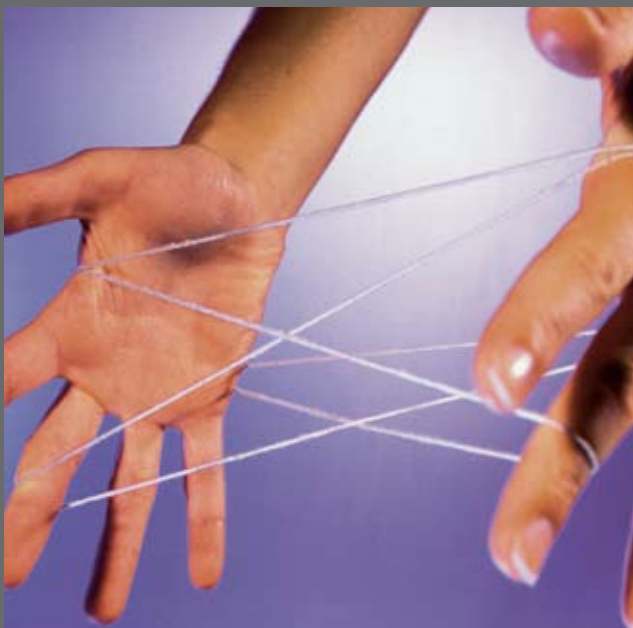


Croner Training



Croner

a Wolters Kluwer business

Dealing with sensitive issues in employment

3 November 2009 ■ London

20 April 2010 ■ London

EARLY
BOOKING
DISCOUNT

Book before 28 August
2009 and save up to

£50

This one-day seminar will give you practical advice and guidance to help you deal with the most sensitive and emotive personnel issues in the workplace

This seminar will:

- Reinforce your legal knowledge to help you avoid costly mistakes and pitfalls
- Help you recognise symptoms of problems in the workplace, such as bullying and drug abuse, enabling you to tackle the problems before they get worse
- Offer practical advice on how to identify – and deal with – sensitive health issues
- Enable you to deal sensitively yet effectively with personality conflicts, personal hygiene problems and office romances
- Provide guidance for handling redundancies
- Help you identify and deal with sensitive discrimination issues
- Provide an understanding of privacy in the workplace

"A very good course touching upon a number of HR aspects" "Patricia made the topics interesting and gave great practical examples"



www.cronertraining.co.uk

0845 082 1170



Why you should attend this seminar

As anyone in HR is only too painfully aware, there are numerous issues which might be relatively straightforward for a lawyer to offer advice on but which are much more difficult to handle in practical terms. Difficult, yet not impossible! This programme has been designed specifically to help you deal with the most sensitive and emotive situations you are likely to come across in the workplace.

The speakers are experts in their field and will give you practical guidance and advice on how to resolve such issues within the present – and developing – legal framework and in accordance with current best practice. There will be ample opportunity for you to raise issues with which you are particularly concerned right now.

Benefits of attending

This seminar will:

- 1 Give you practical advice and guidance on specific issues currently troubling many employers
- 2 Reinforce your legal knowledge to help you avoid costly mistakes and pitfalls
- 3 Help you recognise symptoms of problems in the workplace, such as bullying and drug abuse, enabling you to tackle the problems before they get worse
- 4 Offer practical advice on how to identify – and deal with – sensitive health issues
- 5 Enable you to deal with personality conflicts, personal hygiene and office romances sensitively yet effectively
- 6 Provide guidance for handling redundancies
- 7 Help you identify and deal with sensitive discrimination issues
- 8 Provide an understanding of privacy in the workplace
- 9 Give you tips on breaking bad news

Above all, this programme will give you the confidence to confront and resolve any sensitive issue secure in the knowledge that you are following fundamental legal principles and applying best HR practice.

Who should attend?

All those concerned with day-to-day personnel issues, including:

- HR and personnel professionals
- Company directors
- In-house legal advisers
- Line managers

The programme is equally applicable to private and public sector organisations.

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Programme

9.00 Registration and coffee

9.30 Discrimination – handling day-to-day issues

- Sex discrimination
 - Flexible working requests
 - Transsexuals
- Age discrimination
 - Dealing with requests to work past retirement age
 - Age-related banter
- Disability
 - What is a disability?
 - What is a 'reasonable adjustment'?
 - Case law update

Honesty at work

- Giving and receiving references
- Criminal convictions
- Criminal offences in and out of work

Bullying and harassment

- How to respond to complaints
- Policy and procedure
- Case law update

Lynda Jay, Independent Consultant,
HR Solutions

10.45 Coffee

11.00 Personal issues

- Personality clashes
 - When should you intervene?
 - How should you deal with it?
 - Can you dismiss?

Personal hygiene and appearance

- How to deal with problems such as body odour
- Potential constructive dismissal claims
- It could be a 'medical' complaint

Office romances

- Should an employer take action?
- Problems caused by relationships
- Potential sexual harassment claims

Handling the bad news

- Implementing redundancies
 - Consultation requirements
 - How to select for redundancy
 - Looking at alternative work
 - Examples of letters
- Dismissal and maternity rights
 - Can you ever dismiss a pregnant woman?
- Negotiating settlements/compromise agreements
 - What is a compromise agreement?
 - When should they be used?
 - Calculating severance packages

Patricia Jagger, Independent Consultant,
JM Personnel Services

12.30 Lunch

1.30 Sensitive discrimination issues

- Religious discrimination
 - Dress codes
 - Religious holidays
 - The right to pray
- Sexual orientation
 - Insensitive remarks and behaviour
- Sexual orientation
 - Insensitive remarks and behaviour
- Handling ill-health
 - Short-term illness
 - Long term ill-health
 - Terminal illnesses
- Dealing with particular issues:
 - Alcohol abuse
 - Drug abuse and drug testing
 - HIV/Aids
 - Mental illness

Patricia Jagger

2.45 Tea

3.00 Privacy and protection

- Data protection – law relating to privacy and personal protection
- Monitoring and surveillance
- Human rights
 - Personal freedom
 - Right to privacy
- Investigating internet and email abuse

Louise Randall, Associate, Shoosmiths

4.15 Close

Speakers



Patricia Jagger is a law graduate, specialising in employment law, with a post-graduate professional qualification in HR. Following a successful career as an HR Manager in manufacturing, retail and the motor industries, she established her HR and training consultancy in 1988 and advises a number of well-known clients on HR and employment law issues. She is also a lay member of the Employment Tribunals and writes articles on employment law for professional publications.



Louise Randall is an Associate in the employment team, based in the Solent office. Louise advises predominantly corporate clients and senior executives, providing practical and pragmatic commercial advice and assistance covering all areas of employment law. Louise has specialist expertise in the financial services sector. Louise advises clients on all aspects of employment law, providing day to day advice to HR managers and senior executives regarding employment strategy and everyday employment issues; disciplinary/grievance handling and employment tribunal claims. Louise has a particular interest in data protection and advises on the employment law angles of the Data Protection legislation and is experienced in dealing with multi national transfers of data.



Are you unsure if you have the time or resources to engage in training?

Croner Training can:

- Bring this or any of our other 100 courses directly to your place of work, removing any time, travel and accommodation overheads you may have
- Tailor the programme to meet the specific needs of your organisation
- Maximise the impact and value of your training by having a whole team on a single course at once
- Allow you to choose when and where your training is held to minimise the disruption to your business

With over 1000 speakers from leading companies and consultancies we firmly believe our courses are some of the best in the workplace

For more information about this service – and a no-obligation quotation – please call **Daniel Townsend** on **0845 082 1169** or e-mail **daniel.townsend@cronertraining.co.uk**

