

Bullyology

Managing Workplace Bullying



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Course Introduction/Overview

Bullyology: Managing Workplace Bullying is a comprehensive course designed to give managers the skills, strategies and information they need to prevent bullying in work environments, understand its causes and effects and efficiently deal with it when it occurs.

Learning Objectives:

- To understand current definitions of workplace bullying, harassment and discrimination and also recognise what does *not* constitute bullying in the workplace
- To be familiar with the two main types of typical bullying behaviours: direct (personal attacks) and indirect (task-related behaviours)
- To identify why bullying happens and the types of work environments in which it can flourish
- To examine the motivations of bullies and how they choose their targets
- To be aware of the emotional/physical damage caused by workplace bullying
- To recognise the types of high-risk leadership, management and communication styles that might lead to an increase in workplace bullying
- To learn how to respond to employee bullying/harassment complaints quickly, assertively and with an appropriate level of support
- To understand how managers can become positive role models for workplace behaviour
- To understand the legal, financial, health, reputation and productivity ramifications of failing to address bullying in the workplace
- To understand the increased worker's compensation costs associated with bullying/mental health/stress-related issues
- To appreciate the key role that workplace leadership and organisational culture play in the prevention of bullying
- To understand the phenomenon of 'presenteeism', its relationship to bullying and its crippling effect on workplace productivity
- To understand what an 'upstander' is, why they're such an effective workplace bullying deterrent and how everyone (including managers) can become one

- To explore some common myths and misconceptions about bullying – and how these often prevent us from tackling the problem effectively
- How to provide the right information to those affected by workplace bullying so they know where to go for help
- To recognise the importance of a clear, thoughtful anti-bullying policy – and why such policies are close to useless if not enforced by strong and supportive leadership at the management level

Course outcomes:

This anti-bullying course will provide junior and senior business leaders with the knowledge and strategies they need to become responsible and emotionally intelligent custodians of their organisation's workplace culture. It reinforces the concept that strong leadership is the foundation upon which all effective anti-bullying solutions are built.

By exploring efficient leadership styles and outlining appropriate prevention strategies and post-incident responses, this course will help managers reduce the health, litigation and productivity risks that come with allowing bullying to go unchecked in the workplace. It will leave managers with more confidence in dealing with the scourge of bullying and help them appreciate the essential role they play in its prevention.

At the completion of this course, participants will have a better grasp of:

- What they can do as managers to minimise bullying in the workplace
- How to challenge inappropriate behaviour with assertive communication
- How to foster a positive, collaborative workplace
- How they can support and assist employees victimised by bullying
- How to fairly and responsibly investigate bullying incidents
- The high costs that persistent bullying inflicts on a business
- How leadership shapes workplace culture and employee behaviour
- How patterns of negative behaviour adversely affect employee health, productivity, morale and retention
- How a single bully can hamstring the productivity of an entire organisation
- How to ensure their team complies with anti-harassment legislation and adheres to Fair Work expectations

- How to assign work tasks and address poor employee performance fairly

How your workplace benefits from this training:

A workplace that actively promotes a positive culture and proactively handles bullying incidents is much better equipped to protect their two most valuable assets: their staff and their business reputation. Failing to address bullying loses money, wastes time and alienates employees.

This course will help your business to:

- create a mutually respectful and professional workplace
- boost staff productivity and engagement
- save time by streamlining the way you deal with bullying incidents
- address negative behaviours fairly and supportively
- help management handle complex bullying situations more efficiently
- create a more positive organisational culture where everyone feels valued
- ensure your managers are aware of (and comply with) laws applicable to workplace anti-discrimination, bullying and harassment
- help your business establish a reputation as a fair employer that attracts (and keeps) top talent and cares about the health and well-being of its employees

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