



OANHSS

# Bullying in the Workplace

Back by Demand  
\*Prerequisite for upcoming Investigators Course

It is essential – ethically, morally and legally – that staff have safe work environments and have a comprehensive understanding of their rights and responsibilities with respect to workplace violence.

What is the prevalence of bullying in the workplace? Management is often unaware that bullying is going on within their organization. When “bad” or “difficult” behaviours are discussed, people tend to put them off as “interpersonal conflicts,” or excuse someone’s behaviour by saying, “it’s just their way” or “they have always been that way.” By tolerating an employee’s negative and bullying behaviours, their impact on residents, staff and the organization on a whole, gives the perpetrator power and creates an organizational message that “unacceptable” behaviour is “acceptable.” Bullying expert Denise Koster will walk you through important issues, such as the cost of bullying in the workplace, the differences between harassment, discrimination and bullying, profiles of the bully and the target and how to rid your organization of this inappropriate behaviour.

This full-day workshop will cover:

- Definitions and theories of workplace violence primarily discrimination, harassment and bullying.
- Applicable legislation.
- Effects of bullying in the workplace.
- How to recognize bullying in the workplace.
- Organizational preventive strategies and responses for dealing with workplace bullying.
- Conflict resolution practices.
- Formal investigation procedures.

**Denise Koster** is the founder and director of Koster Consulting & Associates and has been working in the areas of health care and violence in the workplace since 1985. As a certified instructor in non-violent crisis intervention, conflict resolution specialist, and graduate of the International School of Private Investigation and Security, Denise provides labour and management with practical education and intensive training around the identification, investigation, and prevention of violence in the workplace.

**WEDNESDAY  
SEPTEMBER 26, 2012  
9:30 A.M. - 4:30 P.M.**

St. Joseph's Villa Dundas  
56 Governor's Road  
Dundas

## Who Should Attend?

- CEOs/Administrators
- Senior Managers/Department Heads
- Human Resources staff
- Front line staff from all departments

**MEMBERS                    \$199**  
**NON-MEMBERS        \$219**

Fee includes lunch, breaks and resource material

## Three **easy** ways to register!

1. Print off the registration form (pdf format) and fax completed copy to OANHSS at 905-851-0744.
2. Register online at **www.oanhss.org**.
3. Contact Nina Zivkovic at 905-851-8821 ext.246 or [nzivkovic@oanhss.org](mailto:nzivkovic@oanhss.org) to request a registration form.



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## Registration Form

PLEASE PRINT OFF THIS REGISTRATION FORM AND FAX TO 905-851-0744

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**WEDNESDAY SEPTEMBER 26, 2012**

9:30 AM - 4:30 PM

St. Joseph's Villa, 56 Governor's Road, Dundas

### Registration Fee:

**\$199 MEMBERS**

**\$219 NON MEMBERS**

Fee includes lunch, breaks and resource material.

### Special Requirements: (please check)

Do you have any special requirements (e.g. accessibility, dietary)?  No  Yes (please specify) \_\_\_\_\_

### Method of Payment:

Cheque enclosed (payable to OANHSS)  Fax (cheque must follow by mail)  VISA

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Signature \_\_\_\_\_

**I have read and accept the Cancellation Policy and the Privacy Statement.**

### Cancellations:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions. The OANHSS Education Department reserves the right to cancel or reschedule this program. All registered delegates will receive a confirmation letter, receipt and map.

### Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants.

If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at [nzivkovic@oanhss.org](mailto:nzivkovic@oanhss.org). To access our privacy policy go to [www.oanhss.org](http://www.oanhss.org).

### Please send registration form and cheque payable to:

**Ontario Association of Non-Profit Homes & Services to Seniors**

7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7

Nina Zivkovic, 905-851-8821 ext. 246, [nzivkovic@oanhss.org](mailto:nzivkovic@oanhss.org)

[www.oanhss.org](http://www.oanhss.org)

