



Claims Management Services

Seminar Calendar

2022



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New Courses for 2022
Health, Safety and Mental Wellbeing

Time and Date		Course	Cost
9:00am – 11:30am	20 May	<p>Working from home and the new way of life</p> <p>As we emerge from the pandemic, many in our workforce will remain working from home.</p> <p>This session will focus on organisational strategies for ongoing management of a remote workforce.</p> <p>We will explore both the physical safety aspects of home offices, and psychological considerations for providing support and connection.</p> <p>Click here to register</p> <p>https://www.eventbrite.com/e/198656766737</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:30am	7 October	<p>Collaborative approach to Occupational Violence and Aggression (OVA)</p> <p>This module considers practical ways for organisations to address OVA.</p> <p>We will cover workplace design and physical safety considerations, effective management of OVA from a mental health perspective and implementing comprehensive post-incident psychological support for staff.</p> <p>Click here to register</p> <p>https://www.eventbrite.com/e/199538614367</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:00am	29 March	<p>Understanding silicosis</p> <p>In this session, we will cover:</p> <ul style="list-style-type: none"> ▪ the physiological impact of silicosis ▪ relevant legislative requirements associated with working with silica ▪ trending global and Australian statistics and real- life case studies ▪ how to manage risk methodically and embed silica safe practices into your operations. <p>Click here to register</p> <p>https://www.eventbrite.com/e/204295472257</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>

Time and Date		Course	Cost
9:00am - 10:30am	31 May	<p>How to set up your home office</p> <p>This session will provide you with tips to assist your staff to setup for work at home.</p> <p>We will learn about establishing a working from home lifestyle, and the importance of hydration, movement, nutrition and sleep.</p> <p>Click here to register https://www.eventbrite.com/e/199543278317</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:00am	8 June	<p>Managing Occupational Violence and Aggression</p> <p>Occupational violence and aggression has both psychological and physical effects on those who experience it and those who witness it.</p> <p>This session provides detail on:</p> <ul style="list-style-type: none"> ▪ the legislation and the employer role and responsibilities ▪ OVA statistics and case studies ▪ How to recognise and understand the root cause of OVA, and how to assess and manage the risk. <p>Click here to register https://www.eventbrite.com/e/199557260137</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:30am	24 June	<p>Occupational Hygiene (an introduction to asbestos management)</p> <p>This session will provide you with details about:</p> <ul style="list-style-type: none"> ▪ how to manage asbestos, your legislative obligations and how to achieve compliance ▪ where asbestos is present, how employees can be exposed and what happens when exposed ▪ communicating with your workers and contractors. <p>Click here to register https://www.eventbrite.com/e/199564572007</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>

Time and Date		Course	Cost
9:00am – 11:00am	12 October	<p>Contractor safety compliance framework</p> <p>This session will provide you with detail about the framework, your compliance requirements, how to manage contractor safety and performance, and your responsibilities while onsite.</p> <p>Click here to register https://www.eventbrite.com/e/199567781607</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am - 10:30am	14 June	<p>Integration back into the office post COVID-19</p> <p>Returning to the office is something we all look forward to ... or do we?</p> <p>With the impact of the pandemic and the implementation of WFH practices, what can we expect when restrictions ease and employees are able to return to the office?</p> <p>This session will explore some of the considerations organisations need to take into account as we plan for the "new normal" of life for our employees post-COVID-19.</p> <p>Click here to register https://www.eventbrite.com/e/199575364287</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>

Workers' Compensation (delivered by Workplace Interventions)

Time and Date		Course	Cost
9:00am – 12:30pm	28 February 18 May 14 November	<p>Managing psychological injury claims</p> <p>This program will provide participants with an understanding of:</p> <ul style="list-style-type: none"> ▪ common workplace mental illnesses ▪ how an agent determines liability ▪ psychological injuries, barriers to recovery and early intervention ▪ practical workplace adjustments for psychological injuries ▪ how to mitigate the risks of secondary psychological injuries. <p>Click here to register</p> <p>28 February 2022 https://www.eventbrite.com/e/201342148787</p> <p>18 May 2022 https://www.eventbrite.com/e/201344917067</p> <p>14 November 2022 https://www.eventbrite.com/e/201345278147</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 12:30pm	8 March 10 October	<p>Introduction to workers' compensation</p> <p>New starters in the industry will benefit from this session. It provides essential workers' compensation information, including an overview of relevant legislation and employer and worker obligations.</p> <p>Click here to register</p> <p>8 March 2022 https://www.eventbrite.com/e/216685370777</p> <p>10 October 2022 https://www.eventbrite.com/e/201422097917</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>

