



**Thinking about introducing an anti-bullying policy or re-energising the one you have?
Here are some HCS Top Tips ...**

A policy should :-

- Provide a clear definition of what amounts to bullying, making it clear that breaches of the policy may be subject to the disciplinary procedure.
- Be very clear that bullying occurs as much between colleagues as it does between e.g. senior managers and junior members of staff.
- Identify that many bullies do not set out to be bullies and problems often stem from poor communication skills, lack of emotional awareness. The means of addressing the issue will therefore vary hugely from one instance of bullying to the next and might include retraining rather than disciplinary action if that is appropriate.
- Include a sensible and easy mechanism for concerns/complaints ensuring employees, who are subjected to such acts, have a right and ability to raise concerns.
- Identify local support services for those who do not wish to raise the issue internally. These might include GP referrals to psychologists, stress counsellors etc.

As well as ensuring an appropriate policy exists, aim to create a culture that supports people so that bullying is not tolerated – whatever the seniority involved. **Training/coaching that might support this goal could include:**

- Relationship management and communication skills training for all employees
- Listening and support skills training for staff representatives and or Management who might be approached for support.
- Conflict management or assertiveness skills training for individuals who have experienced bullying.

HCS have experience in running workshops aimed at counteracting the effects of a bullying or a workplace where conflict exists. We can provide an impartial support mechanism, whilst also providing effective and pragmatic advice and clear policy guidelines. For a no obligation discussion, contact Cate Ritchie on 07967 217653 or email enquiries@humancapitalservices.co.uk