

TOUGHING IT OUT: STRATEGIES FOR MANAGING WORKPLACE CONFLICT

Course Code: TIO



Managing conflict in the workplace can be time consuming and costly, not to mention the additional stress and friction that tends to result. This programme is aimed at HR professionals and managers with HR responsibilities who need to steer a course of action to resolve the conflict, and at the same time minimise the employer's legal risk and exposure.

This half day training session will give participants the opportunity to workshop and develop practical strategies on how to manage difficult and time consuming employee disputes and litigation. It will build personal resilience to manage complex and protracted disputes as well as dealing with third party service providers such as lawyers and managing staff during such a process. It will also build awareness of the relevant legal issues when an employee dispute becomes litigious. This session will provide the opportunity to network and discuss the issues with peers from different organisations.

Learning Content

This half day training programme is practical and interactive. It will include:

- Analysis of 3 common scenarios
- Discussion of practical tips to minimise legal risks
- Exploration of effective personal strategies for managing complex and protracted workplace disputes

Learning Outcomes

At the conclusion of this programme, participants will:

- Understand some key legal issues regarding employment litigation such as legal professional privilege
- Develop strategies for managing employee litigation
- Consider and develop personal strategies to deal with protracted employment disputes
- Understand how to build emotional resilience.

JUSTITIA TRAINING REGISTRATION FORM

Please complete one form per participant. Confirmation of your registration will be emailed.

COURSE DETAILS

Course Code: TIO
Course Date:

PARTICIPANT DETAILS

Prefix: Mr / Ms / Mrs / Dr / Other:
First Name:
Last Name:
Position:
Organisation Name:
Address:
Suburb: Post Code:
Telephone: ()
Mobile:
Email:
Email Updates: ☐ Please add me to Justitia's email list
Dietary Requirements:

PAYMENT DETAILS

Payment can be made by cheque or credit card. If paying by cheque, please make your cheque payable to 'Justitia'. If paying by credit card, please complete the following section. We request you post or fax this registration form with payment.

Credit Card Type: ☐ VISA ☐ MasterCard
Cardholder Name:
Credit Card Number:

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Expiry Date: Month: / Year:
Course Fee: \$ (Normal Fee \$500 / Early Bird \$450)

CANCELLATION POLICY

We will refund your total course fee if you give us 5 or more days' notice of your cancellation. We will not refund your course fee if you notify us of the cancellation less than 5 days prior to the training day. Alternatively, you will be given the opportunity to indicate that another person from your organisation will attend in your place. We ask that you inform us of this before the training day. We may sometimes need to reschedule or cancel courses due to unforeseen circumstances. In that instance, we will offer you the option of a total refund of your course fee, or, if that course is deferred to a later date, a transfer of your booking to the later date.

Fax Registration Form to:

(02) 6169 4480