peak
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Peak Services delivers deep expertise in the local government sector.
We understand the business of councils. Challenge us.

EEO CONTACT OFFICER - 1 DAY COURSE

AUDIENCE

The role of the EEO reflects the commitment Council has to supporting and working with all personnel, elected members and employees.

Officers require up-to-date and contemporary documentation reflecting corporate policies and procedures.

SHORT COURSE TOPICS

- EEO responsibilities
- EEO expectations
- confidentiality
- laws, policies and procedures that affect confidentiality
- breaches
- harassment, discrimination, bullying and other policies
- investigating situations
- managing the situation
- code of conduct and staff disciplinary policy.

LEARNING OUTCOMES

At the conclusion of this workshop participants will recognise the importance of the contact officer role and develop an understanding of the role's responsibilities, particularly when dealing with allegations of bullying and discrimination.

You will gain skills, knowledge and behaviours to help you develop effective techniques for solving a variety of common issues they may face in the workplace.

COURSE DETAILS

Delivery	Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions. Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.
Duration and Location	Our standard structure for this workshop is 1 full day and can be delivered in any metropolitan or regional area of Queensland. Customisation is available based on individual council requirements.
Fees and Inclusions	Our training course will include: - Instructor-led training - Statement of Attendance - Course Workbook

PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS

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