



The Bite

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What frightens you?

Aliens? Spiders?

With Halloween approaching you may say ghouls and ghosts! However, most senior managers and HR professionals say one of their biggest fears is a discrimination claim to an Employment Tribunal.

The year ending 31 March 2010 saw a 56% increase in Tribunal claims to 236,100, the highest ever recorded. No wonder employers are increasingly nervous. This anxiety has been heightened by alarming awards made for discrimination claims. The highest award was for a disability discrimination claim, where the claimant received £729,347 for being dismissed while on sick leave, as a result of stress-related depression. Other awards for discrimination were:

	Maximum Award (£)	Median Award (£)	Average Award (£)	No of Claims
Race	374,922	5,392	18,584	5,700
Sex	442,366	6,275	19,499	18,200
Disability	729,347	8,553	52,087	7,500
Age	48,710	5,868	10,931	5,200

Of greater concern to many of our clients are the other costs associated with a claim, such as reduction in morale, reduced productivity, increased staff turnover, management time, reputational damage and, of course, legal fees to defend the claim. A recent case was scheduled for ten days at Tribunal with the costs associated with retaining both a barrister and solicitor likely to exceed £30,000.

In the absence of complete confidence in success, many employers feel a reluctance to defend their position. Yet steps likely to prevent a claim being made or to strengthen the employer's position are easy to implement:

- Have a written policy and procedure in place
- Educate individuals and line managers about the standards of behaviour expected
- Make sure everyone knows the steps to take if they are recipients of unwanted behaviour
- Train line managers to handle unacceptable behaviour and encourage diversity
- Conduct prompt and impartial investigations in the event of a case coming to light

Quote, Unquote

I don't believe that there are aliens. I believe there are really different people.

Orson Scott Card

Nothing in life is to be feared. It is only to be understood

Marie Curie

Fear always springs from ignorance

Ralph Waldo Emerson

If the person you are talking to doesn't appear to be listening, be patient. It may simply be that he has a small piece of fluff in his ear.

Winnie the Pooh

BITE SIZE LEARNING

*Everyone seems normal
until you get to know them*

We would love to talk to you.
Please contact Paul, Rob or
Shirine on the number below.

Contact us:

BiteSize Learning Limited
info@bitesizelearning.co.uk
www.bitesizelearning.co.uk

0845 123 3757

BiteSize Programmes 2010

Assertiveness in Communication
Building and Leading Great Teams
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Performance Management
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Professional Behaviour
Project Management
Recruitment Interviewing
Running Meetings
Sales Success
Stress Management
Success through Change
Time Management
Written Communication

We also design bespoke
programmes to address any unique
needs your Company may have.

Time Management - open session



We are delighted to respond to a number of our clients' requests to deliver a public Time Management course in the City.

This course addresses the importance of clarity in achieving great results, valuing your own time, overcoming procrastination and other time-wasters and a host of other practical tips to be more effective at work.

Our open sessions have been designed as a cost-effective solution for either smaller organisations or those with just one or two participants wishing to attend a course. Details are as follows:

Date: Wednesday 24th November 2010

Time: 9.30 – 11.30

Venue: CII Face-to-Face Training, 11th Floor, Fountain House,
130 Fenchurch Street, London EC3M 5DJ

Cost: £185/person

More information is available on www.bitesizelearning/tmopen.co.uk. To make a booking please email Susannah@bitesizelearning.co.uk or call 0845 123 3757.

How to 'snapshot' a picture from a pdf

We would like to share this useful tip with you:

1. Open a .pdf document
2. Go to tools
3. Go to select and zoom
4. Go to snapshot tool
5. Drag the cursor across the part of the image you like. You will see a message "selected area has been copied" and then you can paste it into the document you are working on in the normal way.

NB copyright laws may apply.



Managing Change - free taster



We are again offering learning and development professionals the chance to learn more about our programmes by offering a free taster session on **Thursday 4th November** in the City.

Come and join us for sticky buns and refreshments and a chance to experience one of our courses being run live. For more details and an invitation to attend please email Susannah@bitesizelearning.co.uk or call 0845 123 3757