Time and Date		Course	Cost		
9:00am – 12:30pm	4 April	<p>Understanding workers' compensation premium, PIAWE, SCE's and CWE's</p> <p>This session provides a comprehensive understanding of how workers' compensation premium is calculated and focuses on employer premium legislative requirements. The second part of the seminar provides an overview of pre-injury average weekly earnings (PIAWE) and its calculation.</p> <p>Click here to register</p> <p>4 April 2022 https://www.eventbrite.com/e/201353452597</p> <p>19 September 2022 https://www.eventbrite.com/e/201357113547</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>		
	19 September			9:00am – 12:30pm	28 April
9:00am – 12:30pm	28 April	<p>Return to work for managers and supervisors</p> <p>Managers and supervisors will learn about the importance of being involved in the return-to-work process, being proactive when a workplace injury occurs, identifying suitable duties, and supporting and monitoring worker progress.</p> <p>Managers and supervisors will also learn how to develop and document a graduated return to work plan over a set period and monitor progress.</p> <p>Click here to register</p> <p>28 April 2022 https://www.eventbrite.com/e/201421285487</p> <p>21 November 2022 https://www.eventbrite.com/e/216646945847</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>		
	21 November				

Please note: The above training sessions are delivered by Workplace Interventions. Pre-work and the link to the training session will be sent to you a few days prior to the scheduled date. On the scheduled day, you will be required to complete the pre-work between 9:00am – 11:00am and attend the live Zoom training session from 11:00am – 12:30pm.

Health and Safety		
Time and Date	Course	Cost
9:00am – 11:00am 3 February	<p>Incident investigation</p> <p>This seminar provides participants with practical skills for investigating workplace incidents, determining contributing factors and implementing controls to prevent reoccurrence.</p> <p>Click here to register https://www.eventbrite.com/e/204236957237</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:00am 17 March	<p>The principles of manual handling and ergonomics</p> <p>This session covers the fundamentals of the human spine, how the back, muscles, ligaments and tendons react, an approach towards maintaining back health and how we can develop the habit of doing things in the safest manner.</p> <p>Click here to register https://www.eventbrite.com/e/204244860877</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:00am 13 April	<p>Principles of risk management</p> <p>This program will provide participants with an understanding of:</p> <ul style="list-style-type: none"> ▪ how to proactively address workplace hazards ▪ how organisations can identify and assess the risk of both psychological and physical injuries ▪ how organisations can effectively control the risk of hazards ▪ how organisations can prevent workplace injuries. <p>Click here to register https://www.eventbrite.com/e/204264499617</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:00am 27 April 3 August	<p>Safety for managers and supervisors (Senior Leadership Team)</p> <p>This program will provide you with an understanding of your OHS legal obligations, the role of WorkSafe Inspectors and Health and Safety Representatives (HSR's) and how to facilitate return to work for your injured workers.</p> <p>Click here to register</p> <p>27 April 2022 https://www.eventbrite.com/e/204268431377</p> <p>3 August 2022 https://www.eventbrite.com/e/204281781307</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
Time and Date	Course	Cost

9:00am – 11:00am	17 May	<p>Understanding your ageing workforce and their safety</p> <p>This seminar examines how to manage the safety of an ageing workforce and the ageing workers' safety responsibilities.</p> <p>Click here to register https://www.eventbrite.com/e/223091301087</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:00am	12 July	<p>Understanding mindfulness and safety</p> <p>This seminar examines the human mind, its function when required to focus, why distractions occur and how mindfulness impacts safety.</p> <p>This program will cover what the research is telling us and how to synchronise mindfulness with safety.</p> <p>Click here to register https://www.eventbrite.com/e/204282633857</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
9:00am – 11:00am	6 September	<p>Fit for work</p> <p>This seminar provides an understanding of the importance of a healthy lifestyle to reduce injury and improve quality of life.</p> <p>Topics include promoting health and wellbeing in the workplace, physical fitness and nutrition, the importance of work-life balance and fatigue management.</p> <p>Click here to register https://www.eventbrite.com/e/204285351987</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>

