

# Training Programs

## January to June 2009

### WA EQUAL OPPORTUNITY COMMISSION

#### Equal Opportunity Law and Workplace Culture

**Who should attend:** Any person interested in developing their knowledge of Equal Opportunity Law; staff intending to undertake further training as Contact or Grievance Officers, Managers, HR or Policy officers who are responsible for developing policies or procedures for staff in relation to equal opportunity issues

**Aim:** To provide participants with an understanding of Equal Opportunity Law, its application, legal implications and the impact of potentially unlawful behaviour of harassment and bullying on workplace culture

**Content:** Definitions of discrimination, substantive equality, victimisation, harassment and bullying, culture and behaviour, individual and organisational roles and responsibilities, options to deal with inappropriate and potentially unlawful behaviour

**Duration:** Full day (9.30am to 4.30pm)

**Cost (incl GST):** \$307 (lunch provided)

**Dates:** Wednesday 11 February; Wednesday 4 March; Thursday 2 April; Tuesday 12 May; Tuesday 9 June

#### Grievance Management for Managers

**Who should attend:** Managers and/or supervisors who want to improve their skills in dealing with discrimination and harassment in the workplace

**Prerequisite:** Equal Opportunity Law and Workplace Culture

**Aim:** To provide Managers/Supervisors with skills and knowledge to identify and deal with discrimination, harassment and bullying in the workplace

**Content:** Legislation regarding discrimination, harassment and bullying and vicarious liability of individuals and organisations, the role of the Manager/Supervisor in fostering and monitoring a positive workplace culture through management of potentially unlawful workplace behaviour, grievance management framework and dealing with complaints

**Duration:** Full day (9.30am to 4.30pm)

**Cost (incl GST):** \$307 (lunch provided)

**Date:** TBA

#### Contact Officer Role

**Who should attend:** Staff who are undertaking the role of Contact Officer in their organisation

**Prerequisite:** Equal Opportunity Law and Workplace Culture

**Aim:** To provide participants with the skills and knowledge to effectively perform the role of Contact Officer

**Content:** The role and function of a Contact Officer, the skills, knowledge and resources to act as a first point of contact in dealing with complaints

**Duration:** Full day (9.30am to 4.30pm)

**Cost (incl GST):** \$307 (lunch provided)

**Dates:** Wednesday 25 February and Wednesday 13 May

#### Contact Officer Refresher

**Who should attend:** Those staff who have been previously trained and are currently in the role of Contact Officer in their organisations

**Prerequisite:** The role of Contact Officer (or equivalent)

**Aim:** To update knowledge, information and skills and discuss current issues and challenges of the role and identify effective complaint handling strategies

**Content:** Review of the Equal Opportunity Act, role and responsibilities of the Contact Officer and challenges of the role, strategies for effective complaint handling, revisit communication and interview skills, handling difficult situations and practice scenarios

**Duration:** Full day (9.30am to 4.30pm)

**Cost (incl GST):** \$307 (lunch provided)

**Dates:** Wednesday 29 April

#### Grievance Officer Role and Complaint Handling

**Who should attend:** Staff who have a role in their organisation in grievance management and handling of complaints

**Prerequisite:** Equal Opportunity Law and Workplace Culture

**Aim:** To provide Grievance Officers with the skills and knowledge required to investigate and handle complaints of discrimination and harassment in the workplace

**Content:** Day one clarifies the role of Grievance Officers and Contact Officers within organisations, required knowledge and skills, conflicts of interest and interview skills with practice scenarios. Day two further develops the skills of the Grievance Officer to include mediation and the principles of investigation

**Duration:** Two days (9.30am to 4.30pm);

**Cost (incl GST):** \$546 (lunch provided)

**Dates:** Wed/Thurs 11-12 March; Wed/Thurs 10-11 June

**Disclaimer:** Minimum numbers are required for courses to be viable. If not, there could be a possibility of the course being cancelled

#### ADDITIONAL INFORMATION

All courses described in this brochure are held at the Commission. The Commission can provide customised training at your organisation, or nominated venue, as required to suit your particular needs.

To find out more information about any of the courses listed in this document, or to discuss your training options please contact the Commission on (08) 9216 3900 or e-mail [wilma@eoc.wa.gov.au](mailto:wilma@eoc.wa.gov.au).

