

Employment & HR

Handling sensitive issues

Brief

Personality clashes, poor appearance, personal hygiene, alcohol or drug misuse; these are just some of the issues managers might encounter in workplace. No-one likes having difficult conversations, so to understand the legal principles which underpin these issues, to gain an awareness of best practice guidance, and to develop a strategy for handling difficult situations whilst protecting the dignity of those involved, this course is a must.

Target Audience

All staff

Course Duration

3 hours

Benefits

This course will enable delegates to:

- Identify the legal requirements relating to sensitive personal issues
 - Apply appropriate strategies to deal with difficult workplace issues
 - Be aware of, and develop the required interpersonal skills to effectively manage delicate issues
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