Managing Workplace Harassment Cases Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Workplace harassment remains a critical compliance, HR risk management, and organizational culture challenge in modern workplaces. With rising awareness of psychological safety, DEI (Diversity, Equity & Inclusion), employee well-being, and labor law compliance, organizations are under increasing pressure to proactively prevent, identify, and resolve harassment cases. Managing Workplace Harassment Cases Training Course provides a comprehensive, practical, and legally informed approach to managing workplace harassment, aligning with global best practices in HR compliance, workplace ethics, and risk mitigation frameworks.

This program equips HR professionals, managers, team leaders, and compliance officers with the skills to handle harassment complaints effectively, ensure fair investigation processes, documentation accuracy, trauma-informed responses, and policy enforcement. Participants will learn how to build a respectful workplace culture supported by anti-harassment policies, whistleblowing mechanisms, grievance handling systems, and organizational accountability structures. The course emphasizes real-world case handling, legal risk reduction, and employee trust restoration using modern HR governance models.

Programme Curriculum

Managing Workplace Harassment Cases Training Course

Introduction

Workplace harassment remains a critical compliance, HR risk management, and organizational culture challenge in modern workplaces. With rising awareness of psychological safety, DEI (Diversity, Equity & Inclusion), employee well-being, and labor law compliance, organizations are under increasing pressure to proactively prevent, identify, and resolve harassment cases. Managing Workplace Harassment Cases Training Course provides a comprehensive, practical, and legally informed approach to managing workplace

harassment, aligning with global best practices in HR compliance, workplace ethics, and risk mitigation frameworks.

This program equips HR professionals, managers, team leaders, and compliance officers with the skills to handle harassment complaints effectively, ensure fair investigation processes, documentation accuracy, trauma-informed responses, and policy enforcement. Participants will learn how to build a respectful workplace culture supported by anti-harassment policies, whistleblowing mechanisms, grievance handling systems, and organizational accountability structures. The course emphasizes real-world case handling, legal risk reduction, and employee trust restoration using modern HR governance models.

Course Duration

5 days

Course Objectives

By the end of this training, participants will be able to:

1. Understand workplace harassment laws and compliance frameworks
2. Identify different forms of sexual harassment, bullying, and psychological abuse
3. Apply HR investigation procedures and disciplinary protocols
4. Develop effective anti-harassment workplace policies
5. Conduct trauma-informed employee interviews
6. Ensure confidentiality and data protection in HR investigations
7. Implement whistleblowing and grievance reporting systems
8. Strengthen organizational culture and psychological safety
9. Apply risk assessment in workplace misconduct cases
10. Manage conflict resolution and mediation strategies
11. Improve documentation and evidence collection techniques
12. Reduce organizational exposure to legal liability and reputational risk
13. Promote DEI (Diversity, Equity & Inclusion) and ethical leadership practices

Target Audience

1. HR Managers and HR Officers
2. Compliance and Legal Officers
3. Line Managers and Supervisors
4. Organizational Leaders and Executives
5. Employee Relations Specialists
6. Health, Safety & Wellbeing Officers
7. Union Representatives and Workplace Mediators
8. Training and Development Professionals

Course Modules

Module 1: Foundations of Workplace Harassment

- Definition of workplace harassment and bullying
- Types: verbal, physical, psychological, digital harassment
- Legal frameworks and organizational policies
- Impact on productivity and employee morale
- Case Study: A multinational company facing repeated bullying complaints leading to turnover crisis

Module 2: Legal Compliance & HR Governance

- Labor laws and anti-harassment regulations
- Employer responsibilities and liability risks
- Documentation standards for legal defense
- Policy enforcement mechanisms
- Case Study: Organization fined due to poor harassment investigation records

Module 3: Reporting Mechanisms & Whistleblowing Systems

- Internal reporting channels and hotlines
- Anonymous reporting frameworks
- Protecting whistleblowers from retaliation
- Digital reporting tools and HR tech systems
- Case Study: Successful whistleblowing system uncovering toxic leadership behavior

Module 4: Investigation Procedures & Evidence Handling

- Step-by-step investigation process
- Interviewing complainants and respondents
- Evidence collection and documentation
- Maintaining confidentiality and neutrality
- Case Study: Mishandled investigation leading to wrongful termination claim

Module 5: Conflict Resolution & Mediation

- Workplace mediation techniques
- Neutral facilitation strategies
- Restorative justice approaches
- Handling escalated disputes
- Case Study: Team conflict resolved through structured mediation program

Module 6: Psychological Safety & Employee Well-being

- Building safe workplace environments
- Trauma-informed HR practices
- Stress, anxiety, and burnout management
- Leadership responsibility in culture building
- Case Study: Organization improving retention through psychological safety initiatives

Module 7: Disciplinary Action & Case Closure

- Corrective action procedures
- Warning systems and termination policies
- Legal and ethical considerations
- Communication of outcomes
- Case Study: Balanced disciplinary action reducing repeat offenses

Module 8: Building a Respectful Workplace Culture

- DEI strategies and inclusive leadership
- Training and awareness programs

- Continuous monitoring and audits
- Culture transformation frameworks
- Case Study: Company transforming toxic culture into high-engagement workplace

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- 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	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com