

WORKPLACE BULLYING

supporting a safe workplace for everyone

There are no satisfactory reasons,

There is no way to justify it,

There is no Excuse for bullying, discrimination or harassment in the workplace.

Sandra feels that she can no longer face going to work each day.

She is stressed, does not sleep properly, has trouble thinking clearly and finds that she is prone to tears much of the time.

Sandra is the victim of an unrelenting campaign by one of her fellow workmates, who takes every opportunity to belittle her. She is often the subject of lewd jokes and is excluded from many conversations and some after work activities.

Sandra has tried to talk about this to her manager and has even attempted to speak to her workmates, who just laugh it off.

So for now Sandra takes the humiliation, with their words ringing in her ears, 'It's just a bit of office fun'.

'Hey, it's only a joke. Chill out!'



Sandra's work performance is suffering along with her physical and mental health.

No matter your business, bullying, discrimination and harassment have no place in your workplace. It can threaten the unity of your staff, your culture and the health and wellbeing of your employees.

Introducing a comprehensive training and development program designed to address the issues of workplace bullying, discrimination & harassment

An outline of the program schedule

Component 1	A Respectful Workplace	Online training module for all staff. Includes a series of interactive video case studies covering the issues, the policies & the procedures that all staff need to follow
Component 2	The Contact Officer Role	Online training module for Contact Officer covering the law, policies and procedures
Component 3	HR Workshop	Facilitated workshop employing interactive media, role plays and practical guides for HR professionals. This one day program is held 'off-site' and is fully catered
Component 4	Contact Officer Workshop	Two day facilitated workshop for Contact Officers covering all aspects of the role, with interactive media workshops, live action role plays and in depth reviews of case studies
Component 5	Managers Resource Pack	A resource pack for all Managers providing them with a range of printed materials including referral tools, information sheets, posters and guides to use with their assigned team
Component 6	Contact Officer Network Forum	A fully managed social networking site for Contact Officers designed to extend their thinking and build on their training. This site is managed and facilitated by one of our online coaches for three months

Enterprise Learning Solutions is proud to introduce this training program to all organisations who are committed to developing a workplace culture that is free from bullying, discrimination and harassment. Our team will work with you to customise all aspects of the program to ensure relevance to your staff and the workplace in which they operate.

We employ a creative approach to our workshops combining actors and interactive video to provide an immersive experience for participants. These workshops are facilitated by our specialist team whose expertise and experience in dealing with workplace relations and building harmonious teams is extensive. We bring a realistic approach to addressing the issues and the development of a shared responsibility of everyone to ensure a workplace that is **safe and respectful workplace for all.**



Under the hood.
A Guide to the training program we offer.

By Des Manning
Managing Director

The Enterprise Learning Solutions' team have been in the training game for a long time. As such we've seen first hand the influence that technology has had on all forms of business, especially training. As new technologies are developed, the possibilities for interactive learning environments and programs expand enormously.

Here at Enterprise Learning, we have always strived to be at the forefront of the technological wave. Over the years we have developed a flexible and creative approach to training delivery and our Anti Workplace Bullying, Discrimination and Harassment training program stands as a perfect example of this. The program shows how training that is tailored directly to suit your business's needs, can have significant impact on staff awareness, their understanding of the issues and the resultant behaviors that they should demonstrate as a result.

Our approach to training along with the creative and engaging aspects of this program, will hugely assist you in implementing your policies and developing the culture and values you wish to see upheld within your company and workplace.

The Program

The program itself is an intelligent integration of innovative new technologies, blended with face to face training. We deliver video case studies, group work, live action situational demonstrations, online training modules and targeted online networking websites for ongoing support and development.

Our use of interactive video elements within each of the workshops is designed to allow participants to make their own conclusions about the harassment situation they observe and practically interpret the policy and how they should appropriately respond to complaints.

During the **HR Workshop**, teams are guided in the development of a video screen play, which is then acted out, filmed and edited onsite, with each group's interpretation shown and discussed at the conclusion of the day's events.



“The training program provided to us was insightful and certainly helped our company achieve the awareness and commitment to a respectful workplace that we want. Our sense of being a team has increased as a result”

Manager

“I am new to the Contact Officer role and this training made me feel better informed and prepared to undertake it.

The online training was relevant and engaging and everyone in the company has received the same messages and know what is expected of us all.”

Contact Officer

The face to face aspect of our program is presented by David Hatfield, an experienced facilitator with extensive experience in workplace relations and a wide range of Occupational Health and Safety issues.

David has worked extensively with our company on various training projects over the years, and has an excellent and sensitive approach face to face training and consultation. David will guide the learners through examples, group work, company policies, and equip them with the skills they need to effectively deal with incidents of workplace harassment and bullying.

Our training is held within professional training rooms which are fully catered and equipped with the latest presentation technologies and equipment.

Once the training days are completed, participants are then enrolled in online training modules.

These training packages are delivered via our SUMMIT application, providing fully interactive courseware, along with scored and documented assessments. These modules are designed to consolidate what has been learned throughout the program and also assesses the ability of participants to apply their new knowledge. Finally, we deliver a customised and moderated online social networking environment for COnTact Officers in which the participants can collaborate,

share information and receive ongoing support relating to their training. This site is specific to each business and is a confidential place where Contact Officers can seek further advice and support each other in the fulfillment of their

“The program itself is an intelligent combination of innovative training techniques, integrated with proven face to face training sessions.”



Jenny
Has worked for the company for 8 years. She is well liked and trusted by her colleagues. Jenny responded to a call from management for staff to undertake the role of Contact Officer.

Prepared but Unprepared
Jenny volunteered to be a Contact Officer, but at the time really had no idea of exactly what might be required of her within that role.

It was the very next day, following Jenny's appointment to the voluntary role of Contact Officer that a colleague asked to speak with her in private. Jenny was totally unprepared for the story that unfolded as a fellow employee spoke of months of bullying, intimidation and physical threats that had been made against him by another member of staff : A close friend of Jenny.

While listening to this series of complaints, it struck Jenny that last weeks' 10 minute

training session for new Contact Officers was fast proving to be vastly inadequate. Jenny listened and tried to offer some comfort as her feelings of inadequacy mounted.

“So what do I do Jen? I am nearing the end of my tether... it really is getting desperate for me right now!”

- Does your company have policies covering workplace bullying, discrimination and harassment?
- Are you confident that you have effective procedures in place that can handle complaints that might arise?
- Are your staff trained sufficiently to provide the support required and ensure that your workplace is maintained as a respectful and safe place in which all staff are able to work?