



LIBERTY TRAINING

HR & IR TRAINING SPECIALISTS

UPCOMING COURSES

WEDNESDAY, 16 MAY 2018

MANAGING EMPLOYEE PERFORMANCE -HOW TO GET YOUR PEOPLE BACK ON TRACK AND GET THE BEST OUT OF THEM
delivered by

PETER FLETCHER

THURSDAY, 24 MAY 2018

INTRODUCTION TO HR -THE FUNDAMENTALS
delivered by

KERRIE FIECHTNER

TUESDAY, 12 JUNE 2018

BEING AN EFFECTIVE HR BUSINESS PARTNER
delivered by

KERRIE FIECHTNER

WEDNESDAY, 20 JUNE 2018

PREVENTION AND MANAGEMENT OF BULLYING AND HARASSMENT IN THE WORKPLACE
delivered by

PETER FLETCHER

HALF DAY

9.00 am to 12 noon

Includes tea and coffee on arrival, morning tea and lunch
Chance to network with other attendees over lunch

VENUE

Training Rooms at Carina and Morningside locations

FREE ONSITE PARKING

All courses \$275 + GST

To register your interest, please contact Peter or Kerrie at

info@fletchconsulting.com.au

COURSE DESCRIPTIONS

INTRODUCTION TO HR - THE FUNDAMENTALS

OVERVIEW

Not all organisations have a dedicated HR function, and even when they do exactly what HR does often remains a mystery to some. This half day course has been designed to demystify the function by introducing the layman to the fundamentals of HR. Learning will be based around the employee lifecycle, from "hiring" to "retiring" – and everything in between.

WHO SHOULD ATTEND

THIS COURSE IS SUITABLE FOR:

- Small business owners wanting to better understand what HR is and how it relates to their business
- Office managers and payroll and administration people wanting to learn more about the basics of HR
- Managers or supervisors who want to understand what their HR responsibilities are
- Anyone wanting to gain a better understanding of how HR fits within an organisation and how it may impact their role

LEARNING OUTCOMES

AT THE END OF THE TRAINING SESSION YOU WILL BE ABLE TO:

- Understand the fundamentals of HR and how these are relevant to businesses, employees and other stakeholders
- Identify relevant HR related legislation in Queensland and Australia
- Define the different phases of the employee lifecycle and the HR functions that relate to each phase
- Identify potential gaps and opportunities in your own organisation's HR approach that can lead to improved people management outcomes
- Recognise HR functions relevant to your own role

BEING AN EFFECTIVE HR BUSINESS PARTNER

OVERVIEW

Whilst the concept of approaching HR through a Business Partner model is well established in big business, it is still a relatively new concept for many organisations, particularly SMEs. Traditionally, HR has been seen as an operational service provider but now there is a growing trend for HR to partner more effectively with the business at a strategic level. This is to ensure people initiatives and business strategy are closely aligned and focused on maximising business performance. This course aims to help improve participants' understanding of and effectiveness when using an HR Business Partnering model.

WHO SHOULD ATTEND

THIS COURSE IS SUITABLE FOR:

- Business owners or managers looking to better maximise the impact of their HR function through HR business partnering
- HR practitioners wanting to develop or improve their understanding of what makes an effective business partner
- Anyone wanting to gain a better understanding of how HR can contribute to improved business performance by being a true partner with the business

LEARNING OUTCOMES

AT THE END OF THE TRAINING SESSION YOU WILL BE ABLE TO:

- Understand what a typical HR Business Partner model looks like and how it fits into the broader HR function
- Define the key characteristics of a HR Business Partner and benefits of the role to the business
- Identify potential pitfalls or challenges that may need to be overcome when using an HR business partner model
- Understand the role relationships play in successfully implementing the HR Business Partner model

PREVENTION AND MANAGEMENT OF BULLYING AND HARASSMENT IN THE WORKPLACE

OVERVIEW

This course provides participants with an introduction and overview of the topic of workplace bullying and harassment. Bullying and harassment in society in general, but particularly in workplaces, is becoming an increasingly important issue presenting a legal minefield for employers to navigate. This course will provide participants with what they need to know to help prevent issues occurring. Furthermore, if an issue does arise in the workplace, participants will learn how this can be managed to ensure the business meets legislative obligations and minimises time and cost impacts to the business.

