

in Company Training services

Bullying and Harassment at Work **A one-day course**

This course is aimed at HR professionals in both the public and private sectors and covers the key issues that arise in resolving disputes and dealing with claims involving bullying and harassment in the workplace. The focus is on demystifying what for many is a daunting area and helping clients take control of a situation and taking clear and prompt steps to prevent problems getting out of hand.

Welcome and Introduction

Distinguishing between bullying and harassment

- Legal definition of Harassment
- The Protection from Harassment Act 1997
- 'Bullying' behavior in the workplace

Bullying in the workplace

- Seeking to define bullying
- When does 'strong' management become bullying?
- What conduct will the employer be liable for?
- Unacceptable behaviours – the duty of mutual trust and confidence
- Health and safety – the employer's duty of care

Harassment

- The discriminatory basis of harassment
- The importance of the victim's perception
- Off-duty conduct – what is done 'in the course of employment'?
- Individual and employer liability
- Liability for harassment from third parties
- The employer's 'all reasonable steps' defence

Grievances relating to bullying and harassment

- Seeking to resolve disputes informally
- When is mediation appropriate and what are the pros and cons?
- Legal and contractual grievance procedures
- Potential outcomes of the grievance process
- Transferring employees – potential pitfalls

Bullying and harassment as a disciplinary issue

- Codes of conduct on bullying and harassment
- Investigating allegations – issues of confidentiality and fairness

Suspension – contractual issues
Disciplinary measures in response to bullying and harassment
Relevance of the victim's wishes

Stress-related illness

Stress-related absence caused by bullying and harassment
A medical or managerial issue?
Agreeing terms for a return to work
If no return is possible – capability dismissals

Final Questions and round-up of key points