



**DIFFICULT PEOPLE
MADE EASY**

Beating Workplace Bullying

Course Outline



YOU have a part to play in ending workplace bullying

Bullying can happen in any workplace. No-one deserves the physical and psychological abuse it involves. All managers and employees have an obligation to free the workplace of bullying and inappropriate behaviour. In this course you'll find out what you're expected to do – as a staff member– to keep your workplace safe and bully-free. You'll also hear how to recognise, prevent and deal with bullying at work.

Why learn how to prevent workplace bullying?

Workplace bullying is not only unacceptable, it is illegal. Knowing what bullying is and how to address it means you can:

- Put an end to inappropriate behaviour in your workplace
- Be physically and mentally safe at work
- Stop team conflict causing stress and worry
- Get on well with your colleagues – even when you disagree with each other
- Prevent the impact of others' behaviour holding you back at work
- Feel confident and successful in your job

What will you learn in this course?

You'll come out of this session with a good understanding of what bullying is and how you can prevent it. Discover why everyone needs to take bullying seriously. Hear what experts in workplace bullying know about what it takes to build a healthy workplace culture. Learn how to:

- Know the difference between bullying, harassment and discrimination
- Recognise typical tactics that bullies use
- Understand the impact of bullying
- Respond appropriately to workplace bullying
- Prevent bullying in your team

The information covered in this course comes from the fields of applied psychology and workplace health and safety. You'll cover subjects such as:

- What bullying is
- The psychological impact of workplace bullying
- Definitions of inappropriate workplace behaviour
- Appropriate communication at work
- Legal accountabilities
- Workplace policy and procedure

How can put your learning to use?

The practical focus of this course means that you can use what you learn immediately. After attending you'll know how to recognise bullying behaviour. And you'll know what to do if you see or hear bullying happening in YOUR team.

What topics will you cover?

Topic one: What is – and isn't - workplace bullying?

Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Learn how to recognise that behaviour. And discuss the difference between appropriate feedback, coaching or performance management and bullying.

Topic two: Knowing your rights and responsibilities

You have the right to be safe and treated respectfully at work. You also have a responsibility to manage the impact of your own behaviour on other people. In this section of the course, you'll hear what your rights and responsibilities are.

Topic three: What to do if you see bullying happening

Speaking up about bullying is the first step in wiping it out. Hear what to do when you think bullying is taking place. Learn how to raise your concerns appropriately. Find out who to tell about your concerns. Discuss options for addressing bullying behaviour – including both formal and informal approaches.

Who teaches this course?



Eleanor Shakiba is a leading people skills trainer, based in Sydney. She has helped thousands of professionals to use breakthrough thinking and communication tools. Eleanor has written over 90 training courses, 12 audio programs and 10 videos to help people excel at work. Each month, she publishes a new communication skills program on YouTube.

Eleanor is qualified in Social Anthropology, Adult Education, Applied Psychology, Neuro Linguistic Programming and Mediation. She writes and teaches in the areas of applied psychology, communication and conflict resolution. Her passion is helping professionals learn skills for success in the real world.

See Eleanor in action at <http://www.youtube.com/user/thinklearnsucceed>

How is the course delivered?

This is a highly interactive course, delivered over one day. Book *Difficult People Made Easy* for your team if you need training that delivers practical skills in a dynamic format. The course covers the why, what and how of handling difficult behaviours at work. You'll learn through a variety of methods including:

- Mini lectures

- Video presentations
- Question and answer sessions
- Demonstrations by the trainer
- Practical group activities
- Individual planning activities

What past participants say about this course

"Gave me the courage and tools to deal with and tackle my problems at work"

"Very worthwhile program, delivered by a highly knowledgeable and experienced trainer"

"Amazing. Eleanor's knowledge of human interaction in the workplace is astounding"

Book Beating Workplace Bullying for delivery at YOUR workplace now.