

Pathways News



March 2019

Priceless

You can bank on us !

Well, the Banking Royal Commission chaired by Kenneth Hayne has reported and what a sorry tale it had to unfold. We of course deplore the financial excesses of the institutions examined : the investment advice compromised by the conflicts of interest of advisers; the charging of fees to deceased customers; bonuses and share offers given to staff as rewards for misconduct, the facilitation of money laundering, and the criminal defrauding of customers. However, the primary concern of this article is the environment which made these abuses possible and which encouraged staff to think that such conduct was OK.

The WA Inc. scandals of the late 1980s/early 1990s raised a challenging question for all the players, politicians and business people alike : “I can do this but should I ?” In other words, I have the technical skills to do this but is it ethical and legal ? We have discussed in this newsletter previously the seeming paradox of why good people do bad things at work.

When people arrive at a new workplace they bring with them *personal values* which reflect their individual outlooks on life and the opinions and beliefs which are important to them. They also bring *social values* which are made up of the consensus ideas, beliefs, and principles held by society and the community-at-large. However, in their new workplace they are met with organisational values which are the principles, behaviours, and attitudes which make up the organisational culture. In workplaces, it is the organisational culture that prevails. Where that culture is positive, reinforcing, and inclusive, harmony and productivity flourish. Where the organisational culture is punitive, uses a ‘divide and rule’ philosophy setting one employee against another, and seeks to blame individuals for system failures rather than pursue system repair, the atmosphere becomes toxic. Such dysfunctional cultures are characterised by high staff turnover, low productivity, and high absenteeism rates. It is in the gap between personal/social values and organisational values that misconduct and malpractice occur.

You don’t need a Royal Commission to address these issues – our *Just Ethics* workshop would be a cost effective way to get your staff on the right track.

Ethics – just in time

Never has ethical behaviour in workplaces been more important. The levels of public scrutiny and oversight of the public and private sectors have brought the subject of ethics to the fore. Being accountable for your decisions in organisations and workplaces is now a requirement across both sectors, legally and through policy. Can your agency or business afford not to find out about current best practice and benchmarks in this area ?

Our *Just Ethics* workshop covers personal behaviour, official information, fraud and corruption, use of public resources, record-keeping, and conflicts of interest. The training is conducted workshop style in groups with practical activities to draw upon the experience of those attending. The course is customised to the specific needs of your agency or business.

An experienced local trainer can facilitate the interactive workshops. So now there is no need to source this training outside of the Great Southern.

Please note : We can run one or two-day versions of *Just Ethics* for your staff in any regional centre in the Great Southern. Contact us for a quote on 08 9840 8817 or email: pathwaysets@westnet.com.au

Customer service and support

Pathways ETS has been delivering a workshop in customer service skills called *Serve Them Right* since 2003. We have a commitment to practice what we preach and our clients' needs are central to all our decision-making and planning. For example, the project management workshop "Project Yourself" launched in 2017 was devised following requests from clients, and, those clients have been involved in reviewing the proposed content and course materials.

We also have an *After Sales Policy* under which all clients attending Pathways ETS workshops are invited to contact us by phone or e-mail if they need advice or assistance relating to their training once they're back on-the-job.

For further information, phone us on 08 9840 8817 or visit www.pathwaysets.com.au

Choose
local
for
your
next
training
provider

Add customer value and add business

As we move into 2019, there is concern in the Great Southern about depressed business trading conditions. Chambers of Commerce, local councils, and business owners themselves are seeking ways to generate more economic activity. Conditions are undoubtedly tough at present : low or zero wages growth, ever rising power and water charges, and relatively high unemployment with an ever-shrinking pool of permanent full-time jobs.

However, it is possible to generate additional business from your existing clientele by adding value to their transaction experience. Always relevant and up-to-date, Pathways Education and Training Solutions offers a Customer Service Skills workshop which features a one-day expose of why your customers and clients feel like they do - and what you can do about it. Following good customer service practice, this workshop promises modestly but attempts to deliver much more !

Serve Them Right © is a practical skills workshop aimed at intending applicants for employment in customer and client service positions with public sector agencies and private sector retail and hospitality businesses. This workshop would also be useful for employees and business owners already working in customer and client service settings but who would like to refresh their skills. Participants will learn how to prepare for their customers and clients, how to attend to and service their requirements, and, how to follow-up after sales and generate repeat business. *Serve Them Right* © is facilitated by a qualified teacher and trainer with customer service experience in both government and private organisations.

Phone 9840 8817, see the enclosed flyer, or, visit our website www.pathwaysets.com.au for more information.