



## Your Needs:

"This outline is a guide to the content of a typical course. In practice, all courses can be customised to meet specific needs and can be run at a time and place to suit you."

## Accelerated Learning:

"We run our events using an appropriate mix of group discussions, practical exercises and case studies, supported by short tutor-led sessions."

## What You Get:

"As standard, we provide a full set of reference notes, equipment (for IT training) and ongoing support (in case you have any questions afterwards)."

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## Dealing with Bullying and Harassment

(1 day)

*"Bullying and harassment is not always obvious but it always has a negative impact and, if left unchecked, can be a serious threat to the organisation."*

## Benefits of attending this course...

Any unwanted or unreasonable behaviour that makes someone feel intimidated, degraded or humiliated will have a negative impact on both morale and performance.

The purpose of this course is to raise awareness of how workplace bullying and harassment can occur and the implications of this for the organisation. It will also help you to develop anti-bullying policies, procedures and guidelines that work for your business.

## Objectives

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

- 📖 Describe what is meant by unacceptable workplace behaviour and the reasons why some people behave in this way.
- 📖 Recognise the circumstances in which bullying and harassment occurs and the ways in which 'bullies' operate.
- 📖 Deal with instances of bullying and harassment effectively.
- 📖 Draw up guidelines that will enable staff and management to support colleagues affected by bullying in the workplace.

## Content

- ✓ Being aware of 'imbalances of power'.
- ✓ What constitutes unacceptable behaviour at work?
- ✓ Characteristics and vulnerabilities of 'the bully' and 'the bullied'.
- ✓ Our perception of our own behaviour and that of others.
- ✓ The negative impact of workplace bullying on staff performance and on the business.
- ✓ Overview of passive, aggressive and assertive behaviours (and the importance of adopting assertive behaviour when dealing with workplace bullying and harassment).
- ✓ Our responsibilities for tackling unacceptable behaviour (including identifying inappropriate workplace 'custom and practice').
- ✓ Providing practical support to those affected by bullying.
- ✓ Drawing-up workable guidelines, policies and procedures that support all staff.