

Developing leaders in the education and business communities

Leaders in Business Webinar Series 2022

Engage in high-quality interactive sessions perfect for all levels of your organisation.

PROGRAM OVERVIEW

Tina Radford from Radford HR presents a series of high impact professional development webinars over the 2021 year. Participants can select any number of the webinars and engage in high-quality interactive sessions perfect for all levels of your organisation. Tina has a wealth of knowledge and experience in people management strategies.

Based on her work with thousands of Businesses, Government and Not for Profit Organisations over 25 years, Tina has put together a selection of her most popular and topical people management strategies webinars packed with cutting edge tools, tips and coaching.

WHO SHOULD PARTICIPATE?

- Business Leaders and Managers
- Business Owners
- HR Managers
- Line Managers
- Education Leaders and Managers

WEBINAR SERIES FEATURES

- 9x 1.5 hour Webinars
- Topic tools and templates
- Q&A

WEBINAR SERIES COST

\$1 200 + GST = AUD \$1 320

WEBINAR SERIES STRUCTURE

Phase 1 - Welcome Email

7 Mar 2022

Phase 2 - Webinar Series (9)

16 Mar to 14 Sep 2022

Phase 3 - Certificate of Completion Email

16 Sep 2022

REGISTRATION CLOSE DATE

6 Mar 2022

REGISTER VIA

[Leaders in Business Webinar Series \(qeli.qld.edu.au\)](https://qeli.qld.edu.au)

Webinar 1: SISI – ‘See It and Say It’ Performance Management Technique

Wed 16 Mar 2022, 9am to 10.30am QLD time

I have trained thousands of people in See It & Say It (SISI), which is a highly effective technique for the day-to-day management of employee performance. This proactive approach is an invaluable tool for giving feedback and managing minor performance concerns early. It can help prevent issues from escalating, improve team communication and create a more positive workplace culture. Take the fear out of performance management and tackle tough conversations with ease by learning how to See It and Say It.

In this webinar we will explore:

- How to be a SISI
- What stops you from seeing it and saying it?
- Managing unacceptable behaviour the SISI way
- Proactive performance management
- The ‘Check In’ chat
- How to manage derailing tactics
- Delivering positive feedback SISI style

Webinar 2: Best Practice Interviewing Skills

Wed 20 Apr 2022, 9am to 10.30am QLD time

If you ask the same old questions when interviewing prospective employees, you’ll get the same old answers. Interviews are a core part of the recruitment process, but they aren’t the best platform for every candidate to perform well, nor as valid and reliable as psychometric testing.

If you want to feel confident that the people you’re hiring are a great fit for your organisation, you need to ask the right questions and take an evidence based approach.

In this webinar we will explore:

- What can and can’t be measured in an interview
- The purpose of the first, second and final interview
- The difference between interviewing extroverts and introverts
- Behavioural interviewing
- Probing interview questions
- Psychometric testing and interview questions
- Consistency of the interview panel

Webinar 3: The Art of the Performance Review Conversation

Wed 11 May 2022, 9am to 10.30am QLD time

Many people aren’t comfortable giving or receiving feedback, but it’s a leader’s job to communicate these messages constructively. I’ll share the best ways to manage the performance review conversation and its potential impact. When feedback is delivered with the right intentions and tailored to suit the employee receiving, it can be the catalyst for self-reflection and positive behavioural changes in the workplace.

In this webinar we will explore:

- The reasons why it’s important to separate pay from performance
- Pros and cons of conducting performance reviews
- Things not to say in a performance review
- Feedback goes to the head and heart
- Surprises, promises and expectations
- Checking for understanding
- The art of asking questions

Webinar 4: To Remove or Improve Underperformers

Wed 1 Jun 2022, 9am to 10.30am QLD time

Where an employee's job is at risk, leaders need to feel confident in what they can and can't say during the performance management process. There is a legal obligation to try to improve before removing underperforming employees. By learning the three primary causes for performance problems, you'll be well prepared for these difficult conversations and achieve better outcomes.