WHO SHOULD ATTEND

THIS COURSE IS SUITABLE FOR:

- Business owners looking to ensure they comply with the law and understand how to manage workplace bullying and harassment matters in their workplaces with minimal cost and disruption to the business
- Line and middle managers responsible for management of people who want to gain enhanced knowledge and understanding about a topical issue occurring in society and in workplaces
- HR practitioners wanting to develop a deeper understanding of how to effectively manage workplace bullying and harassment issues in the workplace, including understanding the role of HR practitioners in the process
- Anyone else wanting to gain a better understanding of workplace bullying and harassment legislation and matters in Australia

LEARNING OUTCOMES

AT THE END OF THE TRAINING SESSION YOU WILL BE ABLE TO:

- Understand what workplace bullying and harassment is and is not
- Understand the meaning of "reasonable management action" and why it's important for workplace bullying and harassment matters
- Understand the importance of what "repeated behaviour" is and why it's relevant
- Understand the legislative responsibilities of businesses and employers and people in positions of management and authority
- Understand how to safely and effectively manage workplace bullying and harassment matters that arise in the workplace including the complaint management and resolution process and the importance of record keeping and confidentiality
- Obtain an understanding of relevant case law in this area

MANAGING EMPLOYEE PERFORMANCE – HOW TO GET YOUR PEOPLE BACK ON TRACK AND GET THE BEST OUT OF THEM

OVERVIEW

This course will provide participants with an introduction on how to effectively manage employee performance to ensure businesses are getting the best out of their people and they are working at the right level for what the individual business requires. It will cover topics such as how to identify poor performance and behaviour and how to put in place measures to get an employee back on track. Participants will have a better understanding of how to have difficult conversations with employees and other relevant matters including the importance of providing employees with natural justice and procedural fairness.

WHO SHOULD ATTEND

THIS COURSE IS SUITABLE FOR:

- Business owners looking to ensure they get the best out of their people
- Line and middle managers (including general managers and operational managers) responsible for the people management function of the business
- HR practitioners wanting to develop a greater understanding of the performance management function including the process that should be followed to address poor performance
- Anyone else wanting to gain a better understanding of performance management issues

LEARNING OUTCOMES

AT THE END OF THE TRAINING SESSION YOU WILL BE ABLE TO:

- Identify applicable laws and company policies and procedures
- Understand about managing less than acceptable performance and behaviour and know where and when to start the process
- Know what a good performance management process looks like
- Know what the terms natural justice and procedural fairness mean
- Use simple and effective performance measures to set expectations
- Understand how to effectively use the probation period to minimise risk to your business
- Understand how to have a difficult conversation and what to do when things go wrong

OTHER COURSES TO BE OFFERED BY LIBERTY TRAINING:

- Letting People Go With Dignity and Respect – Discipline and Dismissal Process
- Writing Effective (and Legally Compliant) HR Policies and Procedures
- All You Need to Know and Understand About Workforce Planning
- Project Management – A Brief Overview
- Becoming a Great Facilitator
- How to Conduct a Thorough, Legally Defensible and Organisationally Relevant Workplace Investigation
- Introduction to the Role of a Contact Officer
- Recruitment and Selection
- Introduction to HR and IR – Full Day
- Managing Ill or Injured Workers

BIOS OF PRESENTERS



Kerrie FIECHTNER

Kerrie Fiechtner is an HR professional with over 20 years' generalist and specialist HR experience. Kerrie has worked in a variety of roles across a diverse range of industries including government, community services, private enterprise, energy, insurance and professional services. Kerrie's experience is supported with formal qualifications in HRM including a Master of Leadership (Change Management). Further information can be found at www.libertyhr.com.au.

CONTACT DETAILS

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M: 0422 920 723



Peter FLETCHER

Peter Fletcher has a wealth of knowledge and experience in managing complex and sensitive HR, Employee Relations and Industrial Relations projects and issues. Peter is particularly skilled at managing workplace issues such as dispute management, enterprise bargaining, discipline and termination, and workplace investigations. His vast experience is supported by formal qualifications including a Master of Business (HRM). Further information can be found at www.fletchconsulting.com.au.

CONTACT DETAILS

Peter@Fletchconsulting.com.au

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