

---

OVER 70%  
OF A MANAGER'S TIME  
IS SPENT ON RESOLVING  
RELATIONSHIP AND PEOPLE MATTERS.

---



*Because at work ...  
relationships must work*

## SPENDING TOO MUCH TIME ON WORKPLACE CONFLICT?



If you have questions about  
**The Resolution Centre**  
or would like to know more  
please visit [www.resolutioncentre.com.au](http://www.resolutioncentre.com.au)  
or phone 1300 733 556

*“Because at work ...  
relationships must work”*



SYDNEY MELBOURNE BRISBANE  
ADELAIDE PERTH DARWIN HOBART CANBERRA



# GRIEVANCE INVESTIGATION AND MANAGEMENT

HR EXECUTIVES NOW HAVE AN ABILITY TO FOCUS ON THEIR CORE WORK AND OUTSOURCE GRIEVANCE INVESTIGATION AND MANAGEMENT.

Our qualified grievance officers can save you time, money and stress by:

- Interviewing complainants and witnesses
- Reporting impartially on grievance outcomes
- Recommending actions based on policies

Ask us about:

- Policy development
- Handling workplace grievances through to resolution
- Managing your "whistle-blowing" matters

# WORKPLACE MEDIATION

Fast resolution and "due process" can be demonstrated for all workplace conflict by engaging an accredited mediator from The Resolution Centre.

Mediation can resolve:

- Workplace conflict
- Performance matters
- Grievances
- Threats of legal action

Our mediators are highly qualified and skilled and will conduct

- Preliminary meetings with all persons and managers involved
- Facilitate an agreement in neutral surroundings
- Document and execute the agreement with all parties

# TRAINING CONFLICT MANAGEMENT & RESOLUTION

**Course 1** Essential Skills for the Workplace

**Course 2** Advanced Skills for Managers & Supervisors

Both courses can be attended on the dates listed for your city:

BRISBANE CBD	MELBOURNE CBD
October 24, 2007 February 27, 2008 May 21, 2008 August 27, 2008	October 23, 2007 February 26, 2008 May 20, 2008 August 26, 2008
SYDNEY CBD	ADELAIDE CBD
October 10, 2007 February 13, 2008 May 7, 2008 August 13, 2008	October 17, 2007 February 20, 2008 May 14, 2008 August 20, 2008
PERTH CBD	CANBERRA CBD
October 16, 2007 February 19, 2008 May 13, 2008 August 19, 2008	October 9, 2007 February 12, 2008 May 6, 2008 August 12, 2008
NEWCASTLE CBD	
October 11, 2007 February 14, 2008 May 8, 2008 August 14, 2008	

These prescheduled sessions are a cost effective way to train staff in either basic or advanced skills in Conflict Management.

Courses, course materials and all inclusions start from \$280 per participant. Visit our website to download registration forms.



THE  
RESOLUTION  
CENTRE



The Resolution Centre offers conflict prevention consultancy and dispute resolution services to businesses and individuals through mediation, grievance resolution, tailored training and organisational behaviour consultancy.

Ask us about:

- Grievance Investigation & Resolution
- Cultural Reform Programs
- Workplace Mediation
- Management Training and Development in Conflict Prevention

The Resolution Centre, via our sister company, The Human Resources Centre, offers a range of strategic and operational human resources services. For further information please visit [www.humanresourcescentre.com.au](http://www.humanresourcescentre.com.au)



THE  
HUMAN RESOURCES  
CENTRE

