

## 7 Habits of Highly Effective People Training

PSA members may be aware that the Department has for some time been selling the benefits of the 7 Habits training as a response to requests for training raised in a recent staff survey. The 7 Habits training is based on the books written by Stephen Covey.

Members have raised concerns that the training has cost tax payers many thousands of dollars. In fact, an Audit Office report had previously identified that the Department is paying \$1,320,700 over three years for the training.

The PSA acknowledges this concern, and notes that the Minister for Customer Service has already raised questions about cost vs efficacy and appears to have satisfied himself that tax payers' money has been well spent. Spending money on staff training is commendable, however the training provided should be meeting the needs of the employees. As such the Audit Office recommended that DFSI conduct post completion reviews, as well as assessing the results of the 2018 People Matter Employment Survey to evaluate whether implementation should continue.

A number of members had not signed up for the training, believing it not to be mandatory. However, managers seem to have been of the opinion that it was compulsory and demanded that those who had not done the training front up at a disciplinary and explain themselves. They point to the fact that there is a question in your Performance Review in relation to how you have applied the techniques - learned from the condensed training course - in your working (and potentially personal) lives.

The PSA has pursued this matter on behalf of members and can report that management's response was as follows:

*The purpose of the 7 Habits is to help DFSI employees become more effective at DFSI, in our working relationships and in everyday life, and will help us move towards making DFSI a great place to work. The course is designed to provide employees with tangible, long-lasting life skills. It helps them become more proactive and outcomes-focussed, improve prioritisation, decision-making and communication skills, and be more productive, both at work and in their personal life and is therefore highly recommended. As such the department initially advised that this training was mandatory however, the department has reviewed its position and **can confirm that the 7 Habits training is optional.***

To confirm, the 7 Habits training is not compulsory, it is not mandatory, **it is optional.**

The PSA advises members whose managers pursue them in relation to this matter, that they should contact HR and confirm it for themselves. Or better yet, read this bulletin.

With regard to your Performance Review, the PSA recommends that you mark the question relating to 7 Habits training as Not Applicable until such time as we can confirm with management that it should not appear in there.

### What can you do in the meantime?

- » Ask a work colleague join the PSA today
- » Make the union strong by forwarding this bulletin to your colleagues
- » Attend PSA meetings at your worksite
- » Get involved become a PSA Delegate
- » Not a member? **JOIN** online!

