

# Workplace Harmony Solutions (incorporating Workplace Conflict Resolution)

## “Having the Necessary Conversation”

Presented by:  
Catherine Gillespie  
Managing Director



In this interview I speak with....

Michael Sims

Currently:

Academic Lead, University of Tasmania

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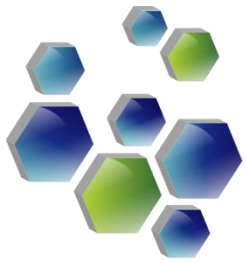
# Some of Michael's take away top tips:

- Having effective communication skills are crucial in dynamic environments with lots of distractions
- The Coach (Leader/Manager) is a role model and needs to prepare for the conversation and set the right tone
- The aim of the conversation is to seek minor adjustments by giving, seeking and receiving feedback

- The participant knows in advance this is a feedback opportunity
- The participant knows in advance that 3 questions will be asked:
  - What are we doing well?
  - What should we stop doing?
  - What can we do more of?
- Make it simple – the participant is in a dynamic environment with a lot of happening for them
- Participants don't always hear the message



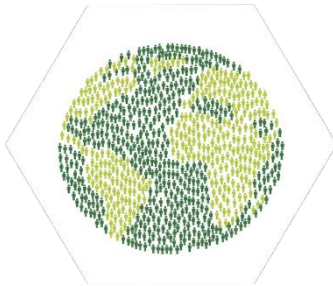
- Allow the participant to self identify and to contribute. They have suggestions, ideas and something to offer
- Get their buy-in to the process and the agreed outcomes
- Allow the participant to have some autonomy to make adjustments to the agreed outcomes because the environment in which they have to apply the agreed outcomes is a dynamic one



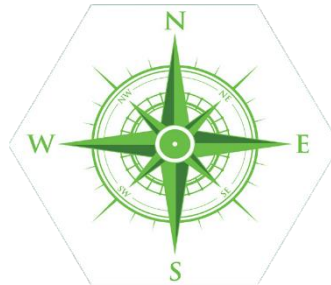
# Workplace Harmony Solutions

Redefining Workplace Harmony  
Incorporating Specialist Division Workplace Conflict Resolution

## Redefining Workplace Harmony



Culture



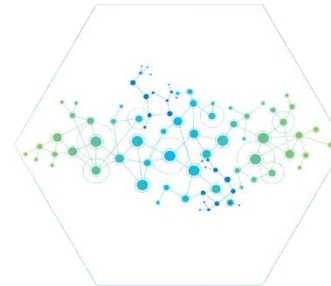
Leadership



Performance



Strategy



Communication



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# Workplace Conflict Resolution

*Committed to Workplace Harmony*

*A Specialist Division of Workplace Harmony Solutions*

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Mediation



Investigations



Training



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