

## Managing Bullying at Work

### Overview

Course duration: 1 day

This course is designed to help organisations recognise and cope with bullying in the workplace. It will enable delegates to explore the reasons behind bullying, conflict and inappropriate behaviour.

### The course covers:

- Defining and dealing with difficult behaviour
- Management and leadership styles
- Communication styles
- Organisational culture
- Organisational policy and strategy

### Benefits

- An awareness of what bullying behaviour is and what effect it has on others
- An understanding of how individuals can become bullies without knowing it
- An understanding of how behaviour can be misinterpreted
- An awareness of how some management styles can be perceived as bullying
- An understanding of the importance of assertive communication in challenging other peoples behaviour
- An understanding of how to manage emotions for better effect
- An overview of practical coping strategies to offer employees
- An overview of what organisations can do to minimise bullying in their organisation

### Timetable

09.30	Introduction and Course Objectives
10.00	What bullying is and what effect it has on others / the organisation
10.30	Bullying versus firm management
10.45	Understanding the behaviour of both the bullies and the bullied
11.15	Dealing with inappropriate behaviour
12.00	Managing emotions
12.30	Practical coping strategies
13.00	Lunch
14.00	Assertive communication – getting the best behaviour from everyone
14.30	Helping the bullies and the bullied to develop better communication skills
15.00	Organisational policies and strategies
15.30	Action Planning
16.00	Summary and Action Plans Agreed