Mental Health

Time and Date		Course	Cost
9:00am – 11:00am	16 February	<p>Having difficult conversations</p> <p>These are often conversations at work that we find difficult or challenging.</p> <p>This session aims to give people leaders some simple tips and tools to manage these conversations with their staff.</p> <p>From performance management to dealing with complex mental health issues, we will explore some practical ways to support staff during these difficult times.</p> <p>Click here to register</p> <p>16 February 2022 https://www.eventbrite.com/e/204286696007</p> <p>21 October 2022 https://www.eventbrite.com/e/204287538527</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
	21 October		
9:00am – 11:00am	23 March	<p>Mental health in the workplace</p> <p>This session will explore the statistics and information regarding workplace mental health, the main causes of mental ill-health, how to increase our awareness of mental health issues and the current stigma surrounding mental health.</p> <p>We will then determine how to practically address mental health in organisations.</p> <p>Click here to register</p> <p>23 March 2022 https://www.eventbrite.com/e/204288230597</p> <p>16 August 2022 https://www.eventbrite.com/e/204288691977</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>
	16 August		
9:00am – 11:00am	12 May	<p>Mental health essentials for supervisors and managers</p> <p>This practical module deals with a key leadership skill of addressing mental ill health within your immediate or broader team.</p> <p>The session will examine the two main mental health conditions and the detection of early warning signs of mental-ill health. We will then discuss ways in which we can facilitate effective and supportive conversations with staff about their mental health and wellbeing.</p> <p>Click here to register</p> <p>https://www.eventbrite.com/e/204290647827</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>

Time and Date		Course	Cost	
9:00am – 11:00am	7 April	<p>Bullying and harassment in the workplace</p> <p>In this session, we will explore the definition of bullying and harassment from the legal aspect with some practical examples.</p> <p>We will also cover how bullying and harassment can lead to a psychological injury claim.</p> <p>Click here to register</p> <p>7 April 2022 https://www.eventbrite.com/e/204292804277</p> <p>22 July 2022 https://www.eventbrite.com/e/223730121817</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>	
	22 July			9:00am – 11:00am
9:00am – 11:00am	14 September	<p>Creating a mentally healthy workplace</p> <p>This session will introduce participants to the foundations of a mentally healthy workplace.</p> <p>The content will cover the pre-requisites of creating a workplace environment focussed on reducing the risk of stress and mental ill-health, and basic strategies in developing an organisational Mental Health and Wellbeing program.</p> <p>Click here to register https://www.eventbrite.com/e/204293616707</p>	<p>\$10 pp (inc GST) for all DXC customers (non-refundable)</p> <p>\$200 pp (inc GST) for non-DXC customers</p>	



Workcover / Return to Work	
Course	Cost
<p>Two day The Role of a Return to Work Coordinator (WorkSafe Endorsed)</p> <p>Following the principles of effective injury management, RTW Coordinators will be equipped with the tools to effectively meet the return to work obligations under the WIRC Act 2013, including the steps required to facilitate a safe and sustainable return to work. This comprehensive course is also helpful for those managing non-work-related injuries.</p> <p>A WorkSafe endorsed certificate is issued upon completion.</p> <p>Topics include:</p> <ul style="list-style-type: none"> ▪ Prepare for return to work ▪ Role of a Return to Work Coordinator ▪ Return an injured worker to work ▪ Plan for return to work ▪ Employer assistance ▪ Worker support and worker obligations ▪ Communication with Treating Practitioners and Occupational Rehabilitation Providers. <p>This course is offered face-to-face (9:00am – 4:30pm) or entirely online.</p> <p>Format</p> <p>Online with a combination of Zoom and webinars OR Two days face-to-face</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/return-to-work-coordinator-training/</p>	<p>\$420 pp (plus GST) for online</p> <p>OR</p> <p>\$460 pp (plus GST) for face-to-face</p> <p>Use the code 'DXC' to receive a 10% discount</p>

