

Class
OF
2022

COOPER  HARDIMAN



Best practice processes and strategies for HR and people management excellence.

This intensive 10-month program is designed with practicality in mind.

Delivered by a tertiary qualified industry leader with 20 years of experience in Human Resources Management and Adult Learning, and co-facilitated by our inhouse 'Legal Eagle' (former Employment Lawyer), the program provides quality HR and IR learnings.

Participants in this program will explore best practice processes and strategies for HR and people management excellence, underpinned by learning the legislative environment relating to each topic.

Delivery is throughout 2022/23 via 4 x 2-day workshop blocks held in Warrnambool. (In-person workshop attendance in a Covid-safe manner, subject to Government restrictions.)

"This program is the best professional development I have done. Engaging and knowledgeable facilitators, great tools and resources, and a whole lot of fun! Being able to schedule the full year dates in advance ensured I could manage my business around this, and gave me something to look forward to every couple of months."



WHO SHOULD PARTICIPATE?

- Existing HR professionals who are keen to extend their knowledge whether at HR Administrator, Co-ordinator or Manager level.
- Managers of people and teams, keen to understand key principles for managing and influencing staff whilst developing a toolkit of streamlined management processes.
- Business owners seeking to improve their inhouse practices and their knowledge of employee related legislation and processes.
- Administrators or others who currently support some HR functions or are earmarked for transitioning into HR roles in the future.
- HR Managers or others with numerous years of experience 'on the job' who would like the opportunity to have their lived experience complemented by Cooper Hardiman training and certification (non-accredited training).

WHAT CAN I EXPECT FROM THE CLASS OF 2022 PROGRAM?

- Sequential and in-depth learnings on people management strategies and HR co-ordination, management and/or administration processes at each stage of the employee lifecycle.
- 8 modules delivered via your choice of face-to-face workshops* or Zoom over 10 months using a range of learning mediums (*restrictions allowing).
- Templates, tools and resources to take back to the workplace to assist in the implementation of each module of learning.
- Tertiary qualified program facilitator with extensive strategic and operational HR and IR knowledge, including membership association with the Australian Human Resources Institute.
- Networking opportunity with other like-minded industry professionals.
- Learnings that are delivered in a practical format meaning no 'assignments'.
- 1:1 Mentorship from program facilitator* (*optional extra).
- Program graduation and certification



COURSE CONTENT AND STRUCTURE

HIRE > **INSPIRE** > **ADMIRE** > **RETIRE (or FIRE)**

MODULE 1 - RECRUITING FOR SUCCESS

HIRE

- Getting it right from the start: well considered role design including Position Description preparation.
- Understanding Key Selection Criteria and how to develop them.
- Recruitment protocols for adhering to organisational budgets and policies including preparing appropriate recruitment policies.
- Attracting candidates to your workplace and keeping them inspired through the interview process.
- Understanding Adverse Action legislation and how it applies to the Recruitment process.

MODULE 2 - INTERVIEWING AND SELECTION

HIRE

- Making interviews impactful, inspiring and effective: the art of balancing intuition with process.
- Interview question design and structures.
- Developing and applying tools for objectively assessing candidates including understanding how panels deliberate over appointment decisions.
- Understanding behavioural event interviewing and applying these strategies via role playing mock interview situations.
- Conducting thorough and meaningful reference checking.



MODULE 3 - EFFECTIVE ONBOARDING & PROBATIONARY MANAGEMENT

HIRE

- Making offers of employment, including contracting and key legislative requirements.
- Understanding key employment and induction related documentation and procedures.
- Identifying the difference between 'Inducting' and 'Onboarding' and identifying practical strategies for effectively and thoroughly onboarding employees.
- Creating conditions for high performance right from the outset of employment.
- Understanding the legal environment surrounding 'probationary periods' and how this can and should be incorporated into best practice probationary management processes.
- Identify tools for managing employee probationary periods, including ending employment within this period.

INSPIRE

MODULE 4 - MANAGING AND LIFTING PERFORMANCE

- Identifying why performance matters, and the role of the HR team in supporting performance cultures.
- Understanding performance accountability and the HR processes that assists this being achieved.
- Identifying the key elements of effective performance management and development.
- Designing performance development processes and learning how to apply these organisationally.
- To scale or not to scale: understanding approaches to assessing employee performance.
- Learning the GROW conversational framework and how this can be shared with managers having performance related discussions with their staff.
- Identifying what 'good performance' actually looks like in the workplace.
- Linking organisational values to performance management frameworks.

INSPIRE



MODULE 5 - CREATING A CULTURE OF RESPECT

INSPIRE

- Practical strategies to minimise bullying, harassment and discriminatory behaviour – fulfilling our positive obligation as employers.
- Clarify legal definitions of what IS and ISN'T bullying and harassment.
- Understand the difference between direct and indirect discrimination.
- Develop simple techniques to self-resolve concerns about inappropriate behaviour in the workplace, for participants and their workforces to use with success.
- Develop skills in receiving feedback and championing respectful behaviours.
- Understand Organisational Values and develop frameworks for objectively managing behaviour and conduct in alignment with these values.

MODULE 6 - ACHIEVING EMPLOYEE WELLBEING AND RECOGNISING ACHIEVEMENT

ADMIRE

- Understanding the range of culture and wellbeing programs and supports that organisations can use to support their employees.
- Developing a plan for reviewing or implementing additional supports within the organisation.
- Learning self-leadership and resilience strategies for sharing with the broader workforce to support overall engagement, wellbeing and performance.
- Recognising achieving and celebrating successes: What should we celebrate? What shouldn't we celebrate? And Why.
- Identify tools and resources for celebrating successes.



