

Accountable Ethical Decision Making (half day)

Course Outline



This course raises awareness and discusses issues affecting decisions confronting Public Sector agencies in Western Australia

Content modules:

- Understanding the principles and value of transparent decision making
- Understanding the compliance requirements of public sector agencies and employees
- Practice with tools and scenarios
- Understanding what constitutes confidential information and how to have discrete conversations
- Effective communication strategies to maintain relationships
- Developing win-win customer service strategies
- Effective strategies for managing conflicts of interest
- Understanding problem-solving strategies and tools

Learning outcomes:

- Understand the different factors which need to be considered when behaving or making complex decisions
- Have a knowledge of the policies and compliance requirements facing employees
- Learnt how to apply effective strategies to manage conflicts
- Gained practical knowledge and experience using different management strategies and tools.

Learning styles:

- Presentation style information sessions
- Case Studies and small group problem solving using scenarios
- Practice sessions for decision making techniques and tools
- Group discussion and interaction on previous experiences
- Creating a supportive atmosphere conducive to learning, and
- Discussing and acknowledging support available within and external to the Agency

"Well run, Shai knows her stuff and maintains interest in what is a dry subject."

"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."

"[Shai] was well prepared, enthusiastic and knowledgeable"