Empathy Edge SOLUTIONS
HUMAN FIRST. PROCESS SECOND.

WORKSHOP OVERVIEW
For managers and leaders
Human insight. Strategic response.

The Human-First Response™

A policy can tell you what process exists. It cannot have the conversation for you.

A practical full-day workshop that helps managers respond to difficult internal workplace situations with human understanding, clear judgement and accountability.

When this helps

- An employee raises a complaint or sensitive disclosure.
- Someone becomes distressed, angry or defensive.
- Two people give different accounts of an event.
- A manager must explain an unwelcome decision or outcome.

Led by Jarrod Horne



Founder of Empathy Edge Solutions. Detective, Police Negotiator, Facilitator and People Leader, drawing on 17 years in policing and police negotiation since 2013.

A framework to use under pressure

01 **SELF** Regulate your response.
02 **PERSON** Understand the person.
03 **PROBLEM** Clarify what matters.
04 **PROCESS** Decide and act within your role.

How change is assessed

Before and after
Compare knowledge, confidence and responses to realistic workplace scenarios.

At 60-90 days
Examine reported workplace application through a follow-up evaluation and report. Included in the Founding Client Pilot or available separately.

What managers practise

- Regulate their own response and start difficult conversations.
- Listen and acknowledge impact without prematurely agreeing or making findings.
- Clarify what is known, unknown and assumed.
- Maintain empathy, boundaries and accountability.
- Explain next steps, involve the right people and follow through.

The aim is clearer conversations, more consistent manager responses and stronger follow-through.

Delivery and investment

Full-day, face-to-face workshop with realistic scenarios, guided practice, a participant workbook and practical language tools.

$5,500 + GST for up to 12 participants.

Participants 13-16: $250 + GST each. Maximum 16.

Travel outside the Sunshine Coast and Brisbane metropolitan areas is quoted separately.

Ask about the Founding Client Pilot
$4,400 + GST for up to 12, with enhanced evaluation. First three suitable organisations, subject to availability.

Explore the fit for your team

Arrange a no-charge 15-minute conversation about the situations your managers face.

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