

COURSE CONTENT OVERVIEW

# Bullying and Harassment



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Bullying at work takes many forms. It may be covert and insidious or a one-off blatant incident. Either way, bullying and harassment are always unacceptable.

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 and to improve culture to prevent bullying and harassment from happening.

### **Module One – Introduction**

Bullying at work takes many forms. It may be covert and insidious or a one-off blatant instance of bullying behaviour. Either way, bullying and harassment are always unacceptable.

- The impact of bullying
- How bullying affects a business
- Where bullying happens
- How bullying happens
- Harassment and the law
- Bullying and the law
- Types of discrimination
- Protected characteristics
- Examples of harassment

### **Module Two: 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
- Fostering a healthy culture
- Importance of the risk assessment
- Bullying risk assessment
- Case study - the London Ambulance Service

### **Module Three: 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.

- Bullying and harassment policy
- Management Standards
- Informal measures
- Mediation
- Grievance procedure
- Employment tribunal
- Retaining case data
- Constructive dismissal

### **Module Four: 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, and the people who have witnessed bullying.

- Listening to a complaint
- Providing advice
- Confidentiality
- Counselling
- Rehabilitation
- 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 legal terms.
- Recognise the overt and covert signs of bullying and harassment at work.
- Know how to carry out a risk assessment and how to implement control measures that will reduce and eliminate risks.
- Identify a range of accepted definitions of bullying and when behaviour is considered bullying.
- Recognise the effects that bullying and harassment have on the individual, those who witness it, and on the organisation.
- Understand the legal case surrounding bullying and the difference between bullying and harassment.
- Know how to manage and prevent bullying and harassment.