

Pathways

News



September 2018

Priceless

Risky Business

Have you heard about risk management but are not sure what's involved? Do you know how to identify risks in your workplace or business? Our half-day workshop explains the basic principles and processes behind risk management and what you can do after the workshop to minimise your risks.

In recent years, the issue of *risk* has become an increasingly important one for managers, supervisors, and other employees. At the same time, there is a growing awareness of public liability and a consequent rise in litigation in the community at large.

Risk is unavoidable and is present in virtually every human situation. The highest levels of adverse risk exist in our day-to-day operations and in our increasing dependence on ever-changing technology (for example, networked computers, mobile phone transactions).

Find out more : Phone 9840 8817, mob 0411 844 420, check out the enclosed flyer, or visit www.pathwaysets.com.au

Dressing for the workplace

We were intrigued by an article which appeared in a recent edition of *HRD Australia's* online newsletter. It concerned an employee of British Airways who was apparently terminated because he wore his long hair tied up at the back in a 'bun'. The employee alleges that he was terminated from his role after bosses demanded he chop off his long locks claiming it breached their uniform policy. The employee claims that management told him he couldn't wear his hair in a bun as only female staff could sport that style.

The issue of what constitutes appropriate workplace dress is a long-standing problem as terms like "professional wear" are often used but are ill-defined. Of course, in occupations where uniforms are mandatory, there is usually no issue. It's mainly in office locations where the choice of workwear is left to individual employees within broad guidelines. For men, sometimes suits are preferred or just a collar and tie. What is appropriate work wear for women can be more problematic. Managers (especially male ones!) tend to be more reluctant to isolate a particular style of dress for fear of running foul of employment discrimination laws: Is that skirt too short? Is that top too low cut? Are those shoe heels too high? What about that bare midriff?

What should we consider when trying to settle on acceptable workwear in our workplaces given that what is regarded as appropriate attire in the workplace has shifted dramatically over the past few decades? There has clearly been a trend away from strict formal dress. When devising guidelines in 2018, the following points should be kept in mind:

1. The guidelines should be gender neutral.
2. Emphasise cleanliness, smartness, and tidiness rather than particular styles.
3. Involve employees in the process of arbitrating what is acceptable workwear so that they take ownership of the outcomes.
4. Use generally acceptable community norms rather than the personal preferences of managers.
5. The chosen workwear guidelines should be functionally appropriate for each workplace, e.g. you don't need to wear a suit and tie to be the photocopying assistant in your office.

As far as grooming is concerned, see point 2. Prescriptive hairstyles may be a bridge too far!

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 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.

Topics covered include :

- Identifying potential customers
- Create time and space for customers or clients
- Presenting yourself and your business well
- Using appropriate listening and speech skills
- Avoiding confrontation
- Effectively managing difficult customers
- Using appropriate body language
- Using customer-focused problem solving
- Selecting appropriate levels of service
- Achieving customer satisfaction
- Encouraging 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, mob 0411844420, check out the enclosed flyer, or visit www.pathwaysets.com.au

Read what Pathways ETS clients say

Extracts from post-course/workshop evaluation questionnaires :

"In my opinion this course is an essential component for successfully understanding the job application process in the Public Service." (Writing to Selection Criteria – May 2007)

"Excellent presenter. Spoke very well and clearly, encouraged questions which were answered well also. Everything was explained clearly and concisely." (Be Selective – March 2007)

"Thanks Clem, very informative. Good industry knowledge." (Be Selective – February 2007)

"Thank you for tailoring a course to suit us in such a short timeframe. Great experience and much needed!" (Get In Training – February 2007)

"I gained a lot of skills I haven't been displaying in previous customer service experience." (Serve Them Right – April 2007)

"I will be a better manager for attending this course." (You'll Just Have To Manage – February 2007)

"Lots of interaction and activities which was useful. Presenter was knowledgeable and kept attention of participants." (Get In Training – Nov 2010)

"Was a very enjoyable experience run by an enthusiastic knowledgeable trainer who taught us a lot." – (Get In Training – March 2012)

"Informative and confidence building course." (Apply Yourself – April 2016)

"Encouraged staff to get out of their comfort zone and engage in group activities." (Get In Training – Sep 2016)

"The fact or fiction activity is a very smart way to kick the presentation off. The presenter's ability to share live experiences is most valuable." (Just Ethics Essentials – Aug 2017)

"If you're looking to be successful in a job application setting then this is the course for you." (Apply Yourself – June 2018)

