

Pathways

News



April 2020

Priceless

New probe in wake of WA Health Department corruption scandal

CCC INVESTIGATION REVEALS WA HEALTH DEPARTMENT CORRUPTION

WHAT GOES AROUND COMES AROUND IN NSW, THE CORRUPTION STATE

PERCEPTIONS OF CORRUPTION SURVEY OF VICTORIAN STATE GOVERNMENT EMPLOYEES - SEPTEMBER 2017

THE CCC'S LATEST REPORT ON SERIOUS MISCONDUCT IN THE WA PUBLIC SECTOR IS NOW AVAILABLE

JetBlue Airline apologises for worker's 'offensive' Halloween costume

Great Barrier Grief: Questions arise over record \$444m environmental grant

Can employers ban office romances?

Does micromanaging constitute 'bullying'?

Conduct in Code

As our left-hand side panel illustrates, some strange things go on in workplaces. The workplace is a complex and unpredictable setting where the only thing that people have in common is the same employer. Sometimes bad things happen.

We addressed this problem in an earlier issue of this newsletter: "Why do good people do bad things at work?" We concluded that employees have their own personal and social values sublimated to the organisation's values. If these latter values are benign then the employee can apply their own values to their daily work. However, if the organisation's values are punitive and toxic, employees will be under enormous pressure to conform most likely creating a conflict with their own values. But, in order to keep their jobs, employees will probably adopt the organisation's values and the codes used: "Are you a team player or not?" "This is the way we do things here", and so on.

The key question, as always, when considering workplace behaviour, is, "I can technically do this but should I?" It's at this point in the decision making process that a *Code of Conduct* can provide guidance and reassurance.

Every organisation *should* have a *Code of Conduct*. A code has value as both an internal guideline and as an external statement of corporate values and commitments. A well-written *Code of Conduct* **clarifies the organisation's mission, values and principles**, linking them with standards of professional conduct. The code articulates the values the organisation wishes to foster in elected officials and other members and, in doing so, defines desired behaviour. As a result, written codes of conduct or ethics can be benchmarks against which individual and organisational performance may be measured.

Pathways ETS is now offering a half-day workshop in starting the process to develop a *Code of Conduct* tailored to your organisation. Called "Conduct in Code", we can deliver the workshop at a venue of your choice. For more information, phone 98408817, mob 0411844420, or email: pathwaysets@westnet.com.au

Serving up something tasty

Pathways Education and Training Solutions is offering a customer service skills training workshop. *Serve Them Right* © 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 one-day 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 course 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 can develop their skills in preparing for their customers and clients, attending to and servicing their requirements, and following-up after transactions to generate repeat business.

Serve Them Right © is facilitated by a qualified teacher and trainer with customer service experience in both government and private organisations. Find out more: Phone 9840 8817, check out the enclosed flyer, or visit www.pathwaysets.com.au

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Time to start lifting the gloom

Cutbacks, budget deficits, job cuts, record low interest rates, people fearful of spending money in shops, banks tightening mortgage loan requirements ... If this is all depressing you, think what it must be doing to your employees. Sometimes, living in an atmosphere of gloom becomes a self-fulfilling and downward spiral. It's time to break out.

One of the most cost-effective ways of boosting the morale of employees in any business or organisation is by investing in training for them. Apart from the skill development contained in training itself, the knowledge that their organisation has arranged and funded training for them sends important and motivating messages to employees about how much they are valued and how much the organisation wants them to stay. All managers know the enormous time and cost involved in advertising for, recruiting, selecting, and appointing new staff.

The retention of skilled and experienced employees is one of the long-term benefits for an organisation that builds a culture of continuous learning through skills training and other opportunities within its workplaces. Whilst it's not unusual to hear about organisations shedding employees at the moment, when economic conditions improve, those employees will most likely need to be replaced. The smart organisations will be those who have retained their skilled and experienced employees and who, accordingly, don't have to waste money on recruitment.

In her online article *Creating a Learning Culture*, Marcia Conner (marciaconner.com) describes a learning culture as "..... a self-sustaining culture that produces more energy than it consumes." These days, too many businesses and organisations see training as a cost not an investment. Perhaps it really is time to invest in your staff now before the economic cycle turns and more prosperous times are with us again.