

Workplace Behaviours Training

Changing workplace cultures by changing behaviours

This course includes - but goes beyond - standard sexual harassment training and anti-bullying training and brings together the concepts and tools of breach prevention with an aspirational push for organisations to create and promote their own diverse and inclusive cultures, within a single narrative arc.

Bullying, discrimination, and sexual harassment can harm individuals' mental health and safety. They can lead to heavy costs for organisations, including reputational damage, compensation orders and high staff turnover.

Anyone can be a victim, perpetrator or bystander, and everyone has a role to play in creating a workplace culture where diversity is valued, and individual dignity is respected.

Manager-specific modules focus on strategies and procedures for managing incidents.

Course Overview



This workplace behaviours training course provides tools for learners to recognise and prevent unacceptable behaviour, and outlines practical support for individuals who experience bullying, discrimination, or sexual harassment.

Target Audience



This course caters to the whole organisation, with specific modules for managers and supervisors on how to identify misconduct and address complaints.

Knowledge Test & Certification



The course has several Knowledge Checks to test if the participants have understood the content of the training. After scoring the minimum passing rate, participants can print out their Certification of Completion.

Course Topic & Objectives (General Staff)

Module 1: Workplace bullying

- What is workplace bullying?
- Who may be involved in bullying
- Different forms of bullying
- What to do if you're bullied

After completing this lesson, you should be able to:

- Explain what is and is not workplace bullying
- Describe who may be involved in bullying
- Identify different forms of bullying
- Outline what to do if you are a victim, perpetrator or bystander

Module 2: Discrimination and sexual harassment

- Workplace discrimination
- Anti-discrimination laws
- Sexual harassment
- Unlawful behaviours
- Dealing with sexual harassment

After completing this lesson, you should be able to:

- define the problem of unlawful discrimination at work
- outline what constitutes unlawful discrimination
- explain what sexual harassment is
- identify unlawful behaviours and areas for improvement
- describe what you can do if you have been subject to unlawful discrimination or sexual harassment

Module 3: Diversity and inclusion

- Promoting a diverse workplace
- Unconscious bias
- Cultural competence skills
- Workplace accessibility
- Complying with your organisation's policies

After completing this lesson, you should be able to:

- explain the benefits of promoting a diverse workplace
- understand how unconscious bias may affect perceptions or decisions
- develop skills in cultural competence
- identify strategies to make your workplace more accessible
- outline how a structural approach can promote diversity and inclusion

Course Topic & Objectives Managers and Supervisors

Module 4: Bullying, discrimination and sexual harassment

- Workplace bullying consequences
- Unlawful discrimination
- Workplace sexual harassment consequences
- Dealing with workplace bullying, discrimination and sexual harassment
- Managers' rights and responsibilities

After completing this lesson, you should be able to:

- define workplace bullying and its consequences
- explain what constitutes unlawful discrimination
- define workplace sexual harassment and its consequences
- describe the processes for dealing with workplace bullying, discrimination and sexual harassment
- outline managers' rights and responsibilities

Module 5: Managing incidents

- Dealing with a complaint or incident
- Importance of proper procedures
- Sexual harassment complaints
- Dealing with complaints
- Running an investigation

After completing this lesson, you should be able to:

- explain the principles and procedures for managing complaints
- describe the preliminary considerations for incident management,
- describe managers' responsibilities for addressing sexual harassment complaints
- outline the procedure for dealing with complaints
- explain how a workplace investigation should run

Modules applicability:

- **General staff: Modules 1,2 & 3**
- **Managers and Supervisors: 3, 4 and 5**

i-KYC LMS platform & Administration Services

All fees include the roll-out of the e-learning to all participants using the state-of-the-art i-KYC Learning Management Platform.

Furthermore, fees include our Administration Services for a rapid and no-hassle deployment of your compliance training obligation. These Administration services include:

- creation of unique user accounts for all participants;
- roll out of e-learning courses to the target group (inviting learners by email);
- data collection and progress monitoring;
- due date follow-up;
- periodic management reporting;
- delivery of Audit Report after project closure.



Contact

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