



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

EFFECTIVE WAYS TO PREVENTING AND IDENTIFY BULLYING BEHAVIOUR IN YOUR WORKPLACE

Occupational Health and Safety (OHS), laws impose a duty on both employers and employees to provide a safe workplace.

As we are all ware workplace bullying can lead to serious harm and can have a devastating effect on the workplace. Any breach of OHS laws could potentially have a devastating effect on the workplace and could potentially lead to prosecution by work cover authorities.

As a mature organisation you would have in place robust policies and procedures in place to ensure that staff are aware of what constitutes bullying and how you would address this issue if it was to arise.

Below you will find a checklist on how to determine whether bullying and harassment is occurring in your workplace and measures to take eradicate any concerns.

Use this checklist to prevent bullying in your workplace:

- ✓ Implement a workplace bullying policy and ensure that all employees are trained in the policy.
- ✓ Conduct a bullying risk assessment.
- ✓ Develop performance management and employee discipline procedures that provide for reasonable management action.
- ✓ Train managers to follow these procedures.
- ✓ Communicate effectively and engage employees in decision-making.
- ✓ If there is a change in the workplace, give employees notice of the change, and consult and communicate with them (this is because the unreasonable implementation of changes can be bullying if directed to employees).
- ✓ Provide effective mentoring of workers.
- ✓ Provide constructive feedback, both formally and informally.

- ✓ Review and monitor workloads and staffing levels.
- ✓ Ensure proper job design.
- ✓ Implement processes for formal and informal grievances to be raised about workloads, roles and responsibilities.
- ✓ Facilitate effective teamwork and cooperation.
- ✓ Ensure that those in leadership positions reinforce appropriate behaviours.
- ✓ Provide access to employee assistance programs.
- ✓ Have a speaker from HR, senior management, (e.g. the CEO or managing director) or an external organisation come to staff meetings to discuss issues of unacceptable behaviour.
- ✓ Arrange an organisational development activity to strengthen your employees' connections with each other and build understanding about different working and personal styles.

Proactive Complaints Management can work with you to establish a process and provide effective training that would meet your organisation needs, to assist you we could also provide effective and up to date training for managers to identify and work through concerns raised by staff.

Please contact Steve Aivaliotis on 0418 313 303 or email steve@proactivecm.com.au to discuss how we could work with your organisation to assist you to achieve positive benefits for your staff and your organisation.