

COURSE CONTENT OVERVIEW

Bullying and Harassment

Bullying and harassment are always unacceptable, yet many employees still encounter bullying at work.

This Bullying and Harassment online training course explores the difference between bullying and harassment, the laws that protect workers from harassment and the laws that make tackling bullying a statutory duty for employers.

The course will help managers to recognise bullying and create a robust policy to improve company culture and prevent bullying and harassment from happening.

Module 1 – Introduction

Bullying at work takes many forms. It may be covert and insidious or a one-off blatant instance of bullying behaviour. This module provides working definitions of bullying and harassment, outlines the relationship with these and the protected characteristics and explains the laws that protect workers from both bullying and harassment.

- The impact of bullying
- Where and how bullying could happen
- Harassment and bullying and the law
- Types of discrimination and protected characteristics
- Examples of harassment

Module 2: Recognising Bullying

The consensus on bullying differs from person-to-person, so it is important to have a shared understanding of unacceptable behaviours across an organisation. This module will help employers understand what bullying is so that they can create or strengthen existing policies on bullying and harassment.

- Accepted definitions of bullying
- Examples of workplace bullying
- Risk factors
- The role of culture in preventing bullying
- Fostering a healthy culture
- Importance of the risk assessment
- Bullying risk assessment
- Case study - the London Ambulance Service

Module 3: Policies and Procedures

A clear bullying and harassment policy is vital to increase staff confidence in discussing issues and reduce the 'grey area' that can exist around what bullying is. This module focuses on key areas relating to best practice and the law that will help learners to create or strengthen their bullying and harassment policy.

- Bullying and harassment policy
- The Management Standards
- Informal measures and mediation
- Grievance procedures and Employment Tribunals
- Retaining case data
- Constructive dismissal

Module 4: Supporting Employees

Employers must also take reasonable steps to prevent unlawful discrimination in the workplace and to protect employees from an unsafe working environment. This module outlines how to provide essential support to employees who have been bullied, as well as people who have witnessed bullying.

- Listening to a complaint
- Providing support
- Confidentiality
- Counselling
- Harassment from a third party
- Sickness absence
- Return to work
- Fit to work

Aims of the training

By the end of this course, learners will:

- Understand what constitutes bullying and harassment in both personal and legal terms.
- Recognise the overt (plainly seen) and covert (hidden) signs of bullying and harassment at work.
- Know how to carry out a risk assessment and how to implement measures that will reduce and eliminate risks to all employees.
- Identify a range of definitions for bullying and understand when behaviour constitutes bullying.
- Recognise the effects that bullying and harassment have on the individual, those who witness it and on the organisation.
- Understand the law around bullying and harassment, the difference between them and how each might lead to a case in an Employment Tribunal.
- Know how to manage and prevent bullying and harassment and create a workplace where both are unacceptable.