

## Performance Management is not Bullying

Understand what bullying is and what it isn't so you can manage performance fairly and robustly.

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### WHO SHOULD ATTEND

- Managers who would like to understand more about how they can support the reduction of bullying (perceived or genuine) in their organization.
- Line Managers who manage performance and want to do so in a way that mitigates any risk of bullying and harassment claims

### SUMMARY

Genuine bullying is a serious problem, as is the fear that managing poor or under performance will be construed as bullying or harassment

Managers and leaders are often concerned by the difference between reasonable management actions and bullying. The result can be that workplace underperformance may not be managed and productivity suffers, as managers worry about being cited in a bullying and harassment claim.

There are many different perceptions of what bullying and harassment is and if not resolved promptly and effectively it can be damaging and costly.

This workshop focuses on understanding what bullying is and isn't and provides you with the skills and confidence to robustly address performance problems and successfully manage conflict situations

We will focus on recognised models and will apply that with a really practical focus to give you tools, techniques and skills that you can use immediately in your workplace. You will leave the day with a clear action plan on how to utilise your learning within your organisation.

### WHAT YOU'LL LEARN

- Definitions and characteristics of robust performance management and bullying and harassment
- The requirements of The Law on you as a manager in relation to capability management and the management of dignity at work policies, which includes bullying and harassment
- Understanding how conflict is triggered and the human emotions and reactions to changes in situation/circumstance
- How to performance manage whilst mitigating the risk of a bullying claim
- How to 'frame' a developmental conversation which delivers performance conversations in a firm, fair and balanced manner
- Practical ways to prevent bullying and unfair accusations of bullying
- Greater awareness of personal styles and the impact this may have on others
- Dealing with claims of bullying and managing the aftermath