

# Workplace Violence

## - Essentials for Supervisors

Prevent. Prepare. Respond.



### Workplace Violence & Harassment

- Defining Workplace Violence
- Workplace Harassment & Alberta Human Rights Legislation
- Defining Workplace Harassment & OHS Legislation
- Internal Responsibility System
- Manager & Supervisor Roles
- Employee Rights
- Manager & Supervisor Responsibilities
- 9 Steps to Develop a Prevention Plan

### Workplace Violence Prevention Plan

- Developing Your Policies & Procedures

### Workplace Hazard Assessment

- Managers & Supervisors Role

### Workplace Violence Prevention

### Reporting Violence & Harassment

- Protocol
- Complaints: Taking Action
- Complaints: A Manager's Guide
- Manage Your Emotions
- Handling Performance Reviews
- Observations & Third Party Reports
- Receiving Harassment Complaints
- Managing Complaints
- Resolving Complaints
- False vs. Malicious Complaints
- Confidentiality

### Emergency Response Planning

- Employee Safety Plans

### Victim Support

- Types of Victims
- Victim Impact
- Impact on Witnesses
- Impact on Organization
- Supporting Victims
- Domestic Violence
- Responding to Domestic Violence

### Incident Review

### Education & Training

### Program Review



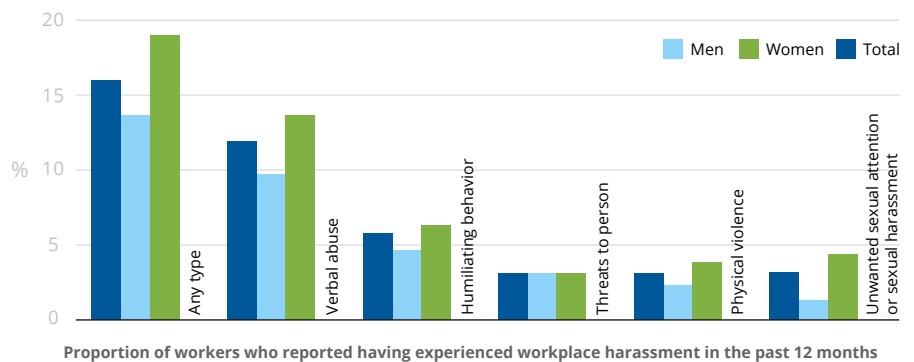
10 Modules | 21 Scenarios | Final Exam

*"In Canada, 19% of women and 13% of men aged 15 to 64 reported that they experienced at least one type of harassment in the workplace in the past 12 months." —Harassment in Canadian Workplaces 2018, Statistics Canada*

### Online Training for Assured Compliance

Employers are obligated by law to educate and train employees on their rights and responsibilities surrounding workplace violence and harassment, including how domestic violence can affect the workplace. How to respond, obtain assistance, report and document all cases of workplace violence and harassment summarize the training requirements that must be met to stay compliant. Providing proactive workplace violence training supports a safe and respectful work environment and minimizes the risk of violent incidents from occurring. It also proves that your company's priority is to comply with federal and provincial legislation regarding workplace violence, bullying and harassment.

### Canadians at Work & Home, Statistics Canada



Corridor has partnered with leading workplace safety and compliance experts to create user-friendly online training programs. Our Workplace Violence courses have trained thousands of supervisors and employees in workplace environments including transportation, construction, oil & gas, utilities, municipal, health care, forestry and mining. Through this proactive training, employers can ensure their workforces have the right information to perform in a safe, responsible manner.

Corridor programs deliver an interactive learning environment proven successful with a variety of learning styles, language skills and educational backgrounds. The system records all course activity by supervisors and employees, tracking their learning progress and compliance status. When the final exam has been passed, the course is marked complete. An optional personalized certificate of training can also be added to any Workplace Violence course for the user's personal recordkeeping.





### Compliance Monitoring

Administrators are able to monitor employee progress, track compliance certificates & request users to update or refresh training.



### Certificate of Completion

Certificate issued when final exam passed.



### Easy to Use, Simple to Navigate

Self-directed pace for all levels of employees & different learning styles.



### Refresher Course

Protects training investment and ensures continued compliance.



### Complete Audit Trail

Access to learning history, tracking compliance to a detailed level.



### Online Subscription

No IT infrastructure required, pay only for the users you subscribe.



### Customization of Training

Allows for customization, incorporating existing policies.



### LMS Compatible

Efficient single sign-on with easy to access audit trail.



### Evergreen Updates

Regular course updates to align training with the current violence & harassment federal and provincial legislation.

## Custom Policy Training & Policy Management System

Corridor can take your existing corporate policies and procedures and create a customized online learning experience for all levels of staff. Every course can include quizzes, real life situations and how to handle them, a final exam to ensure compliance, and formal policy acknowledgement. Our unique Supervisor Refresher courses allow your leaders to revisit key training topics and verify that their knowledge is up to date. All learning activity and progress for each user is tracked to prove due diligence and compliance.

## Workplace Violence Expertise

Corridor has an exclusive partnership with Glenn French of the Canadian Initiative on Workplace Violence. Within the mental health field, he has held many senior administrative and clinical positions in the private and public sectors. Many of Canada's leading organizations interested in the safety and wellbeing of their employees have retained him. Glenn was invited to address the 9th Global Conference on Occupational Health and Safety sponsored in part by the World Health Organization held in Merida, Mexico where he tabled his most recent paper entitled "Towards a Global Standard for Workplace Conduct." He has also been an invited speaker for such organizations as the American Federation of Labour, Osgoode Law School and the Canadian Human Rights Commission to name but a few.

## About Corridor

For over 15 years Corridor has been delivering training solutions for compliance needs on a broad range of workplace issues. Corridor is the leading online training provider for drug and alcohol policies, workplace violence, diversity and inclusion, and privacy awareness. Corridor partners with external Subject Matter Experts; the best in their field to provide rich learning content that allows all levels of employees to understand and apply policies, reducing the legal and financial risk for employers.

403-592-8486

