

Beyond Bullying: Causes, Prevention and Cure

Overcoming Workplace Bullying with Needs-based Communication

One-day course

Many employers are now committed to upholding the right of individuals to be treated fairly, and with respect, and to supporting positive and effective working relationships. And yet in the workplace, claims of bullying, harassment, discrimination and victimisation are increasing. These involve huge investments of time and resources, and are always painful, and can be extremely damaging, to those involved.

Accusations of bullying and harassment are determined by the impact of one's behaviour, not the intent. Although it is important to understand and recognise differences in perception, the most essential task – and the real cure for difficult working relationships – is to realise the effect of our communication and behaviour upon others.

Investing in improved relationships at work is nowadays an essential, not a luxury. Improved skills reduce organisational losses, and radically improve performance and efficiency. Our working relationships benefit, trust amongst colleagues builds, and we are able to contribute at our best as leaders and team-members.

This course explores bullying in several ways:

Morning

- I Root causes of bullying behaviour
- II The language of bullying

Afternoon

- III How to prevent inadvertent bullying
- IV The impact and symptoms of bullying behaviours
- V Handling accusations, and rebuilding trust

Course Aims

- to raise awareness of bullying within the workplace;
- to recognise and prevent bullying behaviours – by oneself or by colleagues;
- to build mutual respect, safety and trust within the work environment.

The course will increase your ability to:

- treat others with respect and fairness;
- deal with in-built differences;
- prevent inadvertent bullying;
- avoid personality clashes;
- stop harsh, demanding or sharp comments;
- reduce insidious judging and blaming;
- recognise the effect and symptoms of bullying behaviour;
- handle power responsibly;
- balance the needs of team, task and individual;
- respond to accusations of bullying and harassment;
- contribute to a healthy and productive working environment.

For further details:

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*Challenging and effective.
A very good way to think about a
difficult subject.*

A thought-provoking concept and methodology in difficult territory. Gives ideas about how to tackle problems.

Approach and Methods

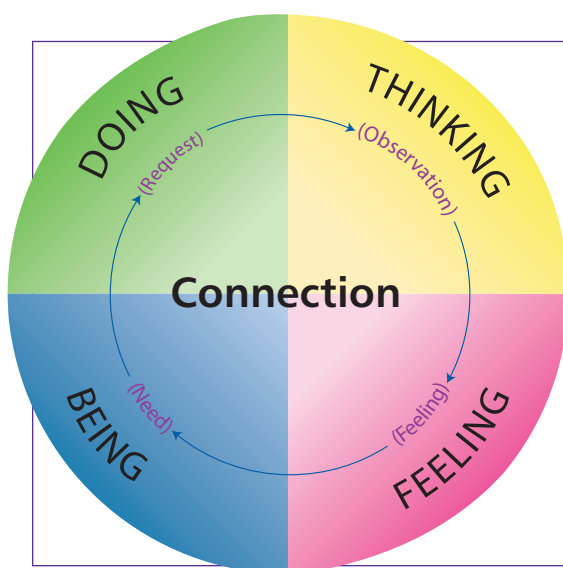
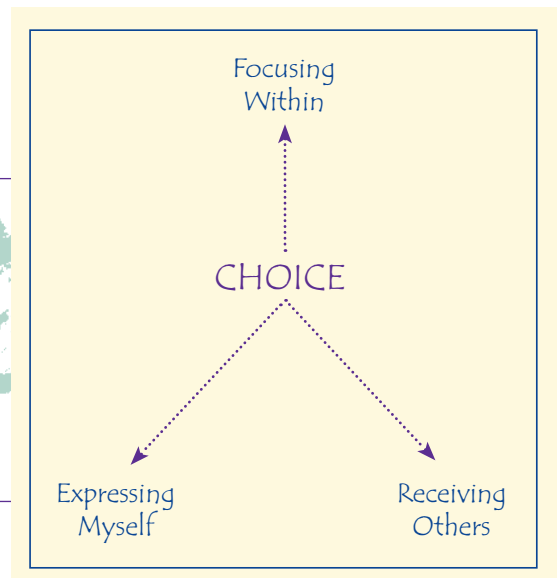
The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection and small-group role plays. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first-hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

Learning

Communication is closely related to how we act and behave. As situations arise, we make choices (often instinctive and instantaneous) about how we interact and engage with others. Increased awareness of these choices leads to better decision-making, more productive meetings, and enhanced ability to meet our outcomes.

Central Model

The central model is an adaptation of Nonviolent Communication™, a process developed internationally in high-conflict situations for mediation and reconciliation. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, and resolving difficulties and conflicts when they arise. It also fosters an atmosphere of openness and trust between colleagues, partners and customers which radically increases the quality of working lives, and has a dramatic impact on performance.



Needs-based Communication

Successful communication is essential for any enterprise. However, communication is much more than what we say. It encompasses also our thinking, attitudes and emotions, as well as our values, needs, actions and behaviour. The uniqueness of our approach is to encompass all aspects of a person, going beyond the words to a greater understanding of ourselves. On this basis we become increasingly perceptive to the situations and people around us, and better able to make necessary judgements and choices demanded of us in our work. Our ability to listen improves, and we become much more flexible in our attitudes to others, increasingly able to respond with kindness and efficiency, finding our own authentic ways to express ourselves at our best.

Definitely very well run. I will try to use ideas in clinical / professional practice... the course should be expanded to [others].

Life
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