



The Bite

Our Team

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Are you at risk?

With stories of bullying at 10 Downing Street appearing in the headlines over recent weeks and tribunal payments ever increasing, HR professionals are rightly reflecting upon behaviour in their own organisations. Many realise that there is a fine line between "harmless fun" and the behaviour that leads to misery, fracturing of careers and recipients feeling isolation, shame and degradation.

Research into workplace bullying by CIPD and UMIST makes alarming reading. Widespread evidence reveals that between 20 - 33% of employees have been bullied within the last 6 months. According to the Department of Health, 18.9 million working days are lost each year in the UK as a direct result of bullying. This is 30 times more than those lost to industrial disputes. 93% of HR practitioners say bullying happens in their workplace and 65% say that "weakness in management" is the prime reason.

UMIST estimates that workplace bullying is directly responsible for between a third and half of all stress related illness and, shockingly, the CIPD 2007 study revealed that 7% of those who leave work as a result of severe bullying never work again.

The famous 2003 Beadles Group case saw £178,000 being paid to an employee with only a single week's service. The tribunal criticised the company for failing to show a duty of care towards or take appropriate steps to protect her. It highlighted the absence of policies, procedures, guidance, advice and training. Yet seven years on *Personnel Today* reports that 30% of employers still do not have a policy to deal with workplace bullying.

The CIPD recommended most effective actions for tackling harassment and bullying are:

- Policies
- Communication
- Training

The No 10 story perhaps provides a timely reminder that, where employees do not treat each other with courtesy and respect, we all end up paying the price.

If you would like to find out more about our Professional Behaviour programme, please call Shirine on 0845 123 3757

Quote, unquote

I forget what I was taught, I only remember what I've learnt.

Patrick White

Diplomacy: the art of letting someone else have your way.

David Frost

Speak when you're angry and you'll make the best speech you'll ever regret.

Lawrence J Peter

Did you ever stop to think, and forget to start again?

A A Milne

Thank you to our clients for:

- ◆ Using us year on year. Over 95% of our clients invite us back again and again
- ◆ Asking us to design new programmes. We love creating something fresh and new
- ◆ Sharing their business issues with us so we can provide coaching support
- ◆ Inviting us to facilitate away-days and team-building events
- ◆ Being a pleasure to deal with



BITESIZE LEARNING

*Always remember that
you're unique .. just like
everyone else*

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

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BiteSize Programmes 2010

Assertiveness in Communication
Building and Leading Great Teams
Business Skills Toolbox
Coaching
Delegation
Effective Networking
Leadership Communication
Leadership Styles
Managing Change
Managing Difficult Situations
Motivation
Negotiating and Influencing
Performance Management
Presentation Skills 1 & 2
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.

Shorter training sessions give better ROI

"Greater employee engagement" and
"accelerated learning" — two aims of all
learning and development professionals!

The Talent Manager at Heinz claims these are
being achieved following the introduction of
one to two hour training sessions. In a recent
press interview she is reported as saying "It
makes our resources go further and
encourages greater cross-functional
engagement and interaction providing real
business benefits".



This concept is not new to BiteSize Learning
— our clients also tell us of the positive impact our short, flexible
programmes have on their employees. With minimum time away from
their desks, participants not only remember our programmes but are
also inspired to put what they've learnt into practice.

Switched on?



A conference room contains three wall-mounted
spotlights — right, left and front of stage. Each is
controlled by its own on-off switch.

These three switches are numbered 1, 2 and 3, but
they are in a back-room which has no sight of the
spotlights or the conference room and there are no
reflections or shadows or mirrors.

You are alone and can only enter the back-room
once — how do you identify each switch correctly,
right, left, front?

If you can't work it out the answer can be found on our website:
www.bitesizelearning.co.uk/Switched-On.html

Interesting Fact ...



Of all our fears
there are only
two we are
born with, all
our other fears
are learnt.

Do you know what they are?

To see if you are right and to find
out about the Four Fatal Fears as
described in the book "Play to Win"
by Larry and Hersch Wilson go to:
[www.bitesizelearning.co.uk/
fourfatalfears.html](http://www.bitesizelearning.co.uk/fourfatalfears.html)

Free Taster ...



We are again
offering learning
and development
professionals the
chance to learn
more about our
programmes by

offering a free sampling session
on **Tuesday 20th April** in
central London.

If you would like more details
and an invitation please email
Susannah@bitesizelearning.co.uk
or call on **0845 123 3757**