

COURSE ANNOUNCEMENT

*From “Awkward Avoidance” to
“Responsible Reaction”*

“Dealing Effectively with Harassment in the Workplace”

LIVE INSTRUCTOR TRAINING,
KEYNOTES
Or COMING SOON to ONLINE LEARNING

Are You Ready to Competently Respond, React & Resolve?

1. Do you want to avoid costly errors? Expenses such as a lawyer and legal fees, court fines, as well as possible compensation that could be awarded for not acting on a complaint effectively, all add up. Let alone, the emotional turmoil for employees.
2. Would you prefer to deal with these situations with confidence and competency as they happen, and then know exactly when it would be time to call for outside help?
3. In addition, do you want to avoid the possible PR nightmare, embarrassment and team morale issues that can go with it when situations are not dealt with effectively?
4. Do you or your management team find it awkward to deal with a complaint, and situations can get avoided? Is confidentiality understood?
5. Do you want to learn how others are improving and implementing best practices on how to prevent it in the first place?

Would you like to learn?

1. The key parameters or factors to determining if harassment has occurred.
2. What can be done to proactively prevent harassment in the workplace?
3. Why dealing with a complaint immediately is critical.
4. The four key preventative steps and the process for managing harassment situations in the early stages when they happen.
5. Understand the potential costs and impact of not handling harassment complaints, or dealing with them effectively?

6. How to respond and prepare effectively for informal and formal harassment complaints and when to call for help?
7. An interviewing process to investigate the situation and conduct interviews effectively, avoiding common mistakes.
8. Identify and utilize appropriate conflict resolution and decision making strategies to handle difficult harassment issues and conflict, complete a fair and thorough investigation and report decisions properly?
9. Methods to deal with the aftermath of harassment situations in the workplace and learn as an organization from the situation?And much more...

*Highly interactive, small group setting using real life case studies and skills practice!
Includes; workbook, checklists and interview templates*



CONTACT US FOR DISCOUNT PRICING

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Facilitator: Elaine Allison, CSP (Certified Speaking Professional)

Elaine Allison is a “Certified Speaking Professional”; trainer, consultant and author of the bestselling book **The Velvet Hammer: PowHERful Leadership Lessons for Women Who Don't Golf**. She has enthralled audiences from coast to coast in both the United States, Canada and around the globe with her lively presentations and affable style. Elaine was one of Canada's first female prison guards in an all-male maximum security prison at the age of 19 back in the 70's. She had a crash course in understanding how people interact with each other as her life virtually depended on it. She began to truly observe how we resolve issues, discover innovations and uncovered unique methods for dealing with even the most difficult situations. Her formal education in curriculum design and adult education along with years in classroom environments in both union and non-union environments ensures learners think feel and do things differently immediately after attending a course.

