

**SNIPEF TRAINING SERVICES LTD**

**MANAGING WORKPLACE BEHAVIOUR: A  
GUIDE FOR EMPLOYERS**

**EMPLOYER GUIDE**

## **SNIPEF Training Services Ltd - Employer Guide - Managing Workplace Behaviour: A Guide for Employers**

### **Managing Workplace Behaviour: A Guide for Employers**

Maintaining a respectful and professional workplace is essential for fostering a positive environment where apprentices and employees can thrive. As an employer, you are responsible for identifying and addressing misconduct to ensure that inappropriate behaviour does not compromise workplace harmony or productivity. This guide offers practical steps and advice for managing workplace behaviour effectively.

### **Why Managing Workplace Behaviour Matters**

A respectful workplace benefits everyone by:

- Promoting collaboration, trust, and employee engagement.
- Preventing conflict, bullying, or harassment.
- Ensuring compliance with employment laws and workplace policies.
- Supporting the success and wellbeing of apprentices and employees.

### **Identifying Misconduct**

Misconduct can take many forms, and early recognition is crucial. Employers should watch for:

- **Disrespectful behaviour:** Bullying, harassment, or inappropriate comments.
- **Unprofessional conduct:** Persistent lateness, poor communication, or refusal to follow instructions.
- **Violations of workplace policies:** Breaches of health and safety rules, company policies, or codes of conduct.
- **Conflicts:** Arguments or disagreements that disrupt the team environment.

### **Encouraging Open Communication**

Creating a culture where employees and apprentices feel comfortable reporting issues is key to early intervention. Employers should:

- **Encourage reporting:** Let employees and apprentices know they can raise concerns confidentially without fear of retaliation.
- **Hold regular check-ins:** Provide opportunities for individuals to discuss their experiences and flag potential issues.
- **Listen actively:** Take concerns seriously and show empathy when addressing sensitive matters.

### **Addressing Misconduct Effectively**

When misconduct arises, employers must respond promptly and fairly. Follow these steps:

- **Investigate the issue:** Gather facts by speaking with those involved and reviewing any evidence.
- **Apply policies consistently:** Refer to your Code of Conduct or workplace policies to guide your actions.
- **Hold discussions:** Meet privately with the individual(s) involved to address the behaviour and outline expectations.
- **Document actions:** Keep records of any incidents, meetings, and resolutions for future reference.

- **Take appropriate action:** This may include verbal or written warnings, additional training, or other measures based on the severity of the issue.

### Encouraging Early Intervention

Preventing issues before they escalate is always preferable. Employers can:

- **Set clear expectations:** Ensure all employees and apprentices understand workplace rules, policies, and behavioural standards.
- **Monitor team dynamics:** Be alert to signs of tension or conflict among employees and address them early.
- **Provide training:** Offer workshops or resources on topics such as workplace behaviour, conflict resolution, and equality.
- **Model good behaviour:** Demonstrate professionalism and respect in all interactions.

### Supporting a Respectful Workplace

In addition to addressing misconduct, employers must actively foster a positive culture by:

- **Rewarding positive behaviour:** Recognise and celebrate employees who contribute to a respectful and inclusive environment.
- **Providing feedback:** Offer constructive feedback to help apprentices and employees improve their behaviour or performance.
- **Encouraging teamwork:** Promote collaboration and mutual support through team building activities.
- **Maintaining consistency:** Apply policies and standards fairly across all employees and apprentices.

### Knowing When to Seek External Support

Sometimes, resolving workplace behaviour issues may require additional help. Employers should:

- Consult with HR professionals or external advisors for guidance on handling complex situations.
- Report serious concerns, such as safeguarding or legal violations, to appropriate authorities.
- Access resources, such as conflict resolution services, to support workplace mediation.

### Key Takeaways

- Recognise and address misconduct early to prevent escalation.
- Encourage open communication to create a culture of trust and respect.
- Respond promptly and fairly to issues, following workplace policies and procedures.
- Foster a respectful environment by rewarding positive behaviour and providing ongoing support.
- Know when to seek external assistance for serious or complex issues.

By actively managing workplace behaviour, you demonstrate your commitment to creating a safe and respectful environment for everyone, from apprentices to long term employees.

