

Preventing Workplace Violence & Harassment Training Modules

A key component of a Workplace Violence Prevention Program is training for employees and people leaders. Training is a key prerequisite of legislative compliance for Bill 168, coming into effect on June 15, 2010. Training facilitates the integration of violence and harassment prevention programs, policies and legislative requirements, into an organization. It establishes the expectations and tone of the workplace by educating employees about the procedures the employer has in place, as well as the obligations of the employees to help ensure that the programs and policies are effective in minimizing the risk of violence and harassment in the workplace.

According to Bill 168, at a minimum, employee training must cover the following:

- Awareness of the risks of violence associated with the type of work and the specific nature of the workplace.
- Countermeasures to help mitigate the risks of workplace violence.
- An overview of the employer's policies and programs, including procedures for reporting and investigating threats or incidents, as well as, support programs available following a threat or incident.
- The accountability of all organizational stakeholders for creating and maintaining a violence-free workplace.

Shepell-fgi offers online and classroom training options to create awareness and understanding of violence and harassment prevention programs, as well as the roles and responsibilities of all workplace stakeholders for creating and maintaining a safe and respectful workplace. Our training programs have been developed and reviewed by subject matter experts in the areas of law, human rights, occupational health and safety, human resource management, corporate security and learning and development. They are fully compliant with existing and new legislative requirements for training across Canada**.

The following courses are available for employees and people leaders:

Instructor-Led Classroom Workshops

Workplace Violence Prevention

Target Audience: Employees and people leaders. Best suited to smaller workplaces or workplaces with limited digital access; also recommended for higher risk occupations and workplaces.

Timing: Employee workshop 3 Hours; People leader workshop (Half and Full-Day options available)

Overview: Many industries are required by federal and provincial legislation to have policies and programs in place that address inappropriate, aggressive or abusive behaviour in the workplace. This program has been developed in compliance with legislation in all jurisdictions across Canada, including Ontario Bill 168, to help employers meet their legal obligations and protect their employees and business interests. Both the training for employees and people leaders (including personnel in Human Resources, Corporate Security, Medical, Occupational Health, Risk Management and/or Legal) can be customized to reflect the organization's specific issues and objectives, as well as the organization's current policies and programs.

Learning Objectives:

- Define violence and harassment and understand the broad spectrum of behaviour considered unacceptable, abusive or aggressive.
- Recognize that the past is a predictor of future behaviour, and understand ways to apply this principle at work.
- Understand potential sources and threats of violence, including the threat of domestic violence.
- Learn how to identify unsafe situations at work that may escalate into workplace violence.
- Review of workplace violence and harassment prevention policies and programs.
- Become aware of liability in light of current and new legislation.
- Understand the roles and responsibilities of each member of the workplace, for contributing to a safe and respectful workplace.

In addition, people leaders will learn to:

- Assess the potential for unstable behavior in their workplace.
- Identify warning signs and implement countermeasures.
- Apply non-violent intervention techniques as a means of prevention and protection.
- Provide appropriate support channels and enforce zero-tolerance in the work environment.
- Understand corporate and personal liability issues.

Online Training

Understanding and Implementing Bill 168... Violence and Harassment in the Workplace

Target Audience: Best suited to employees and people leaders in digital workplaces, with internet access. E-learning allows participants to complete training effectively in their own time, at their own pace.

Timing: Employee training - 55 Minutes; People leader training - 75 Minutes

Overview: The online training includes many of the same objectives as our classroom option but allows registered participants to learn quickly and effectively, on their own time and without the need to schedule lengthier classroom training. This program is geared to all employees, including people leaders, and is designed to help employers meet their legal obligations under Bill 168 and protect their employees and business from the threat of workplace violence.

Online training includes an optional test, with a pass-fail grade, to ensure that the transfer of knowledge is successful. If desired, Shepell-fgi can host the training through our Learning Management System (LMS). The hosted option includes registration, tracking and a full reporting back to the sponsoring organization. It ensures that all participants have completed the training and achieved the required level of awareness and understanding, within a pre-specified time period.

Our online option is supported by leading edge, thought-provoking vignettes and in-depth interviews with subject matter experts. It provides a deeper understanding of the nuances and causes of violence and harassment, insight on how and when to approach potential victims of domestic violence, when and how to act to prevent violence and harassment, and much, much more.

Our *Understanding and Implementing Bill 168 ... Violence and Harassment in the Workplace* package comes complete with 11 manager modules, 8 employee modules, workplace violence and harassment policy templates and a Leader's Guide ... everything you need to begin meeting the requirements of Bill 168.

Employee Modules Include:

Module 1	What Does Violence Mean To You?
Module 2	What Is Workplace Violence?
Module 3	What Is Domestic Violence that Extends Into The Workplace?
Module 4	What Is Workplace Harassment?
Module 5	What Situations Can Lead To Violence?
Module 6	Who Is Most Likely to Commit Workplace Violence?
Module 7	Where is Workplace Violence Most Likely To Occur?
Module 8	Preventing Workplace Violence In the Workplace

People Leader Modules Include:

Module 1	Bill 168 – What Does It Mean To Your Organization?
Module 2	What Is Workplace Violence?
Module 3	What Is Domestic Violence That Extends Into The Workplace?
Module 4	What Is Workplace Harassment?
Module 5	What Situations Can Lead To Workplace Violence?
Module 6	Who Is Most Likely To Commit Workplace Violence?
Module 7	Where Is Workplace Violence Likely To Occur?
Module 8	Examining The Requirements Of Bill 168 – Preparing Written Policies
Module 9	Developing Workplace Violence and Harassment Prevention Programs
Module 10	Preventing Violence and Harassment In The Workplace
Module 11	Training Your Team

Shepell-fgi is pleased to provide you with more information on how we can support your compliance with Bill 168, and in doing so, improve the health and productivity of your workplace.

Please contact your Account Manager, email Bill168@shepelfgi.com or call 1 800 461 9722.

* Source: Statistics Canada

**In combination with other legislative mandates, including the implementation of policies and programs specified under the requisite legislation