



Conflict Connexus

Courses

Course 4: Bullying & Harrasment

Course Overview

A short course in the law of bullying and harassment for managers.
Examination of the early intervention steps available to support staff and circumvent expensive stress claims.

Benefits in participating

- Review of the relevant law of bullying and harassment and significant decisions of the courts and the Fair Work Commission
- Understanding appropriate workplace behaviours
- Learn how to support injured workers and maintain status quo
- Risk profiling and psychological indicators of stress

Outline of what you will learn

Review of the Law

- Definition of the terms bullying, harassment, discrimination and victimisation
- Legislative obligations of public sector employers and governing legislation
- Understanding the National Code of Practice on the Prevention of Workplace Bullying

Focus on Bullying & Harassment

- Understanding the range of issues from interpersonal, departmental and organisational
- Examples of types of bullying behaviour and issues of temperamental style perception
- Examination of appropriate and inappropriate workplace behaviours
- Identifying the individual and organisational costs of workplace bullying

Intervention and Resolution

- Practical steps to take when dealing with complainants
- Procedural fairness issues when deciding to investigate and take action
- Work health and Safety issues and review of techniques for early intervention and conflict transformation
- Using mediation for privileged exploration of party's positions, issues, interests and needs

Duration

Half DAY

More information

Visit the website: www.conflictconnexus.com

TRANSFORMING PEOPLE CONFLICT

Conflict Connexus