



EGL I ASSESSMENTS PTY LTD
www.egliassessments.com
enquiries@egliassessments.com
p 0419 661 421
PO Box 776
Spring Hill Queensland 4004

WORKSHOPS AND PRESENTATIONS

We facilitate workshops and presentations on:

1. INTRODUCTION TO WORKPLACE BULLYING AND HARASSMENT

One hour for general workers

2. INTRODUCTION TO MANAGING INAPPROPRIATE BEHAVIOURS IN A CONTEMPORARY WORKPLACE

Two hours for support personnel

3. INTRODUCTION TO MANAGING INAPPROPRIATE WORKPLACE BEHAVIOURS INCLUDING WORKPLACE BULLYING AND HARASSMENT

Workshop One

Four hours for HR Managers, Personnel Officers, Health and Safety Co-ordinators, Union Representatives, Managers/Supervisors, Risk Management Co-ordinators and legal advisers

Workshop two

Full day for HR Managers, Personnel Officers, Health and Safety Co-ordinators, Union Representatives, Managers/Supervisors, Risk Management Co-ordinators and legal advisers

4. MANAGING INAPPROPRIATE BEHAVIOURS IN A CONTEMPORARY WORKPLACE

Full day for line managers and supervisors

5. WORKPLACE BULLYING – IT’S NOT JUST A BAD MOOD OR BAD BEHAVIOUR ... IT’S ORGANISATIONAL TERRORISM

Full day for Line managers/supervisors, workers, support personnel, HR, Legal advisers and Risk Management Advisors

6. PROBLEM IDENTIFICATION AND DOCUMENTED SOLUTIONS (PIDS)

Half day for All employees engaged in problem solving

1. INTRODUCTION TO WORKPLACE BULLYING AND HARASSMENT

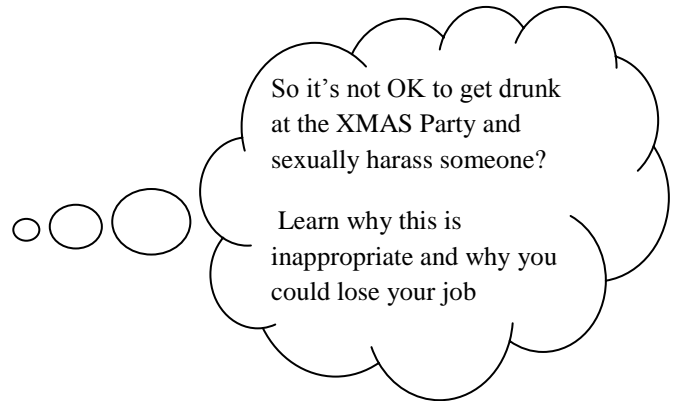
Objectives

To introduce participants to basic elements regarding the prevention, detection and resolution of workplace bullying and harassment

Content

This one hour presentation covers:

- definitions
- trends and issues
- reasonable management
- costs
- resolution options and
- recent Court, Commission and Tribunal decisions



Target audience

This presentation targets general workers in any organisation.

Group size

18-20

2. **INTRODUCTION TO MANAGING INAPPROPRIATE BEHAVIOURS IN A CONTEMPORARY WORKPLACE**

Objectives

To provide participants with strategies that can be applied in their role as support persons

This two hour presentation covers:

- The realities of being a Support Person
- Who is a support person?
 - Support personnel as gatekeepers of information
 - Why Support Personnel need to maintain currency of knowledge
- Identifying inappropriate workplace behaviours including workplace bullying and harassment and sexual harassment
- The cost of inappropriate workplace behaviours
- The ethics and litigation of inappropriate workplace behaviours
- Legislative requirements including
 - Areas of legislative exposure
 - Specific legislative avenues
 - Duty of officers and due diligence and the Work Health and Safety Act 2012
- Some recent decisions
 - Trends and issues including Court, Commission and Tribunals decisions
- Observations about what works and what doesn't work
 - The role of Support Personnel supporting management and workers in setting standards, applying risk management and meeting expectations
 - Using performance management to manage inappropriate workplace behaviours
- How to prepare for your day in a Court, Commission or Tribunal

Target audience

Support Personnel including Harassment Referral Officers, Work Health and Safety personnel, Peer Support Officers

Group size

18-20 (negotiable)

3. **INTRODUCTION TO MANAGING INAPPROPRIATE WORKPLACE BEHAVIOURS INCLUDING WORKPLACE BULLYING AND HARASSMENT**

Workshop One

This half day workshop is designed to provide participants with a broad understanding of issues associated with inappropriate workplace behaviours including bullying and harassment. The workshop is designed to enhance participants' current knowledge of legislation, policies and procedures.