In this webinar we will explore:

- When to start formal performance management
- Poor performance in the probation period
- Three reasons for poor performance
- Employee mental health and performance management
- How to make the decision to 'Improve or Remove'
- Performance improvement plans
- Making the decision to dismiss an employee
- What you can and can't say
- Your questions answered

Webinar 5: Managing Difficult & Different Personalities

Wed 22 Jun 2022, 9am to 10.30am QLD time

I will share with you my insights and strategies on how to work with and manage four difficult and different personality types. Leaders will benefit from understanding how these can affect behaviour and communication, learn practical ways to get the best from diverse personalities within their team, and gain tools to manage the impact of more challenging behaviours.

In this webinar we will explore:

- Understanding Personality 101
- The 4 personality types
- Managing introverts and extroverts
- The most difficult personality traits to manage
- How different working styles cause conflict
- The impact of stress on behaviour and performance
- The power of self-awareness through psychometric testing

Webinar 6: Workplace Bullying – What Leaders Need to Know

Wed 13 Jul 2022, 9am to 10.30am QLD time

Workplace bullying is one of the most common types of complaints made by employees at work. In Australia, leaders are vicariously responsible for the actions of all employees. You can help prevent a culture of workplace bullying by learning to recognise the warning signs and causal factors, and most importantly, knowing what action to take.

Alongside the practical management of bullying behaviour, I'll be sharing the stories and lessons from my 25 years of experience conducting workplace investigations.

In this webinar we will explore:

- Workplace bullying laws
- The leaders legal responsibilities to act on complaints
- Risky off-the-record conversations
- Common causal factors of workplace bullying
- The profile and characteristics of a bully
- The 'untouchables' and upward bullying
- Strategies to prevent or address bullying
- Broken internal complaints processes
- Psychological welfare of the complainant

Webinar 7: How to Improve Team Performance

Wed 3 Aug 2022, 9am to 10.30am QLD time

Help your people work better together with insight into the impact different personality types can have on a team. You'll learn how to engage the range of personalities within your team for the best outcomes by understanding what motivates and demotivates individuals and adjusting your leadership style to suit.

In this webinar we will explore:

- Purpose, passion and personality
- Placing people in the right positions
- The impact of personality types on team dynamic
- Understanding communication preferences
- It's not what you say but how you say it
- Tips for resolving interpersonal conflict

Webinar 8: Managing Mental Health

Wed 24 Aug 2022, 9am to 10.30am QLD time

Leaders are responsible for supporting employees who are experiencing mental health issues. I'll help you identify the signs an employee might need mental health support and discuss the role of the leader, the employee and health professionals.

All leaders need to be aware of the risks and obligations to employees, understand their boundaries and the safest way to address mental health concerns with people at work.

In this webinar we will cover:

- Signs an employee may need mental health support
- How the law protects ill, injured and absent employees
- The role and responsibilities of the manager
- Consulting with employees to develop solutions
- The role of EAP and doctors
- Confidentiality is critical
- Contact during sick leave
- Return to work tips
- Practical strategies to support employees with mental health challenges
- Your questions answered

Webinar 9: Managing Employee Complaints

Wed 14 Sep 2022, 9am to 10.30am QLD time

Leaders only get one chance at managing an employee complaint correctly. There are many legal requirements, organisational processes and best practice ways to manage both informal and formal complaints. Understanding the importance of following the correct process, accurate record keeping and independent investigations and decision making will help ensure a legal, ethical and fair outcome.

- Types of complaints – conflict, bullying, harassment
- Formal vs informal complaints
- Your duty of care to all parties
- The legal risks of managing staff complaints
- Your process and the law is non-negotiable
- Offering support to all parties
- Time is of the essence
- Communicating outcomes – what you can and can't say and to whom

ABOUT QELI

QELi is an innovative not-for-profit institute committed to delivering excellence in leadership by supporting education leaders from government and non-government sectors, across Australia and internationally, to establish a strong vision, improve student outcomes and lead change in their school context and wider school communities. We support educators at every level – from teachers to principals and system leaders – and corporate services and school support staff to develop leadership capabilities, maximise their potential and reach their leadership goals.