

**SNIPEF TRAINING SERVICES LTD**

# **DEALING WITH WORKPLACE CHALLENGES: A GUIDE FOR APPRENTICES**

**APPRENTICE GUIDE**

## **SNIPEF Training Services Ltd - Apprentice Guide - Dealing with Workplace Challenges: A Guide for Apprentices**

### **Dealing with Workplace Challenges: A Guide for Apprentices**

Workplace challenges can arise for anyone, and knowing how to handle them is an important part of your growth as an apprentice. This guide provides advice on how to deal with conflicts, bullying, or harassment, and when and how to report concerns.

### **Understanding Workplace Challenges**

Workplace challenges might include:

- **Conflicts:** Disagreements between colleagues, supervisors, or customers.
- **Bullying:** Persistent negative behaviour aimed at undermining someone's confidence or wellbeing.
- **Harassment:** Unwanted behaviour that causes distress or violates your dignity, including discrimination based on race, gender, or other characteristics.
- **Unfair treatment:** Feeling unsupported or being treated unequally compared to others.

### **How to Handle Conflicts**

#### **Stay Calm and Professional**

- Avoid reacting emotionally to conflict. Take a step back to assess the situation.
- Approach the issue with a focus on resolving the problem, not assigning blame.

#### **Communicate Clearly**

- Speak directly and respectfully to the person involved.
- Use "I" statements to express how you feel, e.g., "I felt uncomfortable when..."

#### **Seek a Resolution**

- Work together to find a compromise or solution.
- If the issue continues, involve a supervisor or employer to mediate.

### **Addressing Bullying and Harassment**

#### **Recognise the Signs**

- Repeated, unwanted behaviours such as teasing, exclusion, or verbal abuse.
- Offensive jokes, gestures, or comments that make you feel uncomfortable.
- Physical intimidation or inappropriate physical contact.

#### **What You Should Do**

- **Speak Up:** Politely but firmly tell the person their behaviour is unwelcome.
- **Document Incidents:** Keep a record of what happened, including dates, times, and witnesses.
- **Report It:** Talk to your employer, supervisor, or Regional Training Officer (RTO).

#### **Remember**

You have the right to work in an environment free from bullying and harassment. Employers are legally required to address these issues.

### **When to Report Concerns**

Follow us on social media:    @SNIPEFtraining

You should report concerns if:

- A conflict, bullying, or harassment is ongoing or escalating.
- You feel unsafe or unable to address the issue yourself.
- You experience or witness behaviour that violates workplace policies or laws.

## How to Report Concerns

### Step 1: Speak to Someone You Trust

- Your employer or supervisor should be your first point of contact.
- If you're uncomfortable speaking to them, contact your RTO.

### Step 2: Use Workplace Procedures

- Follow your employer's grievance or complaints process.
- Complete any required forms or provide details of your concern in writing.

### Step 3: Seek Additional Support if Needed

- Contact external organisations such as ACAS (Advisory, Conciliation, and Arbitration Service) or Citizens Advice for further guidance.

## Tips for Building a Positive Work Environment

- **Practice Respect:** Treat everyone with kindness, courtesy, and professionalism.
- **Ask for Feedback:** Regularly check in with your employer to ensure you're meeting expectations.
- **Stay Open-Minded:** Be willing to learn from others and adapt to different working styles.
- **Support Your Team:** Offer help to colleagues and contribute to a positive workplace culture.

## Where to Find Support

- **Employer or Supervisor:** Your primary contact for workplace challenges.
- **RTOs:** Provide advice, mediation, and guidance.
- **College Staff:** Offer support and additional resources.
- **Helplines:** Organisations such as ACAS or the Equality Advisory and Support Service (EASS) can provide impartial advice.

## Key Takeaway

Dealing with workplace challenges is an important skill. Stay calm, communicate openly, and seek help when needed. Remember, your wellbeing matters, and support is always available.

