

Confident People Training Course Outline

Course Outline: Half day course on how to practically address inappropriate workplace behaviour.	
<p>Purpose of the course To give participants the tools and techniques to handle Bullying, Harassment and Discrimination in the workplace.</p>	<p>Learning Methods and duration</p> <ul style="list-style-type: none"> - Tutor led input - Quizzes - Group discussion - Videos - Anecdotes - Cases studies <p>Maximin 25 delegates per session lasting 3 hours.</p>
<p>Objectives <i>By the end of this course participants will be able to:</i></p> <ul style="list-style-type: none"> - Understand more about what to do if they experience inappropriate workplace behaviour. - Have had an opportunity to learn more about how to have courageous conversations to change or stop inappropriate behaviour. - Learn more about different styles and behaviour and how this can give rise to tension and what can be done to avoid workplace conflict. - Have increased confidence in handling difficult situations. - Have tools and techniques to support resilience and wellbeing. 	<p>Key Topics</p> <ul style="list-style-type: none"> - Different styles and behaviours. - How to have courageous conversations. - Looking after oneself and developing resilience. - Routes to resolution.