Course	Cost
<p>Two-day Advanced WorkCover and Return to Work (Part 1)</p> <p>This intensive course is designed to improve and upskill experienced Return to Work Coordinators and senior leaders responsible for workers' compensation and injury management.</p> <p>Participants will acquire the practical tools and skills to identify workplace strategies to improve their injury management processes and achieve better outcomes.</p> <p>Part 1 of this advanced program covers the following topics:</p> <ul style="list-style-type: none"> ▪ New and Emerging Trends in Workers' Compensation ▪ How to Implement a Positive Return to Work Culture ▪ The Role of Supervisors and Managers in the Return-to-Work Process ▪ Managing Complex Claims and: ▪ Understanding Premium – Through Strategic Claims Management <p>Format</p> <p>Online with a combination of pre course work (self-paced) followed by live Zoom training</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/workcover-return-to-work-training-courses</p>	<p>\$495 pp (plus GST)</p> <p>Use the code 'DXC' to receive a 15% discount</p>
<p>Two-day Advanced WorkCover and Return to Work (Part 2)</p> <p>This intensive course is designed to improve and upskill experienced Return to Work Coordinators and senior leaders responsible for workers' compensation and injury management.</p> <p>Part 2 of this advanced program covers the following topics:</p> <ul style="list-style-type: none"> ▪ The role of emotional intelligence (EQ) in return to work ▪ Reaching resolution: Participating in dispute resolution process ▪ Mental Health: Improving pre and early claims management skills ▪ Treating practitioners: Strategies for engaging challenging GPs <p>Format</p> <p>Online with a combination of pre course work (self-paced) followed by live Zoom training</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/workcover-return-to-work-training-courses</p>	<p>\$495 pp (plus GST)</p> <p>Use the code 'DXC' to receive a 15% discount</p>

Course	Cost
<p>How to develop a return to work plan for a Mental Injury</p> <p>This session is ideal for those responsible for supporting employees experiencing mental ill-health.</p> <p>This session is also beneficial for anyone involved in the return-to-work process, such as return to work coordinators, people managers, executives or peer support staff.</p> <p>Topics include:</p> <ul style="list-style-type: none"> ▪ Common workplace mental injuries ▪ Mental injury process overview ▪ Collaboration with key parties ▪ Developing, monitoring, reviewing and graduating return to work plans ▪ Workplace adjustments and reasonable adjustments <p>Format</p> <p>Online with a combination of pre course work (self-paced) followed by live Zoom workshop.</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/mental-health-training-courses</p>	<p>\$199 pp (plus GST)</p> <p>Use the code 'DXC' to receive a 20% discount</p>
<p>How to develop a return to work plan for a Physical Injury</p> <p>Designed to improve and upskill experienced RTW Coordinators and those responsible for Workers' Compensation.</p> <p>Part 1 of this advanced program covers the following topics:</p> <ul style="list-style-type: none"> ▪ New and emerging trends in workers' compensation ▪ How to implement and positive return to work culture ▪ The role of supervisors and managers in the return to work process ▪ Managing complex claims, and ▪ Understanding premium – through strategic claims management <p>Format</p> <p>Online with a combination of pre course work (self-paced) followed by live Zoom workshop.</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/workcover-return-to-work-training-courses</p>	<p>\$399 pp (plus GST)</p> <p>Use the code 'DXC' to receive a 20% discount</p>

