

BULLYING AND HARASSMENT

A HOLISTIC APPROACH TO PREVENT AND ADDRESS BULLYING AND HARASSMENT IN THE WORKPLACE

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2-DAY TRAINING PROGRAMME (no current dates fixed)

Our two-day programme on bullying and harassment not only focuses on how to investigate a complaint, but also on understanding the concepts, and how to put in place a workable prevention strategy. Day two of the programme will equip participants with a greater understanding of how to handle complaints through an informal process using mediation skills. The informal process is widely seen to be the most effective intervention in dealing with a complaint.

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This 2-day programme aims to address the following questions:

- What is bullying and harassment?
- What can case law tell us?
- What are the effects of bullying and harassment on the organisation and its staff?
- Why don't people complain?
- How do you create a positive work environment?
- How can I put in place a practical and workable prevention strategy?
- How do I handle a formal complaint?
- How do I handle an informal complaint?
- Principles, processes and skills in mediation

Aimed at supervisors, managers and human resource practitioners, we aim to equip participants with an understanding of the legal implications of bullying and harassment, how to create a culture free of bullying and harassment and how to deal with real situations when or if they arise. People are reluctant to make a formal complaint so it is important to know what to do when they want an issue to be resolved informally. This programme deals with both formal and informal complaint mechanisms.

COURSE DELIVERERS

Gerry O'Sullivan – O'Sullivan Solutions

Gerry O'Sullivan has been working as a consultant *Facilitator and Trainer* since 1986. She also works in the areas of *Project Research and Evaluation* and, since the mid-nineties; she has worked in *Conflict Resolution and Mediation*. Her contracts have come from the public service sector, the community sector and the commercial sector.

Gerry O'Sullivan is a Practitioner Member of *The Mediator's Institute of Ireland* and is on their panel of mediators for the *Civil Liabilities & Courts Act, 2004*, whereby the Institute can nominate persons to act as chairperson of a Mediation Conference for personal injuries actions. She is a member of the *Irish Commercial Mediator's Association* and is a panellist mediator with *Friarylaw (ADR U.K.)*, Dublin for Civil & Commercial Mediations. Gerry is trained in the conduction of Investigations into Bullying & Harassment. She is on an approved panel of consultants with the *Equality Authority* delivering training and consultancy through *Equality at the Level of Enterprise*.

Gerry's background, experience and accreditation in many areas of dispute resolution such as *Organisational & Workplace Mediation*, *Civil & Commercial Mediation* and *Community Mediation* has given her a very sound and firm understanding of the nature of conflict, its causes and what is necessary to help the parties to reach resolution. Her

experience has not been solely confined to dual party dispute as she has an extensive portfolio of expertise in facilitating large and small group disputes.

Gerry O’Sullivan has mediated many disputes involving organisational and workplace staff teams and dual-party, multi-party disputes and community disputes. She has delivered training in “*Conflict Resolution*”, “*Mediation Skills*” and “*Interest Based Bargaining*” – (Management & Union Negotiation).

Mary Ann McDonagh, BBS, MBS HRM, FCIPD, MILM - Payback Solutions Ltd.

Mary Ann has over 8 years experience in industry, having held a number of Senior HR Management positions within large multinational organisations such as Alps Electric Ireland Ltd. and Sara Lee Ireland Ltd.

In 2002 Mary Ann established Payback Solutions Ltd., and has provided both management training and HR consultancy to a wide range of clients, including small/medium enterprises as well as large corporations.

As part of her Masters in Business Studies and HRM, Mary Ann completed her thesis on Bullying and Harassment in the workplace and has delivered a number of guest lectures on the subject in the University of Limerick. She is also on an approved panel of consultants with the Equality Authority delivering training and consultancy through the “Equality at the level of the Enterprise” grant scheme.