

Short Courses 2012

Maguire Consulting is proud to present a series of short courses in 2012 for owners and managers of Australian small and medium enterprises. The courses are designed to educate managers in areas of employee management that effect business performance and typically arise in every organisation. Participants will be taught the latest and most effective methods of managing staff relations and improve their knowledge of the laws regulating Australian employment.

All participants receive course materials and notes to use in their own businesses including model policies and procedures, checklists and links to further reading and resources.



THE COURSES

MANAGING UNSATISFACTORY PERFORMANCE AND DISMISSAL

The 3.5 hour workshop educates managers and key personnel responsible for the management of staff performance, in the legal obligations, policies and procedure necessary to address unsatisfactory work performance and serious misconduct. Participants will obtain an understanding and appreciation of:

- The legal principles governing termination of employment;
- How to apply an employee unsatisfactory performance management policy and procedure
- Investigation methods into unsatisfactory performance and misconduct of the employee;
- How and when to conduct an interview with the employee;
- Making the best decision for the organisation

PREVENTING WORKPLACE HARASSMENT, BULLYING & DISCRIMINATION

The 3.5 hour workshop will educate employers in addressing workplace discrimination, harassment and bullying. In particular:

- Provide an overview of discrimination & harassment law and its intersection with an organisation's policies and procedures
- Consider the sources of workplace conflict and effective strategies to prevent discrimination, bullying, harassment and sexual harassment
- Outline responsibilities under equal opportunity legislation including legal liability
- Identify various options to manage and resolve conflict in these areas.

AN INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

This is a one day introductory seminar. Participants are introduced to the fundamentals of human resource management and in particular, will acquire an understanding and appreciation of the following:

- Job Analysis and Design
- Creating meaningful Position Descriptions
- How the Selection and Recruitment process works for best results
- The 7 key elements to an Induction / On-Boarding system
- Drafting appropriate employment contracts
- The do's and don'ts of Performance Management (Getting and best from people)
- Managing unsatisfactory performance and misconduct
- Why having a structured Reward and Recognition system works
- Get the most of your L&D investment - Understand how blended learning returns greater value to the business.

WORKPLACE CONFLICT RESOLUTION

Workplace conflict is a major reason for low staff morale, productivity and high rates of work related illness. The one day workshop will educate employers in the application of contemporary practice and procedure to resolve workplace conflict. In particular, participants will learn:

1. The common reasons that grievances and conflict occur in the workplace;
2. The characteristics of effective teams

3. How to recognise team dynamics and understand how personalities impact on employment relationships;
4. Practical strategies to resolve conflict:
 - a. Use of positive language
 - b. Uncovering people's needs
 - c. Facilitating resolution
5. Dealing with difficult behaviours

Participants will be able to

- a. Use the knowledge obtained from the workshop to adopt suitable strategies for their own workplaces, and
- b. Apply the techniques learnt through the workshop themselves to resolve grievances and conflict in their workplaces.

PERFORMANCE MANAGING FOR HIGH RATING PERFORMANCE

The one day short course introduces participants to techniques and methods to develop measure and achieve higher levels of staff performance. In particular: participants will learn:

- Industry specific research results demonstrating successful methods used by the industry leaders
- The relationship between effective performance management and business results
- Simple and effective models of employee performance management including:
 - Defining performance
 - Removing barriers to performance
 - Techniques to measure performance
 - Rewarding and reinforcing high levels of performance
 - Learning from performance

COURSE METHOD AND RESOURCES

The short courses are delivered in workshops incorporating presentations and practical group work and Q&A. All participants receive course materials and notes to use in their own businesses including model policies and procedures, checklists and links to further reading and resources.

PARTICIPANTS

Suitable for small business owners, chief executives people managers, payroll and HR personnel. The courses are applicable to all Australian industries including retail, human services, IT, employment services, vocational education, general and specialist medical practices.

ABOUT THE PRESENTERS

PAUL MAGUIRE – B COM, GRAD DIP LABOUR RELATIONS LAW

Paul Maguire, is the Director of Maguire Consulting, has more than 20 years experience working with employer associations, individual businesses and employee unions. He currently advises a range of employers across Australia, including small and medium enterprises in the health industry, employment services, vocational training and not-for profit sector, building, and retail, as well as associations such as the National Employment Services Association. He also provides occasional advice to the Optometrists Association of Australia, Australian Medical Association, and the Council of Small Business Australia.

He was the lead advocate for National Employment Services Association on behalf of the industry during the award modernisation hearings at Fair Work Australia and

championed the negotiations for industry specific minimum terms and conditions of employment. Paul writes regularly on employee relations topics and his articles have been published from time to time in the Australian Financial Review, IPA Review and other national and local publications.

KEVIN EGAN - MBA, CERT IV WORKPLACE TRAINING & ASSESSMENT

Kevin Egan with over 20 years experience in Human Resources and Human Resource Management, Kevin has a wealth of knowledge and experience. He has held senior roles such as National Human Resources Manager, State Training Manager and a range of HR consultancy positions. Kevin has worked with a wide range of industry groups, including international management, local & state government, financial, transport & logistics, education & employment services. Kevin also delivers educational programs throughout South East Asia.

PRESENTING PARTNERS

Maguire Consulting and Employee Relations Online is partnering with one of Australia's leading training and professional development organisations - Developing Potential Australia (DPA).



DPA delivers professional development to a wide range of public and commercial enterprises throughout Australia. Their trainers bring a wealth of experience, knowledge and skills to this year's learning program.