

# HOW TO MANAGE HARASSMENT

## 1-day Course

### **OVERALL AIM:**

This course will give delegates an overview of the process of managing harassment problems in the workplace. Delegates will be given the opportunity to understand how Company policy and procedure operate; the role of a counsellor and the role of the manager. Those new to harassment management (and those with more experience) will gain increased confidence from the course.

### **WHO SHOULD PARTICIPATE:**

This course is for anyone who currently has responsibility for managing people within their company. It is particularly useful for those in a role where handling discipline and grievance are responsibilities of the role.

### **COURSE OBJECTIVES:**

**By the end of this course, participants will be able to:**

- Define harassment.
- Describe the role of a counsellor.
- Describe the content of a Harassment policy and its purpose.
- Describe the difference between informal and formal action.
- Describe the role of the manager.
- Recognise how to carry out an investigatory interview.
- Identify how to deal with minor breaches.
- Identify how to deal with major breaches.

### **COURSE CONTENT:**

- Introduction and objectives: The tutor outlines the course objectives and delegates are asked for their objectives.
- Identify: The group works within small groups to define what amounts to harassment.
- Describe: The group works within small groups to consider what the role of a counsellor should be. Tutor led discussion to bring points together and agree the role.
- Describe: The group works within two sub-groups to study the main content and purpose of a Company Policy and Procedure. Sub-groups will give a short presentation to the full group on their findings.
- Describe: The Tutor will lead a discussion on the process for both informal and formal procedure. Practice session: The group will work within twos in discussing the initial complaint with the employee and then in deciding what action to take.
- Recognise: The group works in pairs to practise the questioning of an employee wishing to make a formal complaint of harassment.
- Recognise: The group works in pairs to practise the questioning of an employee who has been the subject of a complaint of having committed an act of harassment.
- Identify: The group will complete case studies relating to minor and major incidents, identifying the expected line of action to be taken in each scenario.
- Review: A brief review of main topics covered.