Mental Health	
Course	Cost
<p>Standard Mental Health First Aid Accredited Training</p> <p>This program is offered via;</p> <ul style="list-style-type: none"> ▪ Face to face: 2-days face to face (in class) training session, ▪ Entirely online consisting of self-paced eLearning (4-7 hours) followed by 2 x 2.5 hour 'online' facilitator-led sessions, ▪ Blended consisting of self-paced eLearning (4-7 hours) followed by a five-hour face to face training session. <p>This accredited program helps employers and individuals implement a best practice early intervention approach for those experiencing poor mental health.</p> <p>Participants will learn how to recognise the symptoms of different illnesses and assess for mental health crises, equipping participants to provide immediate assistance.</p> <p>Those trained as accredited MHFAiders can be appointed as Mental Health First Aid Officers in the workplace. 3-year accreditation.</p> <p>Format:</p> <p>Online with a combination of 2x 2.5-hour Zoom session and eLearning OR Face-to-face</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/mental-health-accredited-training-courses</p>	<p>\$399 pp (plus GST) face-to-face</p> <p>OR</p> <p>\$289 pp (plus GST) eLearning package</p> <p>Use the code 'DXC' to receive a 15% discount</p>
<p>Refresher Mental Health First Aid Accredited Training</p> <p>Offered as a face to face in class session (4 hours) or fully online (4.5 hours).</p> <p>This course allows people who have previously completed the standard MHFA course to refresh their knowledge and skills and enables a further 3-year accreditation.</p> <p>This course given participants an opportunity to;</p> <ul style="list-style-type: none"> ▪ Gain an understanding of the latest research in the mental health field ▪ Refresh / discuss 3 key actions for helping someone who is suicidal ▪ Work through complex mental health first aid interactions ▪ Practice mental health first aid skills. <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/mental-health-accredited-training-courses</p>	<p>\$199 pp (plus GST) online and face-to-face</p> <p>Use the code 'DXC' to receive a 15% discount</p>

Course	Cost
<p>Five-day Health and Safety Representatives (HSR) Initial OHS *WorkSafe Approved Course</p> <p>This course for newly elected HSRs is designed to provide them with knowledge and practical skills to effectively deal with OHS issues within their workplace.</p> <p>During this program participants will learn how to:</p> <ul style="list-style-type: none"> ▪ Interpret the OHS legislative framework and its relationship to the HSR ▪ Identify key parties and their legislative obligations and duties ▪ Establish representation in their workplace ▪ Participate in consultation and issue resolution ▪ Represent designated workgroup members in any OHS risk management process is undertaken by the appropriate duty holder(s) ▪ Issuing Provisional Improvement Notice (PIN) and directing cessation of work. <p>This course will also be beneficial to line managers, supervisors, safety officers, SME business owners, HR, RTW Coordinators and health and safety committee members.</p> <p><u>Format:</u></p> <p>Online or face-to-face</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/continuous-improvement-training-courses</p>	<p>\$1190 pp (plus GST) face-to-face</p> <p>OR</p> <p>\$980 pp (plus GST) online</p> <p>Use the code 'DXC' to receive a 15% discount</p>

Continuous Improvement

Course	Cost
<p>Leadership Development</p> <p>This session will provide participants with the insights, awareness, and techniques to lead more effectively for those currently in a leadership position or new to a leadership role.</p> <p>This professional development program will provide participants with crucial skills like creating and communicating a vision, use of appropriate body language, emotional intelligence, giving formal feedback, using the art of persuasion, creative problem solving and decision making, and encouraging personal and professional growth.</p> <p>This course is ideal for anyone new to a leadership role or those already acting in a leadership role wanting to enhance their skills.</p> <p>Topics include:</p> <ul style="list-style-type: none"> ▪ Accepting your Role as a Leader ▪ Giving a Reason and Direction to your People ▪ Communicating Effectively as a Team Leader ▪ Performance Management Techniques ▪ Problem Solved; Decision Made <p>Format:</p> <p>Half Day – Online with a combination of pre-course work (self-paced) followed by live Zoom training.</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/continuous-improvement-training-courses</p>	<p>\$275 pp (plus GST)</p> <p>Use the code 'DXC' to receive a 20% discount</p>
<p>Organisational Development</p> <p>In an increasingly competitive and dynamic business environment, organisational development and design are becoming essential game-changers. To win in the marketplace, businesses need to continuously align strategy, culture, internal processes, and optimise cross-departmental communication, this program is designed to equip you with the skills and expertise to help your organisation thrive, now and in the future.</p> <p>From diagnostics, to designing interventions and evaluating the impact, you will immerse yourself in the organisational development cycle learning how to help your organisation build a better, stronger, more aligned workforce and improved organisational effectiveness.</p> <p>You will do this by learning key concepts and theories, but also the practical side through exercises and group discussions.</p> <p>Organisational development is a science-based process that helps organisations build their capacity to change. This is a complex field however, there are skill and techniques that you can use in your work to build a stronger, better and more resilient organisation. And that is what you will learn in this online training course.</p>	<p>\$225 pp (plus GST)</p> <p>Use the code 'DXC' to receive a 20% discount</p>