Learning objective

Participants will learn how to:

- Identify and manage inappropriate workplace behaviours in a contemporary work environment
- Identify the links between respect and inappropriate workplace behaviours
- Identify trends, issues and decisions made through Courts, Commissions and Tribunals
- Identify inappropriate workplace behaviours that can cost them their job
- Identify questions that victims, alleged bullies, organisations, medical and legal professionals, family/friends and associates, investigators and the media ask
- Identify how you could respond
- Use a Personal Record Book.

Content

- Identifying inappropriate workplace behaviours including workplace bullying/harassment/sexual harassment
- Legislative requirements including:
 - understanding what is a workplace and work health and safety obligations
 - Trends and issues including Court, Commission and Tribunal decisions
- The role of managers and workers in setting standards, applying risk management and meeting expectations
- Using performance management to manage inappropriate workplace behaviours
- Communication practices that lead to workplace conflict
- Aspects of workplace culture that contribute to inappropriate workplace behaviour
 - the changing workplace — Baby boomers, Gen X and Gen Y
- Social media governance

You will develop an Action Plan that can be used to detect, prevent and resolve workplace bullying.

Target audience

HR Managers, Personnel Officers, Health and Safety Co-ordinators, Union Representatives, Managers/Supervisors, Risk Management Co-ordinators and legal advisers

Group size

16-20 (maximum)

Workshop Two

This full day workshop is a more detailed examination of the issues covered in the workshop titled “**INTRODUCTION TO MANAGING INAPPROPRIATE WORKPLACE BEHAVIOURS INCLUDING WORKPLACE BULLYING AND HARASSMENT**”

The workshop gives participants an opportunity to examine in detail a range of questions that are frequently asked when a workplace bullying incident occurs. Participants will get some practical experience in using a Personal Record Book, and will develop an Action Plan. This Plan will expose participants to the Problem Identification and Documented Solutions (PIDS) model.

Target audience

HR Managers, Personnel Officers, Health and Safety Co-ordinators, Union Representatives, Managers/Supervisors, Risk Management Co-ordinators and legal advisers

Group size

16-20 (maximum)

4. MANAGING INAPPROPRIATE BEHAVIOURS IN A CONTEMPORARY WORKPLACE

Full day workshop

This workshop provides participants the knowledge, skills and abilities to identify and manage risks associated with inappropriate workplace behaviours.

This full day workshop covers topics such as:

- workplace culture, understanding what a workplace is and how that impacts on workers, management and employee roles and
- trends/issues and Court, Commission and Tribunal decisions that impact on participants and their workplace, and why inappropriate workplace behaviours can cost participants their job.

Learning objective

Participants will learn how to:

- Identify and manage inappropriate workplace behaviours in a contemporary work environment
- Identify the links between respect and inappropriate workplace behaviours
- trends, issues and decisions made through Courts, Commissions and Tribunals
- Understand why inappropriate workplace behaviours can cost them their job
- Develop and implement risk management strategies associated with managing inappropriate workplace behaviours

Content

- Identifying inappropriate workplace behaviours including workplace bullying/harassment/sexual harassment
- Legislative requirements including:
 - understanding what is a workplace and work health and safety obligations
 - Trends and issues including Court, Commission and Tribunal decisions
- The role of managers and workers in setting standards, applying risk management and meeting expectations
- Using performance management to manage inappropriate workplace behaviours
- Communication practices that lead to workplace conflict
- Aspects of workplace culture that contribute to inappropriate workplace behaviour
 - the changing workplace — Baby boomers, Gen X and Gen Y
- Social media governance
- Ethics, fraud, corruption and damage to reputation
- Roles of the 'fun' police
- Risk management

Target audience

This workshop is suited for line managers and supervisors.

Group size

16-20 (maximum)

This workshop is designed to challenge how participants think about managing workplace behaviours. When participants have finished this workshop, they will be able to take away strategies and tools that can help reduce the negative impact of inappropriate workplace behaviours.

This one day workshop program includes one (1) half day refresher on trends and issues and Court, Commission and Tribunal decisions that impact on participants and their organisation. We also conduct one (1) workplace assessment to determine the implementation of the Action Plan that was developed to address workplace bullying.

- The cost of this workshop and follow up assessment process is negotiated with you according to the size of your organisation.

