



WORKSHOPS FROM 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: 22nd 23rd November 2017
**VENUE: AHRI TRAINING ROOM, BOURKE ST,
MELBOURNE CBD**

WORKSHOP 2:
WORKPLACE INVESTIGATIONS TRAINING
DATE: 14th November 2017
**VENUE: AHRI TRAINING ROOM, BOURKE ST,
MELBOURNE CBD**

*****EARLY BIRD*****

Book Before 22nd October 2017 & GET **15% OFF**

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.

www.thezaltgroup.com.au

FACILITATING DIFFICULT CONVERSATIONS IN THE WORKPLACE

2 DAY WORKSHOP 22nd - 23rd NOVEMBER 2017

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

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's wealth of experience in the area of problem-solving along with the content & various models were excellent and highly engaging

Kerry-Anne Hill - National L&D Manager, PFD Food Services

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.



WORKPLACE INVESTIGATIONS 1 DAY

1 DAY WORKSHOP 14th NOVEMBER 2017

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 & 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.).

"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 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.

zandy.fell@thezaltgroup.com.au - www.thezaltgroup.com.au - 0417 336 806

MEET THE ZALT GROUP



ZENDY BELIEVES:

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



TONY BELIEVES:

“HAVING A CLEAR UNDERSTANDING OF THE UNDERLYING PRINCIPLES OF WORKPLACE INVESTIGATION ALLOWS FOR EFFECTIVE INFORMATION GATHERING AND DECISION MAKING.

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

[THE *Zalt* GROUP]

Registration Form

**WORKSHOP 1: 2 X FULL DAYS
DEALING WITH DIFFICULT
WORKPLACE CONVERSATIONS
22nd 23rd NOVEMBER
HELD FROM: 9AM - 5PM**

**WORKSHOP 2: 1 X FULL DAYS
WORKPLACE INVESTIGATION
TRAINING
14th NOVEMBER
HELD FROM: 9AM - 5PM**

PROGRAM INFO

CONTACT DETAILS

Name:

Organisation:

Title/Position:

Mobile No:

Business No:

Email:

****EARLY BOOKING OFFER**
BOOK BEFORE 22nd OCTOBER TO
GET 15% OFF THE FULL PRICE**

WORKSHOP 1:

WORKSHOP 2:

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

BOTH WORKSHOP
1 & 2:

WORKSHOP DETAILS

COST

AHRI TRAINING ROOM

**DEALING WITH DIFFICULT WORKPLACE
CONVERSATIONS**

***\$1, 530 (EX GST) IF BOOKED
BY 22 OCT - \$1,800 AFTER**

**LEVEL 13, 565 BOURKE
STREET, MELBOURNE**

WORKPLACE INVESTIGATION TRAINING

***\$765 (EX GST) IF BOOKED
BY 22 OCT - \$900 AFTER**

**LEVEL 13, 565 BOURKE
STREET, MELBOURNE**

PRICE FOR ALL 3 DAYS

***\$2040 (EX GST) IF BOOKED
BY 22 OCT - \$2400 AFTER**

**LEVEL 13, 565 BOURKE
STREET, MELBOURNE**

**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**