

Taking the Lid off of Workplace Bullying: Revealing a conspiracy of silence

**A Business Skills Masterclass for the Senior team, delivered by Carole Spiers,
International Motivational Speaker & BBC Guest-Broadcaster**

The effects of workplace bullying can range from absenteeism and low performance to illness or suicide. Managers often do not know how to address the problem and turn to Human Resources who need to be sufficiently skilled to deal with it.

This programme is designed for:

Human Resource Professionals / Managers / Supervisors

Aims of the programme are to:

- Provide essential guidance to the widespread problem of workplace bullying
- Provide the most effective measures to counter it

Outline

- What constitutes workplace bullying and dignity at work
- The scale of the problem: costs to the organisation
- Signs, symptoms and consequences
- Acceptable and unacceptable behaviour
- Hostility, verbal abuse, deceit and sabotage
- How bullying can lead to post-traumatic stress disorder

Outcome

By the end of the programme, delegates will be able to:

- Understand the psychological roots of workplace bullying
- Counsel someone who is being bullied
- Formalise a complaint: collating evidence, what to include etc
- Adhere to organisational policy to support the employee
- Manage the bully: coaching, training, boundaries
- Know what support is available in the organisation
- Know how to demonstrate best practice and develop an anti-bullying strategy

This programme is not only designed for insight but for also for effective action.

THIS MOTIVATIONAL PROGRAMME CAN BE DELIVERED AS A KEYNOTE OR WORKSHOP.

Your Presenter - at the service of Government,

Business and the Professions - Worldwide

Carole Spiers, FISMA, FPSA, MIHPE
CEO Carole Spiers Group [London]
International Motivational Speaker
BBC Guest-Broadcaster



Carole's credibility is rooted in twenty years' success as CEO of a leading UK Stress Management Consultancy. As a World Authority on Corporate Stress and popular BBC Guest-Broadcaster, Carole's focus is on developing healthy workplace cultures through building resilience, minimizing the risk of stress and enhanced well-being.

Author of a best-selling book *Show Stress Who's Boss!*, Carole works with equal success in the contrasting cultures of UK and the Middle East that for over 20 years, has numbered among its clients leading corporations including, Accenture, Al Habib [Oman] AXA, Qtel [Qatar], Etisalat [Dubai], Dubai Cables, Gasco, IBM, Kanoo Group [ME], Mubadala and Walt Disney.

Carole is a high-energy motivational speaker able to combine inspiration with insight and her charismatic style and ability to engage emotionally with audiences has made her a sought-after keynote speaker around the world.

She is a Fellow and Past President of the Professional Speaking Association, London. In the UK, Carole launched National Stress Awareness day on behalf of the International Stress Management Association^{UK}, of which she is the current Chair.

She is regularly called upon by the national press and media for comment and is an acknowledged expert by her entry in Wikipedia.

Corporate site: www.carolespiersgroup.co.uk

Speaker site: www.carolespiers.co.uk

London office: + 44 (0) 20 8954 1593 info@carolespiersgroup.co.uk

Carole Spiers has made a measurable difference to the skillset of our C-suite team at Gasco. She regularly delivers Masterclass programmes that develop excellent insights into many of the human challenges that are experienced within the oil & gas industry. Popular and highly regarded, Carole invariably inspires and motivates as she delivers her presentations with impact. A distinct advantage is that our teams have been able to implement her strategies back into the workplace with immediate effect. Carole Spiers comes highly recommended from major industrial clients."

Dr. Jenny Lea-Hewson, Leadership Development Department Head, Gasco