

Managing in a Public Sector Environment Program

Managing in a Public Sector Environment (MIPSE) provides an integrated and practical program of training across core management topics.

Who is it for?

MIPSE training is for anyone who manages and supervises staff.

Why is it important?

Managing staff effectively is crucial to the delivery of high quality services to clients. As a manager, you are required to be familiar with, and act on, a wide range of issues, and have several responsibilities in regard to the day-to-day management of staff.

Confidence is everything! It makes good sense that all managers are equipped with the knowledge and skills required to develop and facilitate positive workplaces.

What will I get out of it?

You will be armed with practical skills and a contemporary knowledge of your responsibilities as a manager/supervisor in the Queensland public sector. You will also gain practical skills in managing the conduct, capacity and performance of your staff and an understanding of how you can contribute to a positive work environment. The training will be delivered to small groups (max. 15 persons) in a relaxed environment. The facilitators will work with participants through case studies, scenarios and other activities.

When is the training?

The Corporate Administration Agency (CAA) delivers the program.

The program is delivered in five modules that are spread across the year.

What do the modules cover?

Module 1 – Building productive relationships

The first module covers the importance of building relationships and governance – two increasingly significant aspects of a manager's role. These concepts are put into context firstly by exploring how managers engage staff through the induction phase, and secondly, how to ensure staff remain productive and develop with performance conversations.

Module 2 – Managing for a healthy workplace

Module 2 looks at how employee benefits and entitlements can be managed in practice to promote a healthy work environment. Specifically managing leave effectively, including entitlements and parameters, managing concerning patterns, absenteeism

and flexible work arrangements. The second half of the module looks at managing change and stressful times, understanding the dynamics of change and support mechanisms.

Module 3 – Reasonable management action (RMA)

The RMA module provides thorough insight into managing conduct, capacity and performance of staff, and will develop your confidence in managing poor behaviour and dealing with staff-related decisions.

Module 4 – Cultivating positive workplaces

This module covers two main topics: fostering positive workplace relationships and developing a highly engaged workplace. Areas covered include legislative obligations regarding workplace harassment and discrimination, understanding the causes and effects of employee disengagement, and strategies to enhance employee satisfaction.

Module 5 – Navigating recruitment and selection

The final module provides comprehensive training on recruitment and selection. Participants work as panels to earn a "licence", first by working through procedural considerations and then more complex scenarios that relate to strategy and commonly misunderstood areas of practice.

Questions?

Questions regarding this training may be directed to Tina Treffiletti or Leonie Jones, Manager Workforce Strategy, on 3003 2370 / 3003 2328.