

## Bullying, Harassment and Grievances (Manager Module)

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### Learning outcomes:

- Identify instances of bullying and harassment
- Recognise how to manage grievances

### What you will need:

- Handout 8 – Bullying and harassment definitions
- Handout 9 – Bullying and harassment activity
- Handout 10 – What is a grievance?
- Handout 11 – Challenging times activity

### Content and suggested timings:

Bullying and harassment definitions	5 mins
Bullying and harassment activity	25 mins
What is a grievance?	5 mins
Challenging times activity	25 mins
Debrief	10 mins
<b>Total duration:</b>	<b>70 mins</b>

## Bullying and harassment definitions

Bullying or harassment can be between two individuals or it may involve groups of people. It might be obvious or it might be more devious (either intentionally or unintentionally). It can also occur in written communications, through behaviour, by phone, through email and so on. Unfortunately, it is all too common. A recent survey on individual dispute resolution identified 75% of organisations surveyed dealt with bullying and harassment claims at least occasionally.

The Equality Act 2010 makes harassment unlawful. It is not always obvious or apparent to others, and may happen in the workplace without the employer being aware.

### ACAS Definition of Harassment

"Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual".

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