



**Leading for  
Improvement**

@DCHS

Developing knowledge and understanding to

support the day to day operational activities

of your people management role

@DCHS

# Dealing with Bullying, Harassment and Grievances

## Target Audience

DCHS leaders

## Learning Outcomes:

- Clear understanding of the grievance and dignity at work policies; including how to differentiate between a grievance and a dignity at work complaint.
- Clarity on the options available to resolve a complaint and understand how to manage behaviours.

## Topics Course will cover:

- To give a clear understanding of what constitutes a grievance and what constitutes a dignity at work concern
- What to do when a concern is raised by a member of staff
- How to resolve concerns informally with confidence
- Understand what constitutes bullying and harassment
- What to do when bullying and harassment occurs in the work place
- How to support employees through the process
- Identify when an investigation is required

The session will start promptly at the time stated. Arrival for registration for 15 minutes prior to the start time is encouraged.

For more information on this course or if you have any special requirements please contact the Leading for Improvement Administrators on - [dchst.leadingforimprovement@nhs.net](mailto:dchst.leadingforimprovement@nhs.net)

**All courses are bookable via ESR Self Service.**

**Parking is limited on all sites – Please consider car sharing**

Date	Time	Venue
4 <sup>th</sup> March 2020	09:30 – 12:30	Room 104, Hardwick Suite, Walton Hospital
29 <sup>th</sup> June 2020	09:30 – 12:30	Meeting Room, Newholme Hospital
24 <sup>th</sup> September 2020	09:30 – 12:30	Arkwright Room, Babington Hospital
2 <sup>nd</sup> December 2020	09:30 – 12:30	Meeting Room, Clay Cross Hospital