

# TWO WORKSHOPS 7 & 14 Nov 2016

## practical skills conflict dispute Mediating Difficult Workplace Conversations for HR Professionals & Line Managers perception resolution power expert

*"I needed to manage a conversation with 3 direct reports. I was concerned it would go off the rails because they had already argued. I applied The ZALT Group's approach. It worked. In all the leadership training I have done, no one had given me skills about how to "be in the middle" and facilitate until I was coached by the ZALT Group.*

**Senior Manager,  
Procurement**

*"The ZALT Group was fantastic. It was an informative, skill building, interactive course that has had a direct impact."*

**Cara Kuramoto, GHD, People  
Business Partner Manager**



**the ZALT group**

### **Workshop 1 7 November 2016**

#### **Mediating Difficult Workplace Conversations**

Line Managers and Human Resource specialist often find themselves tangled "in the middle" of feisty conversations. The manner and effectiveness of how those they facilitate and deal with the initial conversations will either escalate the risks of conflict or reduce the heat and get everyone back and focusing on work priorities. Here's your chance to refresh and reflect on your current approach and to learn a whole lot more.

#### **Who should attend?**

This course for **HR Professionals** and **Line Managers** who have the responsibility for facilitating difficult conversations and minimising conflict escalation.

#### **Workshop Overview**

- Explore your 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)
- 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

practical

skills

conflict

dispute

# Workplace Investigation Training for HR Professionals & Line Managers

perception

resolution

power

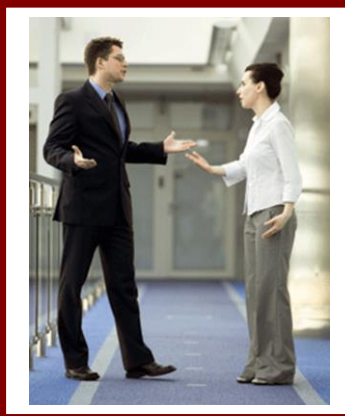
expert

## **Workshop 2** **14 November 2016**

*"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**



### **The pressure is on to get workplace investigations right!!!**

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

### **Who should attend?**

This course for **HR Professionals** and **Line Managers** who have the responsibility for conducting Workplace Investigations.

### **Workshop Overview**

- Develop and implement an effective plan for conducting a compliant workplace investigation
- Articulate and demonstrate the key principles involved in running a workplace investigation: confidentiality, procedural fairness, natural justice and timeliness
- Create a concise allegation set that will assist in making findings of fact based on the balance of probabilities
- Plan and conduct interviews with complainant, witnesses and respondents leveraging the power of language (e.g. using open or closed questions, neutral language and body language)
- Have effective stakeholder management, make findings and implement recommendations
- Prepare a structured written report that supports the investigation process and findings of fact
- Deal with difficulties (e.g. complaint withdrawal, refusal to participate, apparent collaboration etc.)

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practical

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dispute

## Meet The ZALT Group

perception

power

expert

### 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.

Zandy has a Law and an Arts degree from Monash University and later completed a Graduate Diploma in HR. She is a nationally Accredited Mediator (IAMA), Workplace Conferencing Facilitator and has a Certificate IV in Business and Personal Coaching (International Coach Federation Approved), a Certificate IV in Workplace Training and Assessment as well as a Mental Health First Aid Certificate and a Risk Assessment and Management Certificate.

Currently an Associate at CMA Learning Business School Negotiation Course "Getting to Yes" and "Difficult Conversations" and is a Consultant with the prestigious Triad Consulting Group of Boston in their "Thanks for the Feedback" courses.

### 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.

Tony has a Law Degree from Bond University, an Arts degree from The University of Melbourne and a Graduate Diploma in Management from Monash University. Tony also has a Certificate IV in Government Investigations, a Certificate IV in Workplace Training & Assessment, is certified to practise Workplace Conferencing and is a certified Mediator.

# the **ZALT** group Registration Form

## Contact Details

Name:

Organisation:

Title/Position:

Mobile No:

Business No:

Email:

## Program Dates

**Workshop 1:** Facilitating or Mediating Difficult Workplace Conversations

**Workshop 2:** Workplace Investigation Training for HR Professionals & Line Managers

Workshop 1:  
Mon 7<sup>th</sup> Nov 2016  
This is a full day course. It will be held from: **8:30am – 4:30 pm**

Workshop 2:  
Mon 14<sup>th</sup> Nov 2016  
This is a full day course. It will be held from: **8:30am – 4:30pm**

Both Workshops 1 & 2:  
Mon 7<sup>th</sup> & 14<sup>th</sup> Nov 2016  
These are full day courses. They will be held from: : **8:30am – 4:30pm**

## Cost & Location

	Cost	Hosted by Metricon at
Facilitating or Mediating Difficult Workplace Conversations	\$1,200 (ex GST)	501 Blackburn Rd Mt Waverley
Workplace Investigation Training for HR Professionals & Line Managers	\$1,200 (ex GST)	501 Blackburn Rd Mt Waverley
Both days	\$1,650 (ex GST)	501 Blackburn Rd Mt Waverley

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



## Special Requirements

Anything special we need to know? Dietary restrictions?

**Send this completed form to The Zalt Group**

**Email:** [tony.fell@thezaltgroup.com.au](mailto:tony.fell@thezaltgroup.com.au) | **Mail:** PO Box 2349 Caulfield Junction VIC 3161

**Questions:** Please call Tony on 0412 368 823