

Seminar course content

Executive and Senior Management Seminar - 2 hours

Seminar outcomes

- Outline and discuss the actual definition of harassment and bullying under legislation.
- Discuss the responsibilities of Managers with regard to workplace harassment, bullying and EEO, including the issue of vicarious liability.
- Outline typical examples of harassment and bullying with emphasis on recognising more minor examples and how to deal effectively with them.
- Discuss the importance of having effective and appropriate strategies for dealing with all kinds of workplace issues.
- Discuss cultural and/or environmental behaviour that is accepted as the norm but may well create an environment of harassment for some staff.
- Discuss the issue of harassment outside the workplace but still within the bounds of a 'work-related event' – situations such as social events attended by staff and/or clients, staff drinks, etc.
- Discuss the issue of inappropriate behaviour of clients and outline where this fits within the legislation, company policy, and how it relates to the responsibilities of management.
- Outline and suggest strategies and skills to deal effectively with client issues of this nature.
- Reiterate company policy on harassment, discrimination and EEO and invite any related discussion.
- Discuss the processes available to staff with regards to making a complaint of harassment and what the Manager's responsibilities are in this instance.
- Summarise all these points and conclude by inviting any additional questions and discussion.