



# Dagon Services

## Bullying & Harassment

### Two Day Workshop for Managers

We will support managers to implement a bullying & harassment policy so that inappropriate behaviour is dealt with effectively.

<p><b>Areas that will be included on the workshop</b></p> <ul style="list-style-type: none"> <li>• Relevant organisational policies and legislation.</li> <li>• Dignity at Work</li> <li>• Forms of bullying and harassment</li> <li>• Effects on individuals and the organisation</li> <li>• The organisational culture</li> <li>• Dealing with problems informally and formally</li> <li>• Helping both sides</li> <li>• Action planning</li> </ul>	<p><b>Programme can include</b></p> <p><b>The Organisation</b></p> <ul style="list-style-type: none"> <li>• Roles of the organisation, manager and staff</li> <li>• Legislation</li> <li>• Organisational Policies and procedures</li> </ul> <p><b>The Manager</b></p> <ul style="list-style-type: none"> <li>• Forms bullying &amp; harassment take</li> <li>• Effects</li> <li>• Identifying inappropriate behaviour</li> <li>• Why some people bully</li> <li>• Organisational and individual culture</li> <li>• Challenging inappropriate behaviour</li> <li>• Hearing both sides</li> <li>• Supporting and developing staff</li> <li>• Case Studies</li> </ul>
<p><b>Method</b></p> <ul style="list-style-type: none"> <li>• facilitated discussion</li> <li>• short inputs</li> <li>• group and paired exercises</li> <li>• video</li> <li>• Games theory - Transactional Analysis</li> <li>• Action Learning Sets</li> <li>• case studies using a selection from Role Play, Video</li> </ul>	<p>What our customers say :</p> <p><i>‘Much more aware of bullying and how to deal with it.’</i></p> <p><i>‘Made the course fun as well as very informative.’</i> Local Authority</p>

This programme can be tailored to the organisation and under certain circumstances the programme can be reduced to one day.

A one day workshop for staff to raise awareness of harassment issues is available.

*Training and Development Consultancy for Organisations, Groups and Individuals*  
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# Dagon Services

## Bullying & Harassment

### Four Day Workshop for Support Officers ( 2\* 2 day events)

This programme will provide staff with the skills and expertise to support employees through the Harassment procedure. The employee can be the alleged perpetrators or those on the receiving end of inappropriate behaviour. NB *On going case supervision can be provided as part of this programme.*

<p><b>Areas that will be included on the workshop</b></p> <ul style="list-style-type: none"> <li>• Relevant organisational policies and legislation.</li> <li>• Dignity at Work</li> <li>• Forms of bullying and harassment</li> <li>• Effects on individuals and the organisation</li> <li>• The Support Officer Role</li> <li>• Counselling skills</li> <li>• Coping strategies</li> <li>• Challenging inappropriate behaviour</li> <li>• Action planning</li> <li>• More in depth understanding about issues of bullying and harassment</li> </ul>	<p><b>Programme can include</b></p> <p><b>The Organisation</b></p> <ul style="list-style-type: none"> <li>• Roles of the organisation and other people</li> <li>• Legislation</li> <li>• Organisational Policies and procedures</li> <li>• Understanding the harassment policy</li> </ul> <p><b>The Support Officer Role</b></p> <ul style="list-style-type: none"> <li>• Forms bullying &amp; harassment take</li> <li>• Effects of bullying on people</li> <li>• In depth understanding about issues of bullying and harassment</li> <li>• Organisational and individual culture</li> <li>• Counselling skills</li> <li>• Exploring options with staff</li> <li>• Coping strategies</li> <li>• Case Studies</li> </ul>
<p><b>Method</b></p> <ul style="list-style-type: none"> <li>• facilitated discussion</li> <li>• short inputs</li> <li>• group and paired exercises</li> <li>• video</li> <li>• Games theory - Transactional Analysis</li> <li>• Action Learning Sets</li> <li>• Practical exercises</li> <li>• case studies using a selection from Role Play, Video</li> </ul>	<p>What our customers say :</p> <p><i>'Found working on case studies and practical role model situations to formulate ideas very useful'</i></p> <p><i>'It has made me more aware of situations and games people play'</i></p> <p>Local Authority</p>

This programme can be tailored to the organisation.