

An 'Aboto' Master Class: "Preventing and Managing Workplace Bullying and Harassment"

This one day master-class provides participants with the framework and resources prevent and manage workplace bullying from a Risk management, Occupational Health and Safety Framework. It helps participants work through the complexities of what bullying is and isn't, and addresses how to identify risks that can contribute to workplace bullying and harassment. The workshop helps participants to understand the steps organisations can take to control those risks. It examines the advantages and challenges of various complaint handing options such as conflict coaching, mediation and investigating complaints of bullying or harassment. This workshop would be of particular interest to managers, HR professionals, organisational development consultants and OHS representatives.

What is covered in this workshop:

- What is bullying? How do we distinguish this from conflict?
- Problems with measurement and prevalence ;
- The different types of bullying;
- Identifying Organisational risks that contribute to bullying;
- Undertaking a risk assessment;
- Managing your risks to prevent the emergence of bullying and harassment;
- When things go wrong what should you do?
- Mediating bullying complaints when should you mediate /when shouldn't you mediate?
- Investigating bullying complaints / natural justice and procedural fairness in investigations;
- Managing difficult complainant behavior.

Investment: Contact moira.jenkins@aboto.com.au for quote

Participants will be provided with copies of the power point slides and an extensive workbook that expands on all the materials contained in the slides. All workshop participants will be provided with a copy of Moira's book: '*Preventing and Managing Workplace Bullying and Harassment: A Risk Management approach*' published by Australian Academic Press.

The Presenter:



Moira Jenkins PhD, is an experienced psychologist, mediator and trainer. She takes a very practical and evidence based approach to assisting organisations to develop systems that both prevent and manage bullying, sexual harassment and discrimination. She has conducted numerous workshops in the area of mediating bullying and harassment complaints, and managing workplace conflict both in Australia and overseas. Her book 'Preventing and Managing Workplace Bullying and Harassment: A Risk Management approach' has been released through Australian Academic Press, and has received rave reviews for its practical and evidence based approach to preventing and managing bullying.