

CREATING A BULLY-FREE CULTURE

Address abrasive behaviour in the workplace.



2 days



All



Early Bird:* \$1,173+GST | \$1,380+GST

Overview

Identifying and intervening with workplace incivility, abrasive and bullying behaviour can be challenging. Leaders may feel unable to act until a formal complaint is made, but at that point significant workplace disruption may already have occurred.

This workshop uses authentic case studies and group exercises to develop awareness of what constitutes and causes abrasive behaviour and explores best management practice in early intervention.

Who for

Anyone who wants evidence-based methodology for addressing abrasive behaviour in the workplace in its early stages without resorting to formal investigations or moving to formal disciplinary processes.

Employer benefits

Abrasive conduct is a health and safety issue. Policy and complaint procedures on their own are not sufficient to create a respectful and safe workplace. More can be achieved if leaders are confident and have the tools to deal with cases at an early stage.

Learning outcomes

- Identify the characteristics of abrasive behaviour
- Understand the difference between performance and conduct
- Gain a deeper understanding of the causes of such behaviour
- Explore the characteristics of (chronic) 'abrasives'; and their potential for change
- Organisational dynamics: the criticality of consequences; and providing a psychologically safe workplace
- Consider characteristic management responses to 'abrasives': avoidance and admonishment; and the impact of these responses
- Develop practical interventions, frameworks, and options for dealing with people with abrasive tendencies
- Map out a personalised plan of action for each case
- Discuss coaching practices and learn how to coach your team on-the-job.

IN-COMPANY OPTION

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BULK PURCHASE OFFER AVAILABLE

Book 3 or more people on the same course and receive 20% off all registrations.

*Book 8 weeks prior to the course commencement and receive 15% off.

