

Gary Collis & Associates Pty Ltd

Workplace Consultants

Gary Collis & Associates

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Gary Collis



Chris Hamilton

Having spent many years as the South Australian Employee Ombudsman providing advice and training to employers, and employees, I have in partnership with Chris Hamilton developed a training programme to address Workplace Bullying. The programme provides awareness, education and tools and does so in an interactive and vibrant manner.

Whilst it has been a positive initiative by private and public organisations to provide education to organisations and their staff as to bullying in the workplace, a negative effect of such education has been reluctance by many managers and supervisors to address such issues as poor performance, attendance at work, attitude and/or behaviour. This arises out of concern that the manager/supervisor may find themselves having a bullying complaint lodged against him/her.

It is therefore imperative that organisations take steps to ensure that all employees are fully aware of “what is bullying” and “what is NOT bullying”. Such an organisation is one where managers and non managers are clearly aware of their roles and responsibilities and are CONFIDENT in addressing matters without concern of being called a bully. This type of organisation will encourage all employees to communicate in a respectful and nurturing manner.

Our training programme consists of four sessions run over two days. Generally the third and fourth sessions are conducted a few days to a week after sessions one and two.

Thank you for taking the time to review our training programme. I look forward to discussing the programme with you at your earliest convenience.

A handwritten signature in black ink, appearing to read 'G. Collis', with a stylized flourish at the end.

Gary Collis
Director
Gary Collis & Associates

Disclaimer:

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Training Presentation

WORKSHOP 1 - Overview



One Degree Below Boiling

One Degree Below Boiling is a term Chris Hamilton and I have adopted in describing the general state of many members of the community and workplace. It is a state of being that we find many employees and is a result of many factors, the stresses of everyday living, job insecurity, cost of living etc.

As we journey through the working day it is more often than not, that it is a small issue that takes an individual from One Degree Below to One Degree over Boiling Point. Vehicle rage, supermarket rage and parking rage, are all examples of incidents that are minor in real terms but have taken an individual over boiling point, and of course the reaction of the person who is at the other end of the barrage is what generally will determine the path of the conflict.

This is why it is so important to provide staff with some basic level of communication skills. How the individual reacts when confronted by another staff member may have a devastating effect on the target of the behaviour along with staff in the vicinity and indeed the aggressor. This, in conjunction with an understanding that diversity in the workplace is not limited to cultural backgrounds, but also includes varying economic, social and community values.

We believe that whilst it may be a legislative requirement for employers to protect the wellbeing of staff, it also makes good business sense, both in the productivity of the organisation, the wellbeing of employees and in turn reflects an organisation that is caring and values its staff.

In the One Degree Below Boiling workshop staff are provided with a general understanding of why such inappropriate workplace behaviour may occur, using real life examples both from the work place and community. In addition staff are provided with a clear understanding of what is and what is NOT workplace bullying.

In the second session of the work shop staff will learn a little about personalities and how to recognise the varying communication styles that may be needed to assist and support a respectful workplace.

WORKSHOP 2 - Overview



Dancing at Work

A strange title for a work shop one may suggest. What we are identifying is that as in the school days, when the class was required to do dance classes, a student did not get the choice of who to dance with. Indeed a student often found themselves' dancing with a fellow student who they did not like. However the two students would do the steps and perform the dance and likewise in the workplace. We sit near individuals who we may not like too much, or have no social connection with, but we have to work together. We have to do the steps and perform the dance, hence the Dancing at Work.

Dancing at Work is a more practical and interactive session. Participants are engaged through roles plays and in doing so staff gain further skills and understanding as to how best ensure that their workplace behaviour reflects the values of the organisation.

The workshop is designed to focus on prevention rather than reaction to incidents of conflict within the workplace.

The final session of the day is devoted to the staff compiling a list, in a collective manner, of work place behaviours that the staff themselves would agree are not acceptable behaviours in the work place and do not demonstrate a respectful workplace.

Staff will become more aware that positive organisations are those which through purpose, meaning and values foster better communities, enabling and represented by justice, responsibility, respectful, work ethic, leadership, teamwork, purpose and TOLERANCE.

Following the two training days, Chris and I then develop a Charter of Respectful Behaviour designed from the workshops which in turn is then presented to your organisation for consideration and adoption.

WORKSHOP 1



One Degree Below Boiling

Session One

Presenter: Gary Collis

Time: 2 hrs

Session Overview

In this session Gary provides explanations, using real life examples of what is bullying and what is not bullying.

Why are we witnessing an increase in the number of complaints of such behaviours?

What to do when an employee wishes to make a formal complaint?

What is the legal responsibility of the Manager/Supervisor when made aware of the presence of such behaviours?

Session Two

Presenter: Chris Hamilton

Time: 2 hrs

Session Overview

In this session Chris will provide helpful tools to assist employees in working with fellow employees in a respectful manner.

Why certain employees may behave in particular ways?

WORKSHOP 2



Dancing At Work

Presenters: Gary Collis and Chris Hamilton

Session One

1.00pm to 1.30pm

- (a) Reflection on the One Degree below Boiling workshop
- (b) Overview of the current OHS/W provisions (participants will be provided with a copy of specific reference)

1.30pm to 2.30pm

Interactive role play based on specific examples of inappropriate workplace behaviour, as detailed by staff.

15 minute break

2.45pm to 3.30pm

Review the role play; provide feedback on the communication methods employed by staff in the role plays.

3.30pm to 4.30pm

Group activity to develop a list of behaviours that staff would find inappropriate in the workplace and would not reflect the spirit, ethics and values of your organisation.

Resources

Staff to bring to the work shop the booklet provided to staff at the One Degree Below Boiling workshop.

We also request staff email Gary Collis on the email provided below, providing an example of behaviour that they see as unacceptable, bullying or threatening. Such examples may be from their work place or incidents that have been reported to them by fellow staff or family member(s). No names are required. In such examples we have found that the staff are more likely to be engaged when addressing behaviours that they have been subjected to, witnessed, or are aware of taking place.

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