



Confident Managers

The Confident Manager course is either a half day if coupled with the Dignity at Work Foundation Module or a full day if run separately. This course is designed to move managers beyond recognition and awareness of Workplace Bullying, Harassment and Discrimination and to equip them with practical tools and techniques to address these behaviours should they arise. Typically, we would use actors in these sessions to facilitate practical, experiential learning. The feedback we have had on this course has been very positive with participants feeling much more confident about tackling inappropriate behaviour after attendance.

Key topics include:

- Managers right to manage and what can be done to repair and normalise teams after an incident.
- Understanding of different styles and behaviours and how to get the best out of others in terms of communication and motivation.
- How to handle workplace conflict.
- Having difficult conversations in practice.
- Dealing with deflection and accusation.
- When to use formal and informal procedures.

This course is supported by a comprehensive electronic toolkit which is delivered after the event.

For further information, call us on 0333 939 0177 or send an email using the [Contact Form](#) on the Contact Us page.