5. WORKPLACE BULLYING – IT’S NOT JUST A BAD MOOD OR BAD BEHAVIOUR ... IT’S ORGANISATIONAL TERRORISM

Full day workshop

This workshop is designed to challenge organisational and individual responses to identifying, preventing and resolving counterproductive behaviours. The workshop has been developed from a practitioner’s point of view and looks at how workplaces have changed since the 1960’s. Exposures to life and work experiences provide a catalyst for focusing on reality with a balance of modern day legal obligations.

The workshop looks at how individual values and beliefs impact on the workplace, and the relationship this has on acceptance and tolerance of a wide range of counterproductive behaviours including bullying and harassment, and unlawful discrimination including sexual harassment.

Participants will be exposed to some real life examples and may be confronted with offensive language. Whilst these examples may have come from workplaces in the 1970’s, 80’s and 90’s, participants will learn that those risks still exist.

The emergence of the new Work Health and Safety Act 2012, the willingness of individuals to engage legal practitioners to pursue actions under ‘different’ legislation are presenting individuals and organisations with an increased need to maintain currency of knowledge. Courts, Commissions and Tribunals are making decisions that impact on the public and private sector. Despite organisations developing policies and procedures, conducting training and providing a range of networks for victims/targets, alleged bullies and managers/ supervisors, counterproductive behaviours continue to expose organisations.

This workshop is designed to question the effectiveness of what organisations and participants are doing now and whether or not that is sufficient to respond to future allegations. Participants will be exposed to tips, trips, and slips and falls that are created when behaviours are counterproductive to organisational needs. There will be opportunities to discuss what works and what doesn’t work and why that is so. The workshop also looks at ‘bystanders’ and their roles in addressing counterproductive behaviours.

Objectives

Participants will learn how to:

- Identify counterproductive workplace behaviours
- Identify the links between deviance, bullying, toxic workplaces and counterproductive behaviours
- Identify trends, issues and decisions made through Courts, Commissions and Tribunals
- Understand why failure to address counterproductive workplace behaviours can cost them their job
- Identify and implement practical strategies to address due diligence requirements
- Develop and implement risk management strategies associated with identifying, preventing and resolving counterproductive behaviours

Content

- Identifying inappropriate workplace behaviours including workplace bullying/harassment/sexual harassment
- Legislative requirements including:
 - understanding what is a workplace and work health and safety obligations
 - due diligence
- Trends and issues including Court, Commission and Tribunal decisions
- The role of managers and workers in setting standards, applying risk management and meeting expectations
- Using performance management to manage inappropriate workplace behaviours
- Communication practices that lead to workplace conflict
- Aspects of workplace culture that contribute to inappropriate workplace behaviour
 - the changing workplace — Baby boomers, Gen X and Gen Y
 - what one finds offensive, another uses as a term of endearment
 - the implications of workplace culture and workplace bullying
- Social media governance
- Ethics, fraud, corruption and damage to reputation
- Roles of the ‘fun’ police
- Risk management

Target audience

Line managers/supervisors, workers, support personnel, HR, Legal advisers and Risk Management Advisors

Group size

16-20 (maximum)

What's in it for you?

This workshop gives participants the perfect opportunity to reassess whether or not they can be held personally and vicariously liable for any of their actions (or lack thereof). Sitting in a Court, Commission or Tribunal can be a lonely experience.

The findings can have an impact on reputations, current and future employment, and even personal relationships. Employees have to be able to demonstrate that they have done everything reasonably practicable to prevent a breach of work health and safety.

FEES AND PRICING

Our fees reflect the different types of services and presentations we provide. We:

- offer value for money and services provided
- recognise the need to provide quality customer service that enhances business and operational activities
- will discuss with you a fee for work undertaken that reflects your specific needs and expectations.

These fees are tailored to meet your organisational or your individual needs. Some organisations may require 'add ons' such as:

- Workbook for each participant
- Single or multiple copies of **RESOLVING WORKPLACE BULLYING**. Survival questions and helpful hints from cubicles to boardrooms. Published by EGL I Assessments Pty Ltd, PO Box 776, Spring Hill Qld 4004.

Presentations and workshops outside the Brisbane Metropolitan area are subject to costs of travel and accommodation.

We respect your right and the right of organisations to maintain confidentiality about the level of investment you make in relation to any work that we provide.

6. PROBLEM IDENTIFICATION AND DOCUMENTED SOLUTIONS (PIDS)

Problem solving is an issue in every organisation. If you are involved in projects, or are expected to solve a specific issue in a short time frame, this workshop will help you.

