'Understand, prevent and respond to workplace bullying and harassment' – eLearning program

Fully interactive program with support for workplace application
Designed and developed by MPA Consulting for the Australian Public Service

Quality design

This complete, interactive learning program has been designed:

- using realistic, modern APS examples
- in line with adult learning principles, to promote engagement
- with a modern, professional look and feel
- to meet the needs of a busy workplace – with topics easily explored in half-hour blocks
- in line with the 70:20:10 learning philosophy promoted by the APSC.

Benefits

- Provide cost-effective, contemporary training that reaches all staff across the organisation
- Embed a workplace level understanding of bullying and harassment
- Record completion of training for compliance/audit requirements
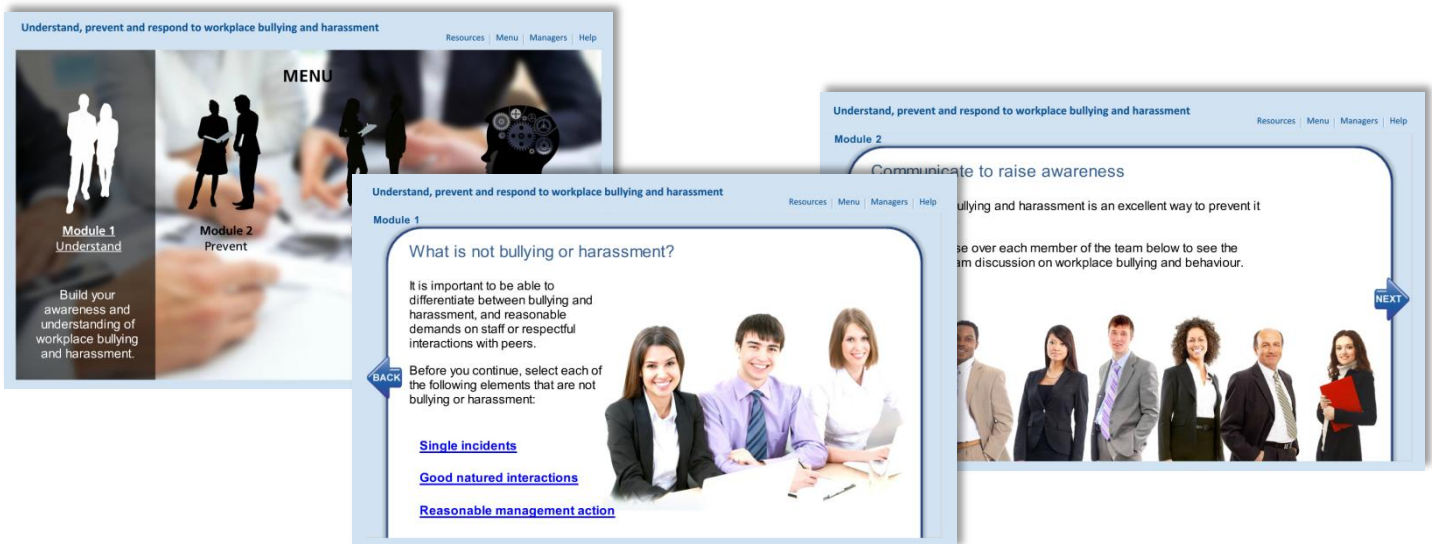
Tailored solution

The program will be tailored specifically to your agency's needs, using:

- your logo, policies and procedures
- examples and scenarios that reflect your business context - developed in consultation with you.

Compliance features

Includes a graded assessment knowledge quiz that can be recorded to a Learning Management System (LMS) and/or a certificate that can be printed with the staff member's name.
Quiz questions are drawn randomly from banks of questions; ensuring learners are applying their knowledge of the topic with each attempt.

Resources for learners and managers

Checklists, tools and support material guide participant learning and provide on-going resources. Manager tools provide support for workplace discussion and application, and guide managers on how to prevent unacceptable behaviour.

Contemporary content

The program contains information and APS examples aligned to the Safe Work Australia Code of Practice, Comcare, Fair Work Australia and relevant legislation, including: *Fair work Amendment Act 2013*.

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Functionality

This program operates successfully on the internet, departmental servers or a SCORM compliant Learning Management Systems (LMS). It can also be loaded onto CD for distribution to remote and regional areas or we can provide external hosting services.

Accessibility is met through delivery of a text alternative version.

Support

We will provide six months of free updates, including addressing any usability concerns and updating any information relevant to the new role of the Fair Work Commission.

Learner outcomes

At the completion of the program, learners will have improved skills and knowledge to:

- differentiate between bullying and harassment, and reasonable management action
- identify the impacts of bullying and harassment behaviour on individuals and the department
- identify the legislative framework for addressing workplace bullying and harassment.
- outline the roles and responsibilities for managing workplace bullying and harassment
- promote and contribute to a bullying and harassment free culture
- identify appropriate options to respond to bullying and harassment behaviour.

Course topics

Module 1: Understand

- Why focus on bullying and harassment?
- Legal framework for managing bullying and harassment
- What is bullying?
- What is harassment?
- What is not bullying?
- Examples of bullying and harassment behaviour
- Who bullies?
- Why do people bully?
- Summary
- Apply your learning

Module 2: Prevent

- Promote a bullying and harassment free culture
- Roles and responsibilities
- Communicate to raise awareness
- Recognise and remove risks
- Identify the signs of bullying
- Encourage reporting
- Summary
- Apply your learning

Module 3: Respond to

- Responding to bullying and harassment
- Natural justice and procedural fairness
- Informal actions
- Internal formal process
- External formal processes
- Summary
- Apply your learning

Contact us for more information or to view a sample of the program.