

Pathways News



November 2019 Priceless

Ethics and Accountability

Never has ethical behaviour in workplaces been more important. The level of public scrutiny and oversight of the public sector, and, the unease of shareholders in private companies over the conduct of their executives have both brought the consideration of ethics to the fore. Being accountable for your decisions in organisations and workplaces is now a requirement across both public and private sectors, legally and through policy.

All seven modules of *Just Ethics* are offered in our workshop including Personal Behaviour, Fraud and Corruption, Use of Public Resources, Recordkeeping, and Conflicts of Interest.

The training is conducted workshop style in groups with practical activities to draw upon the experience of those attending.

Can your agency or business afford not to find out about current best practice and benchmarks in this area ?

Contact us now or see our website for more information about how to get yourself and your staff up to speed to minimise the chance of malpractice, or worse, criminal behaviour, in your agency or business.

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

Oh no ! – not another Christmas Party ?

In the harsh reality of New Year, once the festive season is over, will your workplace be littered not just with faded Christmas decorations and flat half-finished bottles of Champagne ? Will there also be ruined reputations, embarrassed colleagues, threats of complaints about sexual harassment, and a generally toxic atmosphere.

With Christmas fast approaching, workplaces are buzzing with excitement as seasonal staff functions are being organised. However, there is a dark side to all the frivolity which managers need to address.

While it's important that staff can relax and enjoy a Christmas party as a reward for their hard work, managers should emphasise to all staff that it is a work function and that, accordingly, appropriate behaviour is expected.

Managers should convene a meeting and go through relevant workplace policies, including bullying and harassment policies, in the weeks leading up to the function and explain the possible repercussions of breaching those policies or ignoring directions from managers on the night.

Ensure that safe travel options are available to all staff and be sure to set a start and finish time for the function and explain to all staff that any extra celebrations outside of that time will be at their own initiative and not endorsed by the organisation.

Set a limit to any bar tab and reinforce the requirement for employees to drink responsibly. Do not assume that because it is a licensed venue the bar staff will comply with their responsible service of alcohol requirements. You will need to ensure they comply otherwise the organisation could be held vicariously liable for any incidents that occur.

Based on a 2017 CCIWA article. CCI can help you manage your Christmas related employee issues. Call CCI's Employee Relations Advice Centre (ERAC) for assistance and guidance regarding any human resources management or employment related concerns on (08) 9365 7660 or email advice@cciwa.com

Serving up something tasty

Pathways Education and Training Solutions offers 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 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 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 or mobile 0411 844 420, check out the enclosed flyer, or visit www.pathwaysets.com.au

Choose local
for your next
training provider

How we can help

Pathways ETS has off-the-shelf skills workshops ready to go in employment (*Apply Yourself*), middle management (*You'll Just Have To Manage*), staff Selection (*Be Selective*), and customer service (*Serve Them Right*). Other courses include skills in assertiveness (*Assert Yourself*) and training (*Get In In Training*).

To meet the challenge of ever-changing workplaces, (*All Change*) provides insights for both employees and managers and covers coping with and managing change. Half-day workshops are also available in the essentials of *Risk Management*, *Project Management*, and time management (*All In Good Time*). The safety of students and staff in schools is also covered in two workshops : *Safe Conduct* and *Safe Social Media*.

Principal Director Clem Wright said that Pathways ETS can however custom-design courses to suit the particular requirements of clients. Pathways ETS also offers research and consultancy services in education and workplace training to business, industry and government.

For more information, phone 9840 8817, check out the enclosed flyer, or visit www.pathwaysets.com.au

Best wishes for the Festive Season to all our clients from Pathways Education and Training Solutions.

