



Dignity at Work

Investigating & Dealing with Complaints

Details

Duration: 1 Day

Delivery:
Online/Classroom/Blended

Region & Dates

Dublin: Feb 24, 2021

Dublin: July 22, 2021

Dublin: Oct 13, 2021

Time:
9.30 am– 5.00 pm

Cost:
Ibec member: €385
Non-member rate: €425

Contact:
For further information,
please contact
Raquel de la Pena
t: 01 605 1667
e: training@ibec.ie

Programme Overview:

The primary objective of Ibec's Dealing with and investigating Bullying and Harassment Complaints programme is to provide all managers and human resources personnel with the necessary information to deal with a bullying and harassment issue if it was to arise within an organisation. It looks at dealing with the initial complaint right through to the completion of the investigation and appeal process. This programme is presented in a practical manner by Ibec staff who are dealing with these issues every day and includes case studies and practical exercises to ensure a complete understanding.

Programme Outcomes:

On completion of the programme, participants will:

- Have a clear understanding of the main areas of employment law that apply in the area of bullying and harassment
- Understand the rules of natural justice and how they relate to an investigation within an organisation
- Be in a position to advise on best practice in the area of investigations into an issue of bullying or harassment
- Have all the communication skills essential to be a competent investigator
- Be capable of advising others who have questions or queries on how to deal with a bullying or harassment issue
- Be capable of writing a clear and concise investigation report.
- Have the ability to ensure that the organisation is compliant with employment legislation when carrying out investigations
- Acquire the ability to spot issues that may potentially lead to a case being taken to a third party
- Confidently look at policies and procedures that are currently in place with a critical eye and ensure that they comply with both the legislation and the code of practice that are currently in place
- Acquire the knowledge of the current best practice approach to dealing with issues in the area of bullying and harassment

Approach:

This programme is presented in a practical manner by Ibec staff that are dealing with these issues every day and includes case studies and practical exercises to ensure a complete understanding.



Who Should Attend?

HR managers or those with responsibility within their organisations for dealing with issues of bullying and harassment.

Programme Schedule:

Prevention

The Legal Framework

- Industrial Relations Acts, 1946-2015
- Safety, Health and Welfare at Work Act, 2005
- Unfair Dismissals Acts, 1977 – 2015
- Employment Equality Acts, 1998 - 2015
- Common Law

Prevention of Bullying and Harassment in the Workplace

- Policy
- Behaviour

B&H - Definitions & Examples

- Relevant Codes of Practice
- Definitions and examples of Bullying and harassment
- Harassment V friendly workplace banter
- Substantive and procedural issues
- Understanding the need to comply with the principles of natural justice

Issue Resolution

Informal approaches

- Role of the manager/contact person
- Guiding a person on how to make an approach to a person regarding their behaviour

Mediation

- What is mediation
- How it is used in cases of Bullying and Harassment

Formal complaints procedure

Stages involved

Conducting the Investigation