



Bartlett Workplace Training (BWT)

Workplace Management and Leadership
Learning and Development Programs, Educational
Products and Resources



thinking differently

bartlett
workplace
| TRAINING |





Sharing our knowledge so your people can succeed

"Having trained over 5000 decision makers and managers from both public and private sectors, what is apparent to me, is that organisations often put their best people into management positions, making them responsible for their organisations' most valuable asset (its people), but fail to provide them with the adequate practical training and a "tool kit" to enable them to successfully manage people and deal with workplace issues in a way that will maximise performance and desired behaviours, let alone minimise risks of disputes and claims.

Our team at Bartlett Workplace is committed to working with you to provide your people with the best skills and knowledge to help them drive performance, deliver better value and maximise productivity".

Glen Bartlett, Director and Principal Trainer

Bartlett Workplace Training (BWT) provides an extensive range of public and customised workplace management and leadership education solutions that include F2F, online, webinar based and e-module programs, workshops and masterclasses, resources, and online tools.

All our programs, workshops and masterclasses are tailored for the public and private sectors, across all industry segments and are focused on improving the knowledge, confidence and capability of HR professionals, decision makers, managers, front-line supervisors, workplace investigators, enterprise bargaining teams and in-house counsel.

Public training workshops, masterclass, and webinar series

Our public workplace training programs cover topics that are key areas for HR professionals, managers, front-line leaders, in-house legal counsel, and workplace investigators. **We deliver training all year round, and across Australia, covering both metro and regional areas.**

Customised training programs and bespoke education solutions

All our training can be customised to suit your organisation's needs. We deliver training in several ways to best suit your teams' education and development requirements. This includes face to face (**F2F**), online, using video conferencing platforms such as ZOOM or design a blended education solution for you.

We have designed and delivered customised training for over 60 of Australia's largest employers across every industry sector, including international companies who have operations and workforces in Australia and HR professionals who based overseas but are tasked with managing staff in Australia who need to gain a strong understanding of the Australian Employment and IR Legal landscape.

We work with you to review your processes and procedures and redesign the way your key people work, to enable them to get quicker resolution of disputes, become more effective decision makers and managers, and keep them informed of the latest regulatory changes. All our F2F training programs can be developed into online versions or a mix of F2F and online programs that will deliver the same high-quality education and outcomes for your teams.

Tailored training offer advantages to your teams such as

- Privacy - you can workshop and solve real problems in a confidential environment
- One - on - one attention working closely with our skilled facilitators;
- Receive personalised video and recorded copies of role plays and analysis;
- We use real life case studies that are relevant to your organisation and industry; and
- Comprehensive useful take away reference material and tools which will be tailored for and branded specific to your organisation.

All our public and customised workshops are practical and interactive using the latest in technology, are very comprehensive and very effective. All participants are provided with take away resources, field manuals and tools to use in their day to day roles.

- All our education programs and workshops are conducted in a very practical and interactive manner and include a number of roleplays and practical activities with real-life case studies and we would of course include case studies pertaining to your organisation and industry specific;

- As part of the face to face (F2F) and online customised training we would supply a collection of very valuable practical materials for participants, to both enhance the learning experience and provide them with take-away practical resource materials (which will be tailored and branded specifically for your organisation); and
- You and/or your teams will be provided with the resources and tools to deal with difficult situations practically and with reference to the latest legal framework including gaining a strong understanding of important legal phrases such as **'without prejudice'**, **'legal professional privilege'** and **'discovery'** of documents in a legal process.

We have listed a sample of our programs which can be customised and delivered F2F, online, using various platforms or through a blended education solution.



The Essential HR Tool Kit for HR Professionals, Managers/Leaders/Front-Line Supervisors, and In-house Legal Teams

Course
1. Managing People Fundamentals (One of our most popular courses for Managers/Leaders and Front-Line Supervisors)
2. HR and Employment Law Fundamentals for HR professionals, In House Counsels and Managers
3. Managing Employee Performance and Conduct
4. Managing Ill and Injured Employees
5. Change Management Restructuring and Employment Law Fundamentals
6. Outsourcing Employees/Contractors issues including provision of Best Practice Guidelines
7. Setting up a new business in Australia, Workplace Laws and Labour Fundamentals
8. Driving Culture and Setting the Right Behaviours
9. Alternative Conflict Resolution for Managers
10. "Feedback is a gift" - how to conduct difficult discussions and give and receive constructive feedback
11. Tips and Tricks in Managing Behaviour from Minor to Serious Misconduct
12. Working with Union Delegates and Union Organisers (Taking a collaborative approach)



Workplace Investigations Training Solutions for your Managers and Decision Makers

