

'Spot on' – easy to use, full of relevant content, well-designed and memorable



INNOVATION	★★★★★
CONTENT	★★★★★
CLARITY	★★★★★
RECOMMENDATION	★★★★★
VALUE FOR MONEY	★★★

(for large organisations, may be expensive for small ones)

CHALLENGING BEHAVIOUR: DEALING WITH BULLYING AND HARASSMENT IN THE WORKPLACE



SkillBoosters in association with **Simmons & Simmons** and **Byrne Dean Associates**
BDP Media Ltd

Available in two formats: CD-Rom with accompanying printed guide (from £1,500 annual licence) or VHS video/DVD with printed trainer's notes/self-study guide (£995), or can be licensed as an integrated resource pack containing all elements (£1,750 annual licence). (Special offers, rental options, 4-Resource Revolving Library, purchase options and additional user and facilitator booklets are available.)

There's no doubt bullying and harassment goes on in many organisations, in fact, one in four people say they have been bullied by colleagues, but it's often hidden as the victims don't like to draw attention to it, believing it may even be their own fault. Often, the first that management knows about a problem is when a claim for compensation is brought under anti-discrimination or employment law. Not only can this cost enormous sums of money, but can significantly damage an organisation's public image.

Another manifestation of a bullying problem can be a drop in performance, and high absenteeism and sickness rates. So, no organisation can afford to tolerate inappropriate behaviour in the workplace. Managers have a duty of care to all employees, and all employees need to know what steps they can take if they are on the receiving end of inappropriate behaviour.

This mixed media learning resource has been developed to combat bullying and harassment and

is aimed at trainers who require a ready-made solution to meet a training need, or HR professionals dealing with legal claims or performance problems.

The resource allows managers and staff to identify the types of behaviour which are unacceptable or unlawful; the effects of this behaviour on people and organisations; and how organisations can develop effective responses to this behaviour.

Taking the CD-ROM resource to examine in detail, the content is available in three formats: a video version, a text and graphic version – opening in a browser – and an accessible HTML version, for use with screen readers. Highly commendable!

Using truly bite-sized chunks, the menu is divided into sections before being further broken down into individually selectable sections, each of which indicates how long the section should take. Learners can also take the quiz at any time, using it to see how much they've learnt, as a diagnostic tool to refer them to the sections they need to study, or as a record of achievement, as the quiz gives a score and records how many times each learner takes the quiz. It's SCORM compliant, and can link to an LMS.

The Help function lets you set accessibility options like opening documents as Rich Text (so it can be enlarged using a screen reader) or printed out as an Adobe® Acrobat® file. You can even change screen colours and set subtitles for video elements. Checklists act as *aides mémoire*, giving an overview of the legislation and examples of unacceptable behaviour.

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