

COURSE FACT SHEET:

Challenging Behaviour

Dealing with bullying and harassment in the workplace

One in 4 people say they have been bullied at work in the last 5 years*

Jake was a diligent worker, who never knew where he stood with his boss. Sometimes she would be nice to him, but at other times, she would shout and scream and even swear at him for no apparent reason.

No organisation can afford to tolerate inappropriate behaviour in the workplace

Don't let bullying and harassment damage your organisation. Developed in partnership with subject matter experts, the Andrea Adams Trust and Simmons and Simmons, this exclusive training course from Skill Boosters available via video, e-learning and trainer-led formats, provides guidance on best practice in the workplace and limits the damage caused by bullying and harassment.



Key learning outcomes

'Challenging Behaviour: Dealing with bullying and harassment in the workplace' will enable your staff to have a better understanding of:

- The legal and moral responsibilities of all levels of staff
- The tools to recognise and put a stop to bullying and harassment
- Why certain behaviours are inappropriate
- The damage caused by bullying and harassment
- How to respond to inappropriate behaviour
- Why inappropriate behaviour cannot be tolerated
- The knowledge and skills necessary to work successfully as part of a diverse team

Produced by Skill Boosters in partnership with:

THE
ANDREA ADAMS TRUST
Committed to preventing workplace bullying

Andrea Adams is the only UK charity which works with employers and employees to tackle workplace bullying through its national helpline, publications and specialist consultancy and training programmes.

Simmons & Simmons

Simmons and Simmons is a top 10 world class law firm who bring a global perspective to employment law.

“ The DVD on Challenging Behaviour has been incorporated into sessions on Fair Treatment that have now been delivered across the Network Housing Group to staff and managers. The DVD is particularly good because the scenarios are not extreme but very typical of what can happen by lack of knowledge or thoughtless (but well meaning) members of staff. This DVD has also challenged my own thinking and every time I see it, I see something new ”

Ruth Taylor
Network Housing Group
Staff Development Advisor



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Course details

Overview

Via a choice of video, e-learning or LIVE trainer-led formats, or a blend of all three, this course covers a comprehensive range of bullying and harassment issues. Aimed at employees of all levels, it has been developed to suit anybody in your organisation including: foundation level employees, HR managers, diversity specialists, trainers and advisers, senior managers/executives and operational managers/executives.

Course Content

This course doesn't just explain why inappropriate behaviour cannot be tolerated - it looks beyond this to equip employees with the tools to recognise and put a stop to bullying and harassment. The course content and structure will ensure that your staff gain the knowledge and skills necessary to work successfully as part of a diverse team.

Video

Part 1 – Includes What is inappropriate behaviour • The effects
• The learning model • The 'Actor' • The 'Receiver' • The 'Observer'

Part 2 – Includes A series of dramatised scenarios to trigger discussion and reflection

E-learning

Part 1 – Includes Inappropriate behaviour • Personal accounts • Bullying and harassment fact file and definitions

Part 2 – Reasons and actions • The 'Actor-Receiver-Observer' model

Part 3 – Sample scenarios • Assessment quiz

LIVE trainer-led

Includes The provisions of legislation outlawing harassment on grounds of age, disability, gender, sexual orientation, race, religion and belief and discusses what constitutes inappropriate behaviour.

What sets Skill Boosters apart?

- Our courses consist of credible and best practice learning content developed in partnership with leading subject matter experts
- We can blend subject matter and delivery methods in a unique way
- Our training solutions can be tailored to suit the needs of your staff and organisation
- We create innovative learning technologies to deliver inspiring and accessible training solutions
- Our background and expertise in television, multimedia and education enables us to create rich media-based training solutions which engage learners throughout their learning journey
- We offer a no-obligation 'try before you buy' service

“I can't often say that I can't find fault with a learning resource, and I don't say this laughing, but this pack is 'spot on' - easy to use, full of relevant content, well designed and makes the learning points memorably. Highly recommended.”

Training Journal



Delivery formats available

Video with trainer notes and self-study guide.

CD-ROM and Intranet with user booklet.

LIVE in-house and public. trainer-led workshops.

Duration

Video: 25mins.

E-learning: 80mins approx.

This course is available as a half-day or a full one-day course.

Please contact us for pricing options, special offers or to discuss a tailored model.



Organisations that have already invested in and reaped the benefits of this course: DE MONTFORT UNIVERSITY ACAS AMESIDE & GLOSSOP PRIMARY CARE NHS TRUST CARD PROTECTION PLAN LTD BRITISH ENERGY GENERATION DVLA CHILD SUPPORT AGENCY CARDIFF UNIVERSITY MIDDLESBOROUGH PCT MERCK PHARMACEUTICALS NATIONAL EXPRI DEPARTMENT FOR TRANSPORT THAMES VALLEY UNIVERSITY KENT FIRE & RESCUE UNIVERSITY OF HULL TESCO PLC ORTHERN LINCS & GOOLE HOSPITALS NHS TRUST KENT PROBATION SERVICE UNIVERSITY OF DUNDEE WELSH BLOO BRENT BOROUGH COUNCIL TYNE TEES TELEVISION MOD UNIVERSITY OF BOLTON TWO SHIRES AMBULANCE NHS TRU