It has been specifically developed to meet your needs. This four hour workshop provides a creative approach to problem solving. It involves active participation, times of being quiet, times of using creative and innovate thought, writing and learning how to prioritise key actions.

Objectives

- To provide participants with a user friendly framework that can be applied in a variety of business and personal situations
- To simplify problem solving
- To link problem solving and action planning to generate a foundation for success

Content

- Problem identification
 - Using practical, workable processes
 - Using consultative processes
 - Using a non threatening environment
- Developing solutions
 - Creating realism
 - Creating ownership
- Action planning
 - Works on 'do ability'
- Developing reports and recommendations
- Cost effective and relative

This workshop provides participants with a brief overview of various problem solving methods.

- Staff surveys (anonymous)
- Suggestion boxes
- Performance interviews
- Exit interviews
- Customer/client satisfaction surveys
- Brainstorming
- Market research
- Consultants

Target audience

All employees engaged in problem solving

This workshop provides you with a method that can be used in any problem solving situation. You will learn how to use existing resources so it is cost effective.

You will develop an Action Plan to address issues that you recorded in the workshop. We recognise that time is an important resource and organisations have many competing demands. The ideology behind this workshop is to provide participants with a cost effective, use any where/any time problem solving model that reduces time spent in meetings. The process also helps participants develop a process for monitoring and managing meeting outcomes.

Delivery of this workshop is tailor made to meet your organisational and operational requirements.

EXTENSIVE EXPERIENCE - PRACTICAL ADVICE

About Bernie Althofer



Bernie is the Managing Director and founder of EGL I ASSESSMENTS PTY LTD. After a career of almost 35 years as a police officer working in operational, administrative, training, project management, management and operational audit areas in a variety of locations and positions, he established EGL I ASSESSMENTS PTY LTD as a reflection of his principles regarding the prevention, detection and resolution of workplace bullying.

Bernie's academic qualifications and managerial experience include him being an Associate Fellow of the Australian Institute of Management and he is currently on the Australian Institute of Management Qld & N.T. Membership Committee. Bernie is an active member of the Corruption Prevention Network (Qld) and is the current Convenor.

Bernie's long term commitment to learning and development has resulted in him being conferred with a Master of Education (Leading & Management) and a Master of Arts (Justice Studies). He also has a Certificate IV Assessment and Workplace Training and a Graduate Certificate in Applied Management.

Since 1992, Bernie has been actively involved in the Public and Private sector undertaking roles such Harassment Referral Officer, Peer Support Officer, Workplace Health and Safety Representative, Union representative, and Workplace Bullying Consultant providing advice, guidance and support to victims, alleged bullies and managers/supervisors on unlawful discrimination (including sexual harassment) and workplace bullying/harassment.

Bernie has extensive practical experience in managing critical projects, and conducting, leading, directing controlling and reporting on operational assessments, compliance audits and performance reviews. These roles have required to acquire, apply and transfer his knowledge and experience in researching, analysing, interpreting, communicating and apply a diverse range of legislative compliance requirements.

His extensive consultative experience in areas of risk management, workplace harassment/bullying, unlawful discrimination, workplace stress, leadership/management, occupational violence including domestic violence has been applied in the design, development and implementation of workshops on risk management, quality management, procedures writing, workplace bullying/harassment, unlawful discrimination (including sexual harassment), performance management and planning, strategic planning, and problem solving.

In October 2010, Bernie was officially acknowledged for his ten year participation and contribution to the QUT Mentor Scheme.

His book 'Resolving Workplace Bullying. Survival questions and helpful hints from cubicles to boardrooms' was published in 2009. He has presented papers at Conferences in Australia on topics including workplace bullying, leadership, health and safety, risk management, deviance and corruption. He has made contributions to the Human Capital Magazine and regularly provides comments to HR Daily on topics such as workplace bullying/harassment, sexual harassment, and performance management. He has also contributed to the Safety Concepts Website <http://safetyconcepts.com.au/>.

In 9 September, 2009, the Corruption Prevention Network, New South Wales conducted a Forum titled "Heroes and Champions" http://www.corruptionprevention.net/resources/resources02_01.html. Bernie joined Clive Small and Frank

Clarke in a facilitated discussion regarding the links between bullying, organised crime and corruption. The presentation can be found at <http://www.corruptionprevention.net/resources/documents/8-CPN2009Dalton.pdf> and <http://www.corruptionprevention.net/resources/documents/8a-CPN2009Althofer.pdf>

CONTACT DETAILS

For an obligation free consultation regarding your specific needs, please contact:

**Bernie Althofer AFAIM
Managing Director**