessment
Cert IV - Business & Personal Coaching	Mental Health First Aid Certificate
Cert IV - Workplace training/assessment	Risk Assessment / Management Certificate



Tony Fell

Tony has a unique blend of skills, having worked as an Employment Lawyer, Employee Relations Manager, Operational Manager, Lawyer to business and Lawyer to Government. He is able to quickly gain a keen understanding of an organisation, its drivers and the effects of conflict.

Tony is particularly accomplished at conducting and advising on the handling of investigations into workplace incidents surrounding the vexed areas of employee conflict, misconduct, unsatisfactory performance, bullying, discrimination, sexual harassment allegations and all other types of workplace grievance.

Law Degree - Bond University	CAHRI Member - 2017
Arts Degree - University of Melbourne	Cert IV in Government Investigations
Grad Dip. Management - Monash Uni	Cert IV in Workplace Training/Assessment
Workplace conferencing Certificate	Certified Mediator

TONY BELIEVES... "HAVING A clear understanding of the underlying principles of workplace investigation allows for effective information gathering and decision making."

the **ZALT** group Registration Form

Contact Details

Name:

Organisation:

Title/Position:

Mobile No:

Business No:

Email:

Program Dates

Workshop 1: 2 X FULL DAYS

DEALING WITH DIFFICULT WORKPLACE CONVERSATIONS

26 July – 27 July

Held from: 9am – 5pm

Workshop 2: 1 X FULL DAY

WORKPLACE INVESTIGATION TRAINING

7th Aug

Held from: 9am – 5pm

****EARLY BOOKING OFFER****
BOOK BEFORE 26TH JUNE TO
GET 15% OFF THE FULL PRICE

Workshop 1:

Workshop 2:

**SAVE \$300 WHEN YOU
BOOK BOTH
WORKSHOPS.**

Both Workshops 1 & 2

Cost & Location

	Cost	AHRI TRAINING ROOM
DEALING WITH DIFFICULT WORKPLACE CONVERSATIONS	*\$1,530 (ex GST) IF BOOKED BY 26 JUN - \$1,800 AFTER	Level 13, 565 Bourke Street, Melbourne
WORKPLACE INVESTIGATION TRAINING	*\$765 (ex GST) IF BOOKED BY 26 JUN - \$900 AFTER	Level 13, 565 Bourke Street, Melbourne
PRICE FOR ALL 3 DAYS	*\$2040 (ex GST) IF BOOKED BY 26 JUN - \$2400 AFTER	Level 13, 565 Bourke Street, Melbourne

EARLY BIRD OFFER: 15% OFF THE FULL PRICE IF BOOKED BEFORE 26TH JUNE 2017

- Cost is inclusive of workshops, materials, refreshments and lunch
- Payment must be received before the commencement of the training course



Send this completed form along with any special dietary requirements to: The ZALT Group Email: sarah@thezaltgroup.com.au | Mail: PO Box 2349 Caulfield Junction VIC 3161

Questions: Please call Tony on 0412 368 823