

Workplace Behaviour



Your staff are your greatest asset,
their appropriate behaviour is critical to your organisation's success
But what is appropriate behaviour?

Course Content

Module 1: Workplace Behaviour for Workers:

Chapter 1: Unacceptable Behaviour.

There are many forms of unacceptable behaviour in the workplace some are overt, but many are subtle. This chapter addresses the range of behaviours, their consequences and their effect on the workplace.

Chapter 2: Discrimination:

This chapter covers the legislation surrounding discrimination and clarifies the different forms of discrimination.

Chapter 3: Sexual Harassment:

What is Sexual Harassment?
What is not Sexual Harassment?

Chapter 4: Vilification:

Explains different forms of vilification and clearly explains how it can occur. Legislation surrounding Vilification and the impact on the workplace.

Chapter 5: Bullying:

Examples of Bullying in everyday life in the office that can occur socially, physically, or work wise. Clearly defines what constitutes bullying.

Chapter 6: Occupational Violence:

Defines what occupational violence is and the consequences and repercussions.

Chapter 7: What is Victimisation?

Covers legislation surrounding victimisation and gives clear examples of what victimisation looks like in the workplace.

Chapter 8: Employee Grievance.

What happens if you as an employee are a victim of unacceptable behaviour or have a concern you want addressed? This chapter explains the process and steps to take to have your grievances heard and what to expect from your employer.

Module 2: Workplace Behaviour for PCBU's:

This course helps managers to understand their responsibilities and reminds them of how to interact appropriately and effectively with employees. It covers the legislation surrounding their role and acts as an extension to 'Workplace Behaviour for Workers.'

Chapter 1: Responsibilities.

Defines the role of the PCBU and their responsibilities under the law. Outlines consequences of non compliance with legislation.

Chapter 2: Managing self.

Dramatisation showing examples of systemic bullying and how a manager can have an effect on a work team. Demonstrates the consequences of inappropriate behaviour.

Chapter 3: Managing Risk factors.

How to pinpoint risk factors that are adversely affecting the productivity and morale of your team.

Chapter 4: Golden Rules for Handling Complaints. Outlines the recommended procedure to follow in complaint resolution.

Resources:

Both courses also include resources to download including Standards and Policies and relevant Government Acts.

Easy to follow instruction

Your very own virtual presenter presenting to you one on one.

Self paced learning

Learn at your own pace. Stop, pause, rewind or replay the entire course.

Interactive Case Studies

Interactive dramatisations available throughout the program to help you to interpret the legislation and develop your own judgement.

System Specifications

WINDOWS ®

1 GHz processor
Windows XP SP2,
Windows Vista SP1
1GB RAM
1024 x 768 minimum resolution
graphics card
Internet Explorer 8+ (or Firefox 3.5+)
Sound card and speakers/
headphones
DVD Rom drive
Flash 10.0 +

MACINTOSH ®

intel: 1GHz processor
Mac OS X v10.5+
1GB RAM
1024 x 768 minimum resolution
graphics card
Safari 4+ (or Firefox 3.5+)
Sound card and speakers/headphones
DVD Rom drive
Flash 10.0 +

Recommended 1 Mbps internet connection

SERVER SPECIFICATIONS

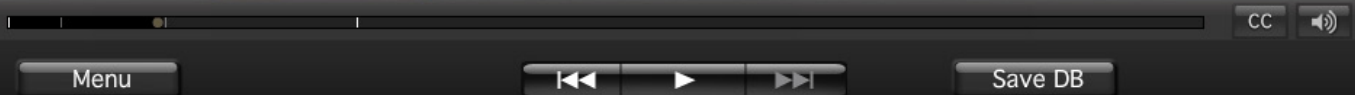
The program is offered as a SCORM 2004 compliant SCO object for insertion into a compatible LEARNING MANAGEMENT SYSTEM.

A hosted solution is also available P.O.A.





A virtual presenter to guide you through the program



LICENCE FEE:

This product is offered as an organisational licence, renewable per annum.

Description	Price ex gst	Term
Once off set up fee: including rebranding to your organisation's logo, including 8 hours of installation support. <small>Additional hours required will be charged at \$140 per hour ex gst</small>	\$5,000	once off

Module 1: Workplace Behaviour for Workers

Description	Price ex gst	Term
For organisations with less than 500 workers	\$5,000	12 months
For organisations with 500 - 1000 workers	\$10,000	12 months
For organisations with 1000 + workers	POA	12 months

Module 2: Workplace Behaviour for PCBU's

Description	Price ex gst	Term
For organisations with less than 500 workers	\$5,000	12 months
For organisations with 500 - 1000 workers	\$10,000	12 months
For organisations with 1000 + workers	POA	12 months

This pricing includes all updates and periodic reviews for the term of the license. Prepayment of license fees for forward years attract a 20%* concession; maximum of 4 years advanced payment is allowed. *not valid with any other offer
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