

TO MAKE A BOOKING



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## CONTACT OFFICER TRAINING

### TAILORED TRAINING FOR WORKPLACE CONTACT OFFICERS

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Positive Solutions comprehensive Contact Officer Training is designed to equip nominated staff with the skills and knowledge to support a respectful, safe, and inclusive workplace.

This training ensures your Contact Officers are confident, capable, and aligned with your organisation's values and legal responsibilities—promoting a positive and inclusive workplace culture.

Topics covered:

**Role Clarity:** Participants will gain a clear understanding of the Contact Officer role as a neutral, first point of contact for employees experiencing bullying, harassment, or discrimination. They will learn how to provide confidential support, offer guidance, and refer appropriately—without investigating or resolving complaints.

**Legislative Awareness:** Our training covers key legislation, including anti-discrimination laws, workplace health and safety regulations, and relevant human rights frameworks. This ensures Contact Officers provide accurate, legally compliant information.

**Handling Concerns Effectively:** We teach participants how to manage allegations of inappropriate behaviour with professionalism and empathy. They'll learn how to clarify issues, outline available options, and guide individuals through internal processes calmly and effectively.

**Diversity, Equity & Inclusion (DEI):** Training emphasises inclusive practices, recognising bias, and promoting equity in the workplace. Officers are encouraged to support and represent diverse perspectives with sensitivity and respect.

**Difficult Conversations:** Participants develop skills to manage emotionally charged or sensitive conversations, using techniques to remain calm, impartial, and supportive under pressure.

**Active Listening:** We focus on listening skills—paraphrasing, summarising, and asking the right questions—to ensure individuals feel heard and understood.

TIME: 3 to 4 HOURS

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MAX 25 PARTICIPANTS

For costs, please contact us



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