

THE IN-HOUSE TRAINING COMPANY

Counselling skills and harassment at work

Overview

The aim of this two-day workshop is to provide a practical update in the legalities and core skills required for the role of harassment advisor.

Training objectives

This workshop will help participants:

- Understand the steps necessary to avoid and prevent unlawful discrimination at work
- Identify the key legal principles they need to understand in order to provide advice and guidance
- Use key counselling skills with confidence
- Structure a conversation within a counselling framework
- Manage expectations and make a contract
- Handle strong feelings calmly
- Assist other with planning and taking action
- Handle referrals appropriately
- Appreciate the limits and boundaries of the role of harassment advisors

Audience

Anyone who is expected to provide counselling as a harassment advisor. Managers and HR professionals would also benefit from attending this workshop.

Format

Participants in this practical two-day workshop are encouraged to take a pro-active approach, using small team discussions, case studies and practical exercises. This helps to ensure a pooling of ideas, knowledge and experience in applying the skills back at work.

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

Special features

We strongly recommend that your organisation's policies and procedures are incorporated into the workshop, to help ensure that participants fully appreciate the internal support and relevant policies and procedures which are designed to support employees.

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

DAY ONE

- 1 Introductions, aims and objectives**
- 2 Role of the harassment advisor**
- 3 Introduction to UK employment law**
 - Statutory employment rights
 - Common law rights
 - Unfair dismissal
 - Constructive dismissal
 - Wrongful dismissal
 - Employment Tribunals
 - Remedies and compensation
- 4 Equal opportunity legislation update**
 - Sex discrimination
 - Race discrimination
 - Religion or belief discrimination
 - Sexual orientation discrimination
 - Disability discrimination
 - Age discrimination
 - Burden of proof
 - Liability
- 5 Unlawful discrimination**
 - Direct discrimination
 - Indirect discrimination
 - Victimisation
 - Bullying and harassment
 - How to prevent and handle complaints
 - *Case study review*
- 6 Counselling support in the context of harassment**
 - A four-stage framework
 - Aims and outcomes of counselling
 - Core counselling values
- 7 Key counselling skills which 'drive' the framework**
 - Active listening
 - Reflecting content and feelings
 - Questioning openly and sensitively
 - Summarising
- 8 Structuring a discussion**
 - Managing expectations
 - Beginnings and endings
- 9 Preparation for Day Two skills practice**

DAY TWO

- 10 Counselling skills practice**
 - Participants will work in small groups practising the key skills which drive the framework
- 11 Finding a way forward**
 - What to do when conversations become 'stuck', 'circular' or 'overheated'
 - Developing confidence

12 Handling strong feelings

- Coping with anger
- Managing anxiety

13 Responding to difficult questions

14 A framework for a confidential discussion

- Stage 1 – telling the story
- Stage 2 – moving forward
- Stage 3 – deciding what to do
- Stage 4 – doing it!

15 Assisting the 'alleged' harasser

16 Referral

- Issues in referral
- How, when and where

17 Counselling practice

- Participants work in small groups to practice putting the skills and framework together

18 Conclusion

- Course review / discussion
- Close

© The In-House Training Company / the trainer

**TO DISCUSS YOUR TRAINING REQUIREMENTS
PLEASE CALL 01582 469080**

<http://www.in-house-training.com>

Email: info@in-house-training.com