



**Please note** that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

solutions@ttsweb.co.uk  
<http://www.ttsweb.co.uk>  
 tel : (0117) 9022845

VAT reg No : 691 6021 39

Total Training Solutions  
 South West Ltd is Registered in  
 England, No. 5190199

## ***Dealing with Bullying & Harassment*** (1 day)

*“If unchecked, bullying and harassment is like a cancer which will spread its tentacles across the entire organisation & strangle it.”*

### **Benefits**

Bullying behaviour only ‘benefits’ one person – the person doing it! Everyone else suffers and so does morale & productivity. It is everyone’s duty therefore, to work co-operatively and ensure that bullying behaviour is halted. Where there’s a will, it can be done!

### **Aim**

To demonstrate that workplace bullying is everybody’s problem and show how effective anti-bullying policies and procedures are the responsibility of us all to implement.

### **Objectives**

By the end of the training you will be able to...

- Understand the ways in which ‘bullies’ operate
- Demonstrate strategies to identify those who use bullying behaviour and the situations where harassment takes place
- Develop a formal and effective bullying and harassment policy

### **Content**

- What is workplace bullying and harassment?
- Acceptable and unacceptable forms of behaviour
- Why does it happen and what can be done about it?
- The legal definitions of bullying & harassment, (and your statutory rights)
- Effects on business - the shocking facts and figures!
- How to recognise bullying behaviour – the many forms that it can take and the two-phase process of control!
- Policies and procedures that really work - how to deal with issues of bullying with impartiality and tact
- Raising awareness in the workplace
- Keeping the workplace free of bullying and harassment