RETIRE (OR FIRE!)

MODULE 7 - NEGOTIATING THE MINEFIELD: MANAGING END OF EMPLOYMENT ARRANGEMENTS

- Understanding the various exit points for employees from organisations (Resignation, Retirement, Redundancy, End of Contract, Dismissal, Summary Dismissal).
- Learning strategies for the HR Management of each type of exit.
- Learning the legal context surrounding notice of termination, documentation requirements and other exit considerations.
- Understanding the legal context for terminating an employee's employment in instances relating to poor performance or misconduct/serious misconduct.
- Understanding the Fair Work Act in the context of termination with a specific focus on Unfair Dismissal and General Protections legislation.

OVER TO YOU!

MODULE 8 - HR PLANNING - TURNING LEARNINGS INTO REALITY

- Reflecting on the learnings of the program.
- Workshopping successes and challenges participants have faced in applying their learnings.
- Supporting participants in the development of an HR Plan specific to their organisation, using a simple set of principles to ensure program learnings become workplace realities.
- Program recap, Action Planning and Graduation.



MENTORING PROGRAM

Those opting to participate in the Mentoring program will work one on one with a program facilitator and HR expert to support them in consolidating their program learnings and converting them into meaningful HR Action Plans.

PRICING – PER PARTICIPANT

| | |
|---|------------------------|
| FULL PROGRAM – IN-PERSON | \$3,350 + GST |
| FULL PROGRAM – ONLINE ZOOM DELIVERY | \$2,950 + GST |
| INDIVIDUAL MODULES – IN-PERSON | \$450 + GST per module |
| INDIVIDUAL MODULES – ONLINE ZOOM DELIVERY | \$400 + GST per module |
| INHOUSE PROGRAMS | POA |

Mentoring is available for \$200 + GST per 1hour session.

“I have nothing but praise for Cooper Hardiman. Your workshops were very informative, and you are excellent facilitators who keep the attendees interested and engaged. The topics covered were very relevant, the format educational and there was a balanced mix of information provision and opportunities for attendee participation.”



Program Structure – Warrnambool

| PROGRAM MODULE | DATE |
|---|----------------------------|
| 1. Recruiting for Success | Tuesday 17 May 2022 |
| 2. Interviewing and Selection | Wednesday 18 May 2022 |
| 3. Effective Onboarding and Probationary Management | Tuesday 16 August 2022 |
| 4. Managing and Lifting Performance – <i>Full Day (9am – 3pm)</i> | Wednesday 17 August 2022 |
| 5. Creating a Culture of Respect | Tuesday 8 November 2022 |
| 6. Achieving Employee Wellbeing and Recognising Achievement | Wednesday 9 November 2022 |
| 7. Negotiating the Minefield: Managing End of Employment Arrangements – <i>Full Day (9am – 3pm)</i> | Tuesday 21 February 2023 |
| 8. HR Planning: Turning Learnings into Reality – <i>Full Day (9am – 3pm)</i> | Wednesday 22 February 2023 |

DURATION

Each module is from 9am to 1pm, except where indicated otherwise.



ENQUIRIES

Catriona Hardiman – Director, Cooper Hardiman

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REGISTRATION

To register please email Claire Farrer on claire@cooperhardiman.com.au to request a registration form. Confirmation of registration and a tax invoice will be forwarded upon receipt of registration form. We look forward to your involvement.

Please note that registrations close Friday 6 May 2022.

CANCELLATION POLICY

Full year participant fees are invoiced and payable upon registration. Upon registration, participants acknowledge that the program modules will run as advertised and that the full program fee is payable regardless of individual participant attendance. Should a participant miss a module, Cooper Hardiman will endeavour to make the module available in a future year but cannot guarantee its future delivery, nor dates nor location.

For participant cancellations, no fee is charged up to and including the registration close date. Cancellations received prior to the commencement of the first module of the program, but after the registration close date will incur a 20% program cost fee. No refund or discount is provided for cancellations or non-attendances after the commencement of the first module (ie full program fee applies).

Cooper Hardiman reserves the right to cancel the program where the numbers required to run the program do not meet the minimum. In the unlikely event that the program is cancelled, registered participants will be refunded in full.

If Covid-19 restrictions do not allow face to face delivery, or change throughout the year, content will convert to Zoom delivery without interruption to dates or program outcomes.



ABOUT US

Cooper Hardiman is based in Warrnambool. We provide a full range of HR / IR services, organisational development solutions and workplace training packages to businesses in the private, not-for-profit and public sectors throughout predominantly regional Victoria and South Australia.

Our training program facilitators are skilled not only in employment law, HR best practice, and the fundamentals of leadership and management, but also in workshop facilitation – ensuring that program participants learn actively and gain the maximum benefit from the experiences and insights of fellow participants.

Our team holds tertiary qualifications in Law, Business Management, HR and Education. We have worked in and with organisations ranging from small not-for-profits to large organisations in finance, manufacturing, health, education, VET training, state government and social / community services.

Cooper Hardiman clients value our pragmatic approach to workplace issues, which has been developed through our lived experience both as managers of people and as members of Executive / Leadership Teams. When our training program participants explain to us their challenges, their frustrations and in some instances, what keeps them awake at night, we can relate to them because we have been there. In addition, we can help them develop skills and strategies to implement in their workplaces, maximising the chances of them, their teams and their organisations achieving success.

CONTACT US

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