

## Performance Management and Employment Relations Workshop – 5 /6 hours

### SYNOPSIS

The Workshop is designed for front line supervisors and middle managers to upskill and inform on performance management, complaint handling, laws governing employment relations and the risks of getting it wrong.

This course assumes little to no knowledge of Employment Relations laws but does assume sound knowledge of council specific Policies and Procedures relating to Performance Management, Bullying and Harassment and Discipline/Complaint Processes. The content of the Workshop can be adapted to provide this Policy/Procedure content training, if desired.

### SHORT COURSE TOPICS

#### Part 1 Overview of Laws

- Workplace Conduct Categories
- Unfair Dismissal
- General Protections
- Procedural Fairness/Natural Justice
- Discipline Processes

#### Part 2 Supervisor/Manager Role Expectations

- Who is responsible for what?
- Legislative responsibilities?

#### Part 3 Performance Management

- Performance Management Process.
- Tracking performance
- Importance of recording
- Performance appraisals

#### Part 4 Absence Management

- Absence Management Process
- Interaction with General Protections/Discrimination

#### Part 5 Actioning a Complaint

- Receiving a complaint
- Documentation and Evidence
- Initial Assessment
- Confidentiality
- Role of Union and Support Person

#### Part 6 Risk of Getting it Wrong

- Case Law Examples

#### Part 7 Conclusion and Questions

### LEARNING OUTCOMES

- Understanding of the laws that govern employment relations in local government, including unfair dismissal, general protections, discrimination and the importance of and what constitutes procedural fairness, etc.
- Expectations/responsibilities of Supervisors and Managers in addressing workplace matters, and vicarious and personal liability.
- How to lawfully undertake performance and absence management.
- Importance of actioning employee complaints and grievances, and key tips.
- Role of a support person.
- Risks of getting it wrong explored through case studies and remedies awarded.

### COURSE DETAILS

#### Delivery

Our Workshop provides participants with an interactive session that includes group discussions, case studies, and question and answer sessions. Customisation is available and based on individual Council requirements.

#### Delivery Mode

Peak Services delivers Virtual or Instructor-led Workshops inhouse at your venue.

#### Fees and Inclusions

Please contact Peak Services for course fees or a proposal for on-site/in-house training.

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**REGISTER NOW**  
**P 07 3000 2148**  
**E [peaklegal@wearepeak.com.au](mailto:peaklegal@wearepeak.com.au)**