

Working with Challenging Staff

This is a Cross-Sectoral workshop hosted by CEO in collaboration with AISWA and DoE

Facilitator: *Mary Power*

Mary has been working as a mediator, facilitator and trainer for the past 22 years and holds a Bachelor of Arts degree, a post graduate Diploma in Education and a Masters degree in Social Science. She has lectured in the Master of Human Resource Development Programme at Curtin University for 10 years, is a Senior Partner in the Curtin Graduate School Centre for Innovation in Decision Quality and has lectured at the University of Western Australia and Murdoch University schools of law.

Target Audience:

Catholic, AISWA and Department of Education principals and members of their leadership teams who work with challenging staff.

Course Outcomes:

Through completion of this one day, cross-sectoral course, participants will develop:

- an appreciation of the importance of dealing effectively with interpersonal communication problems
- strategies by which to ask the right questions and use power appropriately
- understanding boundaries in the workplace and why crossing them can lead to challenging staff situations
- an appreciation of the importance of separating the person from the problem when attempting to resolve conflict with or between staff members

Date: **Wednesday, 22nd August 2012**

Time: 8:30am—3:30pm

Venue: Room W2.11
Newman Siena Centre
33 Williamstown Road
Doubleview

Cost: \$160 per participant

Morning tea and lunch will be provided

Registrations close on 13/082012

How to Register

- Log onto the Catholic Education Office of Western Australia website at <http://cms.ceo.wa.edu.au>
- On the right hand side of the screen locate the panel entitled: **PROFESSIONAL LEARNING**
- Click the hyperlink entitled: **Visit the PL Portal**
- When the screen loads, type the title of the course of interest into the search panel and press enter
- When the screen loads, click on the course of interest
- When the course page loads click the 'enrol online' tab located on the top right hand side of the screen
- Enter all required information and click the 'submit enrolment' tab located on the top right hand side of the screen
- You will receive a confirmation of your enrolment via an email message to you nominated email account

Note:

- Two weeks prior to the event, you will receive a reminder email (including venue, start/finish times, facilitator details etc) from the Administrative Assistant, Leadership, Employment & Community Relations Team
- If you experience difficulty accessing the website or completing an online enrolment, please email leadershipceowa@ceo.wa.ed.au with your details and the name of the course you would like to attend (course title, your full name, your role, school name, school postal address and contact telephone number). The Administration Assistant will complete the enrolment process on your behalf and send confirmation to you via your email address
- You will be provided with a certificate of completion on the afternoon of the event. This certificate may be used for WACOT ongoing renewal purposes
- Post-event, your school will be invoiced for your participation in the course
- All enquiries regarding the course should be directed to the CEOWA contact provided on the cross-sectoral template