

Respectful Workplace Training

For Managers in the Hospitality Industry

Half Day Workshop \$349

People First has earned a reputation for delivering effective, dynamic and comprehensive training programs to promote respectful workplaces in every sector. Our respectful workplace training for hospitality managers is customized to address the unique challenges of the hospitality industry.

Grounded in industry learnings, case studies and examples (both local and national), this session moves beyond simply meeting minimum legislative compliance to providing tools and strategies to ensure managers and supervisors have language and strategies to coach staff (and guests!) when bullying or harassment may be happening.

This half day session includes:

- An opportunity to discuss with peers the unique challenges of the hospitality industry in creating Respectful Workplace cultures
- Enhanced ability to identify harassing and bullying behaviours as they happen
- An understanding of Manitoba's legislative requirements for employers and employees
- **A templated respectful workplace policy**
- **Templated basic procedures on how to manage informal and formal complaints**
- Strategies for responding to harassment and bullying in both staff and guest situations
- Moving past policy: Tools to build a culture of respect
- Case Studies: How restaurants are shifting their culture

PEOPLE FIRST
HR SERVICES

People First HR Services is a People Corporation company

All People First open enrolment workshops take place at 1403 Kenaston Boulevard in our onsite training room.

Parking is free for visitors at the front of the building.

Coffee and water will be provided.