Handling Workplace Harassment Complaints Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Handling Workplace Harassment Complaints Training Course is designed to equip professionals with the knowledge and practical skills required to identify, investigate, and resolve harassment complaints effectively. With increasing focus on Diversity, Equity & Inclusion (DEI), workplace safety compliance, and psychological safety at work, organizations must adopt structured complaint-handling systems aligned with modern labor laws and ethical workplace standards.

This program integrates global best practices in workplace investigations, anti-harassment policies, employee grievance redressal systems, and compliance frameworks such as POSH (Prevention of Sexual Harassment) and EEOC guidelines. Participants will learn how to manage sensitive complaints with confidentiality, neutrality, and procedural fairness while reducing organizational risk and ensuring a respectful workplace culture. The course emphasizes real-world scenarios, behavioral insights, and legal compliance to strengthen organizational accountability and trust.

Programme Curriculum

Handling Workplace Harassment Complaints Training Course

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Course Duration

10 Days

Course Objectives

1. Understand workplace harassment laws & compliance frameworks
2. Develop skills in complaint intake and grievance handling systems
3. Apply POSH compliance and anti-sexual harassment protocols
4. Conduct neutral workplace investigations
5. Strengthen employee relations and conflict resolution strategies
6. Improve HR risk management and legal compliance
7. Build psychological safety in workplace environments
8. Ensure confidentiality and data protection in HR cases
9. Master bias-free decision making in investigations
10. Implement corrective action and disciplinary procedures
11. Enhance communication in sensitive HR investigations
12. Strengthen corporate ethics and governance standards
13. Improve organizational trust and employee engagement systems

Target Audience

- HR Managers and HR Business Partners
- Compliance Officers and Legal Advisors
- Team Leaders and Department Heads
- Workplace Investigators and Ethics Officers
- Employee Relations Specialists
- Diversity, Equity & Inclusion (DEI) Officers
- Corporate Managers and Supervisors
- Startup Founders and People Operations Teams

Course Modules

Module 1: Introduction to Workplace Harassment

- Definition and types of harassment (verbal, physical, psychological)
- Impact on workplace culture and productivity
- Legal frameworks (POSH, EEOC, labor laws)
- Early warning signs and behavioral indicators
- Case Study: Toxic workplace culture leading to mass attrition

Module 2: Understanding Legal Compliance

- Overview of global harassment laws
- Employer responsibilities and liabilities

- Role of compliance frameworks (POSH, OSHA guidelines)
- Documentation requirements in complaints
- Case Study: Company fined for non-compliance failure

Module 3: Complaint Intake Process

- Structuring grievance reporting channels
- Anonymous vs. named complaints handling
- Intake documentation best practices
- Initial risk assessment protocols
- Case Study: Mismanaged complaint escalation

Module 4: Confidentiality & Data Protection

- Importance of confidentiality in HR cases
- Handling sensitive employee data securely
- GDPR and data protection principles
- Information sharing limitations
- Case Study: Data leak during investigation

Module 5: Workplace Investigation Process

- Step-by-step investigation framework
- Interviewing complainants and witnesses
- Evidence collection techniques
- Timeline and reporting structure
- Case Study: Flawed investigation leading to lawsuit

Module 6: Bias-Free Decision Making

- Identifying unconscious bias
- Ensuring neutrality in investigations
- Structured evaluation frameworks
- Ethical decision-making models
- Case Study: Biased decision reversal by tribunal

Module 7: Interviewing Skills for HR

- Effective questioning techniques
- Managing emotional responses
- Building trust with complainants
- Recording and documentation accuracy
- Case Study: Interview breakdown in sensitive case

Module 8: Conflict Resolution Strategies

- Mediation techniques in workplace disputes
- De-escalation methods
- Role of HR as neutral facilitator
- Resolution vs. disciplinary action
- Case Study: Successful mediation preventing resignation

Module 9: Disciplinary Action Framework

- Types of disciplinary measures
- Progressive discipline approach
- Legal safeguards in action decisions
- Communication of outcomes
- Case Study: Wrongful termination claim

Module 10: Psychological Safety at Work

- Building safe reporting environments
- Employee trust-building strategies
- Leadership role in culture building
- Preventing retaliation risks
- Case Study: Silent workplace culture failure

Module 11: Documentation & Reporting

- Structuring investigation reports
- Legal documentation standards
- Evidence validation techniques
- Audit-ready reporting systems
- Case Study: Incomplete documentation causing case dismissal

Module 12: Ethics & Corporate Governance

- Ethical frameworks in HR decisions
- Role of board and leadership
- Whistleblower protection systems
- Transparency in reporting systems
- Case Study: Corporate governance breakdown

Module 13: Digital HR Tools for Complaints

- HR case management systems
- AI-based complaint tracking tools
- Automation in grievance handling
- Data analytics for trend detection
- Case Study: Digital system improving resolution speed

Module 14: Employee Relations Management

- Building healthy workplace relationships
- Managing chronic conflict employees
- Engagement and trust strategies
- HR intervention models
- Case Study: Chronic harassment prevention program

Module 15: Post-Investigation Actions

- Corrective action planning
- Workplace reintegration strategies

- Monitoring behavioral change
- Preventive policy updates
- Case Study: Post-case culture transformation

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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