Course
1. Workplace Investigations Officer Training focusing on Serious Misconduct Investigations
2. Workplace Investigations Training for Decision Makers
3. Workshop focussing on 'Best Practice' for workplace investigations and disciplinary processes and procedures



Enterprise Bargaining and IR Education

Course
1. Enterprise Bargaining and Negotiation for bargaining teams
2. Protected and unprotected bargaining-related industrial action and how to deal with it
3. Handling disputes under enterprise agreements that go to the Fair Work Commission
4. Interpretation of Enterprise Agreements
5. Advocacy in Industrial Relations Tribunals



Bespoke 'Hot Topics' Masterclasses and Case Management Study Workshops and Coaching

We work closely with clients to help them and their teams realise their potential leadership capability by providing individual* and small team coaching through bespoke leadership and education programs to suit their professional development, covering all HR, ER and IR topics and issues.

	Course
1.	Workshopping case studies relevant to your organisation – including group analysis, review of decisions, Q&A and what went wrong and what is best practice
2.	Workplace relationships – dealing with the fallout of a soured office romance
3.	Regulating employee conduct in their private time
4.	Dealing with mental health issues at work
5.	Wellbeing of employees – managing anxiety in the workplace



Driving Workplace Culture and the Role of Leadership

	Course
1.	What is workplace culture and what is the role of the leadership in driving it?
2.	Driving the right culture and behaviour across the organisation
3.	Developing a "One team," approach and trademark for leadership groups

*We also provided customised coaching one – to one. We will design a program for you over a month, 2-month period or for as long as you like to suite your time frame and schedule. We find that HR professionals and Senior Managers who are tasked with managing teams find these sessions extremely beneficial. We become your personal advisor.



Delivering training in an interactive and innovative manner no matter where your people are located

E- Learning Compliance Modules

We also provide risk management capability training and work with clients to develop online compliance education modules and compliance audit tools.

Most employers require their staff to complete compliance training as part of their induction. This is usually done online. These modules may have been developed by either your organisation or an external provider.

Bartlett Workplace is often asked to review existing module content and re-write them to bring them into line with the relevant law, policy instruments and best-practice and/or develop a suite of on – line compliance modules for clients who don't currently have this offering to their staff.

For organisations big or small who do not have compliance online modules, we have developed a suite of online modules that cover the key compliance topics covering critical conduct areas such as:

- What is Workplace Bullying
- Sexual Harassment
- Equal Opportunity
- Internet and Social Media Use
- Privacy
- Work Health and Safety

All our online e – learning compliance modules are interactive and easy to use. Employees can access the modules remotely at any time, no matter where they are located. These compliance modules can be stand alone or can be incorporated into your organisation's employee induction program. We highly recommend that employees are required to undertake the e-learning modules at least once a year as a refresher course to ensure they are up to date with any new regulations and to be reminded of their obligations as employee when it comes to their conduct.



Committed to innovating education and real time support

At Bartlett Workplace, we understand that you may have workforces located across several different locations either in Australia or overseas and further may work on rotational rosters. Whatever the case may be, our team are currently involved in the development of several on – line products and technologies including:



Apps; and



Virtual Reality situation training solutions.

Why are we doing this? Because we are committed to using technology to bring real time support, guidance and solutions to our clients and their workforce, no matter where they are located 24/7.



Connecting you to global best practice, knowledge, and real time education – at a click of a button - any time any place

Bartlett Workplace has created an Education Hub to support current and future leaders, managers and supervisors to better manage their people and also to help them establishment 'best practice' foundations with the aim to create a supportive workplace, maximise productivity and reduce risk.

The workplace as we know it is for ever evolving. The legal framework can be complex, let alone understanding how to deal with curve balls that inevitably come up when managing people and dealing with workplace issues.

Managers and leaders are now having to manage workforces and teams located across a number of locations, including people working from home and people working in remote locations either on land or at sea.

Our Education Hub is subscription-based and gives subscribers access to the latest in resources, education solutions, real-time applications, such as apps and webinars, have access to the latest thinking not only from their sector but from across a number of fields and industries and globally.

The education Hub will allow you to co-design your own or your team's education and training programs. Subscribers will also have the opportunity, to subscribe to our podcasts, videos, webinars, all at a touch of a button, any time, any place.



Our trainers and subject matter experts

Our team not only facilitate training programs but are frequently asked to speak at public forums and participate in panel discussion across Australia, Asia and Europe on Workplace Management Issues, Employment Law Fundamentals, Industrial Relations, Workplace Culture, Board and Executive Leadership and Women in leadership.



To discuss any of your customised training needs, public workshops and masterclass schedules across Australia and Webinars or to find out more about our extensive education and development products and services please call Victoria Laspas on 03 9603 5000 or email victoria@bartlettworkplace.com



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