

Effective grievance processes training

Training overview

The Commission's '*Effective grievance processes*' training aims to enhance participants' general **understanding** of different types of **grievances** and **best practice principles** for managing grievances and **grievance processes**. Participants will have the opportunity to refine their skills in grievance management and **implement workplace specific strategies** to handle grievances. Key content covered includes: key concepts and definitions, complaints processes, best practice principles and tailored case studies.

Learning outcomes

The key learning outcomes of the training are:

- increased understanding of a grievance
- increased understanding of the legal frameworks surrounding bullying, harassment and discrimination
- increased awareness and understanding of the responsibilities of employers
- understanding of best practice principles in relation to grievance processes
- ability to apply best practice principles in the workplace.

What's included

The Commission is able to deliver the training in all capital cities and regional centres, as well as via webinar. The training package includes:

- facilitation from an experienced trainer
- provision of accessible training rooms (if required)
- invitation and registration services
- light refreshments
- training materials including handouts and stationary.

Cost

Our standard *Effective grievance processes* training is delivered as a half-day training workshop. The cost of delivery is **\$3000 AUD + GST** for up to **20 participants**.

This package may be tailored to your organisational needs in relation to the content and duration. Cost of delivery will vary dependant on travel and customisation. To discuss your organisation's training needs or to obtain a quote, please contact the Commission's education team at training@humanrights.gov.au