ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



HR AND WELLBEING

Contact Officer Training for Safer Workplaces

Help contact officers know their role and respond to bullying, harassment and discrimination.

WHO IT'S FOR

Staff appointed as contact officers, and those about to be.

DURATION

3 hours, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Explain the contact officer role, its boundaries and limits
- Listen and respond calmly when a colleague raises a concern
- Apply the principles of natural justice and confidentiality
- Recognise bullying, harassment and discrimination
- Explain the internal and external pathways open to a colleague
- Keep clear, accurate and confidential records at each stage

ABOUT THIS PROGRAM

Being appointed a contact officer is a trusted role, and it raises questions. What exactly is the role? Where does it stop? What do you say when a colleague describes bullying, harassment or discrimination? Our contact officer training answers them. Participants learn the boundaries of the role, how to listen and respond, the principles of natural justice, the key definitions and legislation, and the internal and external pathways open to a colleague. They leave ready to support people confidently and keep accurate records.

Tailored to your organisation

We build in your contact officer policy, complaint process and the legislation that applies to your sector, so participants practise the role as it works in your organisation.

Talk to us about this program

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Enquire online