

# Reasonable Management Action (RMA)

Reasonable Management Action (RMA) training is designed to give managers and supervisors an understanding of what it means to be reasonable when dealing with day-to-day management situations.

## Who is it for?

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RMA training is for anyone who manages or supervises staff.

## Why is it important?

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The “reasonableness” of your actions as managers or supervisors can be called into question should employees lodge a complaint or have a psychological claim assessed by WorkCover. This training will help participants develop methods and strategies to approach day-to-day management actions in a reasonable way.

Besides that... it makes good sense that all managers should strive to be fair and reasonable when dealing with any staff-related decision.

## What will I get out of it?

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You will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. You will be armed with practical skills, a deeper knowledge and improved confidence when managing the conduct, capacity and performance of your staff.

The training will be delivered to small groups in a relaxed environment which aims to draw on participants’ skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities.

## When is the training?

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The Corporate Administration Agency (CAA) delivers the program in the Brisbane CBD. A lunch break is included, BYO food.

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## How do I register?

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The cost of the training is \$150 (plus gst) per participant. You will require manager/supervisor approval.

Questions regarding this training may be directed to Suzanne Byrnes, Principal HR Consultant, on 3003 2325.