



**Isle of Man
Government**

Reiltys Ellan Vannin



Contact Officer Training

Tutor: Louise Wheeler & Nina Hogan

**Learning, Education and Development
Office of Human Resources, Cabinet Office**

An Agenda For Change

Balance the budget : Protect the vulnerable : Grow the economy

GOOD GOVERNMENT

We recognise that Government must change. We will lead the change to a more efficient way of working, using technology to support better delivery of services and reduce bureaucracy. We will work in partnership with, and listen to, the views of staff and our customers.

We will

- create a smaller, simpler Government
- cut employment costs
- reduce bureaucracy and improve transparency
- improve focus on the customer
- routinely report on our corporate performance across Government
- demonstrate the behaviours we value in our staff, including innovation, empowerment, courage to challenge and a focus on service
- tackle any culture of blame and encourage a pragmatic approach to risk



Fairness at Work Policy Journey

2009

Prevention of Bullying, Harassment & Victimisation
at work Policy



July 2012

Public Consultation



2012

Working Group



Fairness at Work Policy Journey

January - March 2014
Formal Consultation

May – June 2014
Fairness at Work Policy endorsed by the
Council of Ministers followed by Chief Officer Group

June - August 2014
Recruitment of new Contact Officers

Fairness at Work Policy Journey

September 2014

Barry Winbolt seminar and training delivered to Trade Union Reps, Business Partners and HR Advisors



December 2014

Training delivered to new and existing Contact Officers



January 2015

Launch of the Fairness at Work Policy



Fairness at Work - Policy Statement

- ❑ Fairness at Work is important to the IOMG as it strives to support its staff and deliver its services to the people of the Island.
- ❑ The IOMG is committed to promoting a working climate in which all members of staff are treated fairly and consistently and with dignity and respect.



Fairness at Work ...

... can be undermined by behaviours such as:

- Bullying
- Discrimination
- Harassment (Sexual, racial and disability)



Isle of Man
Government

Reillys Ellan Vannin

Inappropriate Behaviours

Bullying is defined as:

'Any repeated offensive, abusive, intimidating, malicious or insulting behaviour, abuse of power or unfair penal sanctions, which make the recipient feel upset, threatened, humiliated or vulnerable and thereby undermines an individual's self-confidence.'



Inappropriate Behaviours

Discrimination is defined as:

'An act which has the effect of treating a person less favourably than another on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.'



Isle of Man
Government
Reiltys Ellan Vannin

Inappropriate Behaviours

Harassment – *Three types*

1. Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.



Inappropriate Behaviours

Harassment – Three types

2. Unwanted conduct of a sexual nature (sexual harassment) where this has the same purpose or effect as the first type of harassment.

3. Treating someone less favourably because he/she has either submitted to or rejected sexual harassment, or harassment related to sex or gender reassignment.



LITMUS Test

For individuals about whom a complaint has been received

- Would you say or do this in front of your partner, children or parents?
- Would you say or do this in front of a colleague of the same sex?
- Would you like to see your behaviour reported in the local press?
- Would you like a member of your family to be on the receiving end of behaviour the same as yours?



Responding - Following Responses

❑ Appropriate questions – designed to keep the flow going, you need to move in their direction

❑ Clarifying questions

Examples: 'are you saying... ' or 'have I got this right ...'

❑ Summarising

Examples: 'so what you've told me so far is ...' or 'what we've agreed is ...'



Isle of Man
Government

Reilrys Ellan Vannin

Responding - Reflecting Responses

❑ Reflecting the feelings

Examples: 'Sounds like you're unhappy' or 'you look angry/upset'

❑ Reflecting the meaning

Examples: 'Sounds like you want ...' or 'so what you're intending to do is ...'

❑ Mirroring key words

Examples: Speaker: 'I'm really annoyed'
 You: 'annoyed?'

❑ Paraphrasing – Putting what they've said in your own words

