



# COMPLAINTS MANAGEMENT & PERFORMANCE TRAINING

As consultants, we are often asked to assist Managers in how to deal with early stages of developing problems in the workplace. Some of these issues may result in action being required over poor performance, a grievance or misconduct.

It is not unusual to find HR specialists presented with problems that have developed over an extended period, and then to find that matters have escalated to a disciplinary investigation, in the absence of the appropriate preliminary inquiries and record keeping.

## **Workshop Objective:**

The workshop will provide participants with knowledge, confidence and an awareness of your organisation's policies and procedures, in how to manage a developing situation. Participants will gain an understanding of how and what to record, in order to provide their HR specialists with a basis, upon which to make an informed decision about an appropriate course of action.

## **Workshop Outline:**

Our 3 hour workshop on '**Complaints Management & Performance**' delivered at your workplace, will provide a framework for dealing with:

- Minor and serious complaints against staff;
- Identifying and documenting poor performance;
- Differentiating between performance issues and breaches of discipline;
- Differentiating between a minor and serious breaches of discipline; and
- Initial responses to the receipt of complaints, or once a performance or discipline issue is identified.

**\* The workshop will utilise actual case studies and activities to achieve the workshop objectives.**

If you would like to make a group booking for your organisation, or further information about other workshops, please don't hesitate to contact us.

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