

**The SAS Development Programme is delighted to present this 2-part online learning day on Workplace Bullying and Conflict**

<b>Date:</b>	<b>Tuesday 25<sup>th</sup> October 2022</b>
<b>Location:</b>	<b>Virtual Training – Via Zoom (you may wish to use a personal email address to join or attend the course from home)</b>
<b>CPD Points:</b>	<b>6</b>
<b>Times:</b>	<b>09:15 - 16:15</b>
<b>Facilitator:</b>	<b>Dedici Training</b>
<b>Cost:</b>	<b>Free, but places are limited to 15</b>
<b>Joining Link:</b>	<b><a href="#">Workplace bullying conflict 251022 registration</a></b>

## Programme

### 09:15-12:30 Morning Session: Understanding Workplace Bullying

Accusations of bullying are becoming more common in medicine and this may be the result of a growing appreciation of the right of health staff not to tolerate such behaviour. Anecdotal evidence suggests that doctors are less likely to admit to experiencing bullying compared to other healthcare workers. Some argue that the established culture of the medical professions is one that potentially perpetuates an environment of bullying and harassment, especially during training.

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

- Understand the differences and similarities in bullying, victimisation and harassment
- Recognise the signs of overt and covert bullying
- Identify the legal implications

#### **Outline programme**

- What is bullying?
  - Group exercise
  - Harassment vs bullying
  - NHS Context
- The individual context – being bullied and the bullies
  - Risk Factors and predictors
  - Group exercise



- Labels
  - The law
  - Why people do not seek formal help
  - What drives bullying behaviour
  - Impact and protection tools
- Workplace power and control
  - The position of the GMC and the BMA
  - What your organisation may be doing to tackle the issues

### 12:30-13:15 Lunch Break

### 13:15 – 16:15 Afternoon Session: Introduction to Coping with Workplace Conflict

Conflict exists in every organization and to a certain extent indicates a healthy exchange of ideas and creativity. However, counter-productive conflict can result in dissatisfaction, reduced productivity, poor service to patients, absenteeism and increased staff turnover, increased work-related stress or, worse case scenario, litigation based on claims of bullying or a hostile work environment.

This practical workshop explores simple strategies to raise awareness of how you can manage conflict at its early stages to ensure it remains 'healthy conflict' and minimise the emotional outfall.

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

- Describe how conflict can arise in the workplace.
- Identify personal triggers and frustrations within the workplace
- Encourage respect through responding to and dealing effectively with difficult situations.

**For any queries, please contact: [SASdevelopment@nes.scot.nhs.uk](mailto:SASdevelopment@nes.scot.nhs.uk)**

