

Handling sensitive issues within the law

Overview

An essential course for managers and leaders on how to deal with delicate issues in the workplace, sensitively and effectively yet in full compliance with employment law.

Personality clashes, poor appearance, bullying, harassment, stress and even alcohol or drug abuse are just some of the issues that managers in any organisation may have to face in the course of their work. This workshop shows how to deal with these private and potentially difficult situations in an appropriate and lawful manner. The programme will spell out the key employment law issues and will provide practical guidance on how to deal with these situations in a constructive manner whilst protecting the interests of the organisation and the dignity of those involved.

Training objectives

This course will give participants:

- An understanding of the legal requirements relating to sensitive issues at work
- Clear, practical advice and guidance on managing sensitive issues
- Strategies for handling difficult situations whilst protecting the dignity of those involved

Audience

This is a highly participative one-day workshop, designed for those at all levels who have responsibility for people and teams.

HR teams can also benefit from this workshop.

Format

This highly practical one-day workshop allows plenty of time for group discussion and will draw on current case law and pertinent case studies to facilitate learning.

We recommend that the group be limited to 12 participants if maximum benefit is to be had from the day.

The expert trainer

Alison is an independent HR and management development consultant, specialising in employment law, leadership development and organisational development. Formerly European HR Manager for Kodak, she has also worked within the finance, retail, hospitality, IT and manufacturing sectors. With a highly interactive and dynamic training style, Alison is unerringly focused on the practical aspects of helping people solve problems and achieve objectives. Her enthusiastic and professional approach has won her many clients, including Avis, BP, Daimler Chrysler, Deutsche Bank, Ecotec, Elite Hotels, HSBC, Homebase, Microwarehouse, Procter & Gamble and Standard Bank.

Course outline

1 Introduction and course objectives

2 The legal background

- Statutory employment rights
- Common law rights
- Unfair dismissal

- Constructive dismissal
- Wrongful dismissal
- Employment Tribunals
- Remedies and compensation

3 Discrimination law

- Sex and sexual orientation discrimination
- Race and religious discrimination
- Disability discrimination
- Age discrimination
- Direct discrimination
- Indirect discrimination
- Victimisation
- Bullying and harassment
- How to prevent and handle complaints
- *Practical exercise*

4 Handling sensitive health issues

- Personal hygiene
- Managing mental illness – including stress
- Alcohol and drugs
- HIV / AIDS
- *Case studies*

5 Managerial issues

- What you should know about giving references
- How to deal with an employee who has been charged with a criminal offence
- Dealing with bereavement
- Dealing with stubborn employees, personality clashes and malingerers
- Appearance at work
- *Case studies*

6 Managing sensitive issues

- What makes an issue sensitive?
- Skills for dealing with sensitive issues effectively

7 Conclusion

- Course review / discussion
- Employment law surgery – an opportunity for you to ask our tutor advice on any of your employment issues
- Close

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