

# 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