WORKPLACE HARASSMENT

PURPOSE / OUTCOME
At the completion of the workshop, participants should be able to:

- develop insight regarding personal strengths and obstacles when faced with conflict
- understand the nature, sources and dynamics of conflict
- understand own preferences in conflict management
- apply basic conflict management skills
- understand the legal obligations of the employer in cases of harassment and bullying
- be aware of the rights and options of victims
- know what steps to take to deal with harassment and bullying
- know how to implement company policy and procedures

CONTENT

Introduction
- Dipstick: testing the employer’s workplace climate in terms of level of trust and application of rules
- Trust: the key elements (communication, credibility, competence, consistency, concern and respect)
- Conflict: understanding the sources and dynamics of conflict
- Constructive vs destructive conflict
- Approaches to conflict: five different styles
- What to do when conflict happens: choosing an appropriate approach
- Dealing with difficult conversations

Harassment: sexual, racial and other forms of harassment (discrimination) at work
- The legal framework and relevant case law
- What constitutes ‘harassment’?
- The employer’s duties
- Consequences of harassment for the victim, the employer and the harasser
- The victim’s options
- Dealing with complaints of harassment: formal and informal processes: how to respond to an incident or a complaint
- Harassment and culture
- Harassment and company values

Bullying
- What constitutes ‘bullying’?
- The employer’s duty to provide a safe working environment
- Using internal grievance mediation to resolve complaints
- When to institute disciplinary procedures

PRACTICAL ACTIVITIES
Learning takes place through extensive analysis of study material, and case studies and practical role plays.

TARGET GROUP
Managers, supervisors and all employees

DURATION
1 day