<p>Format:</p> <p>Half Day – Online with a combination of pre course work (self-paced) followed by a live Zoom training.</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/continuous-improvement-training-courses</p>	
<p>Performance Management to Achieve Better Results</p> <p>We are only as good as the people who work for us. Managing people performance well is the key to enriching the experience at work and contributing to a more effective workplace. This course will uncover ways to successfully manage the performance of our staff as well as developing a team culture of growth and learning.</p> <p>Topics include</p> <ul style="list-style-type: none"> ▪ History of performance management ▪ Understanding the performance ecosystem ▪ Following a “Growth” Feedback model ▪ Performance barriers and context ▪ How to have ongoing conversations with staff on their performance ▪ Strategies to achieve success using a supportive structure in conversations. <p>Format:</p> <p>Half Day – Online with a combination of pre course work (self-paced) followed by live Zoom training.</p> <p>*Please refer to the registration link below to view dates and times.</p> <p>Click here to register</p> <p>https://workplaceinterventions.com.au/continuous-improvement-training-courses</p>	<p>\$225 pp (plus GST)</p> <p>Use the code 'DXC' to receive a 20% discount</p>

Flagship e-learning (>45 minutes)	
Course	Cost
<p>Conflict Resolution in the Workplace</p> <p>We all have our own needs, wants, goals and values. However, we must work together and build relationships to achieve most of goals we have in our lifetimes, such as achieving workplace objectives, marriage, creating a family, and contributing to society.</p> <p>Topics include:</p> <ul style="list-style-type: none"> ▪ The conflict resolution process ▪ Identifying the issue ▪ Respectful listening ▪ Seek to understand ▪ Working with difficult people ▪ Conflict in the workplace 	\$49.95pp
<p>Change Management – Working through Change</p> <p>This course is designed to help employees or managers, to contribute more effectively to their team and/or organisation by utilising strategies and tips on how to work through workplace change. Program techniques will make it easier for employees to cope with change in many workplace situations, including identifying their own reactions as well as those they work with or may manage.</p> <p>Topics include;</p> <ul style="list-style-type: none"> ▪ Understanding the Process of Change ▪ Understand Common Responses and Reaction to Change ▪ Acknowledge Reaction to Change ▪ Develop Skills and Strategies that Support Employees to Work Through Change 	\$49.95pp

For more related services, see the following links;

www.workplaceinterventions.com.au

We have a suite of eLearning facilitator led programs available via:

<https://wpielearning.com.au/>

Please use coupon 2022Training for 10% off our eLearning programs!

Important Information

All training is currently scheduled to be delivered online via Microsoft Teams. This may change to be in line with the Victorian Government regulations due to the COVID-19 restrictions.

How to enrol

If you would like to enrol, you can do so online by clicking on the registration link provided under each training seminar.

Payments are required at the time of all registrations.

We are not able to provide invoices for payment of any training seminars.

If you have any queries, please contact our Key Accounts Project Officer.

Email: DCM-XRSPVP@dxc.com

Collection Statement

The personal information requested when you enrol is being collected by DXC for the purposes of conducting training.

The information will be added to our customer database and will primarily be used to provide you with further information about the workers' compensation industry and related services that DXC provides (including further training).

Cancellation Policy

Seminars that require a registration fee of \$10, is non-refundable.

If you are not a client of DXC and have paid \$200 to attend our training seminar, if cancellation is received in writing (via letter or email) more than seven business days prior to the seminar, the payment will be refunded to you.

Regrettably, if received in writing (via letter or email) less than seven business days prior to the seminar, no refund will be issued.

DXC has the right to cancel any seminar if the minimum number of registrations is not received.

DXC will advise registered attendees up to three days prior to the seminar and will offer an alternate date or alternate training session.

MELBOURNE

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