



Harassment Prevention: What Is It and What To Do About It

Workshop Duration: 2 Days

Facilitation in English

Workshop Description

In 2009 alone, the US Equal Employment Opportunity Commission ordered that \$294,200,000 was paid out for discrimination and harassment charges. No wonder companies are working to be more proactive in preventing harassment.

But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.

At the conclusion of this workshop, you should be able to:

- Understand what behavior is and is not appropriate in the workplace, and why
- Help your company create and implement a harassment policy
- Protect yourself and your staff against harassment incidents and complaints
- Understand when mediation is and is not appropriate
- Understand the four-stage complaint resolution process
- Help identify solutions to a harassment complaint

What You Will Cover:

- Reasonable man/woman guidelines
- Benefits of harassment training
- Types of harassment
- Protecting yourself from harassment
- Confronting a harasser
- The effective NO
- The four-stage complaint process
- Mediation
- False complaints
- Keeping the workplace running

Understanding Workplace Violence

Violence of any sort has many roots. Ninety-nine percent of the time, there are warning signs of workplace violence. That is why this three-day workshop will take a comprehensive look at workplace violence: how to prevent it on an individual and an organizational level, and how to respond to it if it does occur.

How You Will Benefit:

- Understand what workplace violence is
- Be able to identify some warning signs of violence
- Understand the cycle of anger
- Understand Albert Bandura's behavior wheel and how it applies to anger



How You Will Benefit: (continued)

- Develop a seven-step process for managing your anger and others' anger
- Have better communication and problem solving skills, which will reduce frustration and anger
- Develop some other ways of managing anger, including coping thoughts and relaxation techniques
- Be familiar with the nine components of an organizational approach to managing anger, including risk assessment processes
- Know what to do if a violent incident occurs in the workplace, on both an individual and organizational level

What You Will Cover:

- Albert Bandura's behaviour wheel
- Warning signs of violence
- McClure's seven step anger management process
- Communication skills
- Problem solving tools
- Stress management techniques
- Norman Keith's nine components of a violence prevention program
- Turner's fourteen stages of threat response
- Developing a risk assessment program
- Incident response checklist