



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

Dealing with Bullying & Harassment at Work

Skills for Managers and Supervisors

Whilst at work, we normally expect to be treated fairly, with dignity and respect. Unfortunately this is not always the case, and many employees suffer from harassment, bullying and victimisation. Workplace bullying causes misery to individuals and costs money.

This course enables delegates to understand why bullying and harassment occurs, how it is perpetuated, and what can be done to prevent it. The course will deliver both insight and practical examples for addressing harassment and bullying in the workplace; and provide a model policy procedure adaptable to individual organisation culture.

Aimed at:

Managers, Supervisors and others who believe that they have a pro-active role to play in introducing or updating procedures and who wish to develop an action plan for dealing with bullying and harassment within their organisation.

Course Location: On-Site at your premises

Course Duration: 1 Full Day 10am-4.30pm (date to suit you)

No. of Delegates: 12 delegates max

About the tutor - Elizabeth Daggart is an experienced counsellor and trainer, a Founder of the Association for Rational Emotive Behaviour Therapists and is a Fellow of the Institute of Personnel Development. Her wide range of qualifications include registration as a UKCP Registered Psychotherapist, BABCP Accredited Cognitive Behaviour Therapist and Member for the British Association for Counselling. Elizabeth's publications include: "Understanding Trauma - Essential Skills for Working with Emotional Shock", "How to Survive Post Traumatic Shock" and she is currently in the progress of writing "Preventing Workplace Bullying".

Outcomes - On completion of this course delegates will be able to:

- Recognise harassment and bullying behaviour
- Describe the natural causes and effects of bullying at work
- Identify the antecedents of bullying behaviour
- Understand both formal and informal procedures to deal with allegations of bullying
- Look at some practical solutions to raise awareness of bullying and combat the problem
- Understand the effects on the organisation
- Know how to discuss in confidence a problem to do with bullying
- Consider the importance of setting up "contact" officers
- Know how to implement a workable harassment policy
- Be aware of the importance of sustaining a climate where bullying behaviour is unacceptable

Style and Method

A lively and participative approach using Case Studies to support a framework of practical ideas and initiatives to tackle bullying in the workplace.

Delegates Receive:

Certificate of Training
Course Notes
Course Materials

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