

in Company Training services

Handling Sensitive Issues

An essential workshop for managers and leaders on how to deal with delicate issues in the workplace sensitively, effectively and in full compliance with employment law.

Personality clashes, poor appearance, bullying, harassment, stress and even alcohol or drug abuse are just some of the issues that managers in any organisation may have to face in the course of their work. This workshop shows how to deal with these private and potentially difficult situations in an appropriate and lawful manner. The programme will spell out the key employment law issues and will provide practical guidance on how to deal with these situations constructively whilst protecting the interests of the organisation and the dignity of those involved.

The course is designed for those at all levels who have responsibility for people and teams

Format

This highly practical one-day workshop allows plenty of time for group discussion and will draw on current case law and pertinent case studies to facilitate learning.

We recommend that the group be limited to 12 participants if maximum benefit is to be had from the day.

We also strongly recommend that your own organisation's policies and procedures are incorporated into the workshop, to help ensure that participants get full value from the day.

Course Programme

Introduction and workshop objectives

Managing sensitive issues

- What makes an issue sensitive?
- Skills for dealing with sensitive issues effectively

The legal background

- Statutory employment rights
- Common law rights
- Unfair dismissal
- Constructive dismissal
- Wrongful dismissal
- Employment Tribunals
- Remedies and compensation

Discrimination law

- Sex and sexual orientation discrimination
- Race and religious discrimination
- Disability discrimination
- Age discrimination
- Direct discrimination
- Indirect discrimination
- Victimisation
- Bullying and harassment
- How to prevent and handle complaints
- Practical exercise*

Health issues

- Personal hygiene and appearance
- Managing mental illness – including stress
- Alcohol and drugs
- HIV/AIDS
- Case studies*

Managerial issues

- What you should know about giving references
- How to deal with an employee who has been charged with a criminal offence
- Dealing with bereavement
- Dealing with personality clashes
- Case studies*

Conclusion

- Workshop review/discussion
- Employment law surgery – an opportunity for you to ask our tutor advice on any of your employment issues
- Close