

OUTLINE

Workplace Violence

Lesson 1

Getting Started

- Icebreaker
- Housekeeping Items
- Workshop Aims

Lesson 2

What's Workplace harassment?

- How to Discover
- Costs to Your Company

Lesson 3

Identifying The Bully

- Abusive Workplace Behaviors
- Bullying and Personality Disorders
- Narcissism

Lesson 4

How to Manage Workplace Violence

- Kinds of Behavior
- Goal the Behavior, Not the Individual
- Implement an Action Plan

Lesson 5

Risk Assessment (I)

- Understanding Anger and Aggression
- Defusing & De-escalating Plans
- Communication Skills
- Tactical Options

Lesson 6

Risk Assessment (II)

- Identifying the Hazard
- Assessing the Risk
- Assessing the Risk
- Assessing & Review

Lesson 7

Being the Victim

- What Isn't Considered Bullying
- Steps to take

Lesson 8

Checklist for Employers

- 4 Step Process
- Addressing all Employees
- Code of Ethics
- Policy and Procedures

Lesson 9

Interview Procedure

- Identify a Bully in the Interview Process
- Warning Signs
- Role Play
- Case Study

Lesson 10

Investigation Procedure

- Advising your Manager
- Lodging the Complaint
- Initial Response
- The Analysis
- The Findings
- Review & Closure

Lesson 11

Creating a Workplace Harassment Policy

- Scope
- Philosophy
- Basics
- Intent
- Alternatives
- Informal Complaint Process
- Proper Analysis process

Lesson 12

Wrapping Up

- Words from the Smart
- Review of Parking Lot
- Lessons Learned
- Conclusion of Action Plans and Tests

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au

1300 810 725