



Building a support system for HCO's

We ran a series of interactive drama scenarios alongside neuro-linguistic programming techniques to create a safe environment in which to help Harassment Contact Officers be more effective in supporting those who have experienced bullying or harassment in the workplace.

Objectives

Delivering a training programme for 40 Harassment Contact Officers (HCOs) at the Driver and Vehicle Licensing Agency (DVLA), to help them to be more effective in supporting those who have experienced bullying or harassment in the workplace.

Approach

Held at the DVLA's Swansea headquarters, the training programme featured interactive audience participation, with state-of-the-art voting pads. Steps developed questions to test the knowledge of the participants at the start of the day. The participants voted by pressing a button to select from multiple-choice responses. The Steps actor-facilitators were then able to give immediate feedback on the results. This quiz facility was used throughout the programme, to gain the participants' thoughts on legislative issues as well as their understanding of their responsibilities.

After an introduction from DVLA's HR Director, who reiterated the importance of the HCO role, Steps ran a series of interactive drama scenarios highlighting harassment and diversity issues and communication styles. The delegates were then split into smaller groups and each had a one-to-one role play with a Steps coach portraying an employee who had experienced bullying or harassment.

Steps also provided sessions on neuro-linguistic programming techniques, the importance of tone and body language and on transactional analysis.

"Transactional analysis is a new methodology for behaviour skills which will help our HCOs to better understand the people who come to see them," said Graham Parker, Employee Relations and Liaison Officer at DVLA. *"Steps very capably demonstrated the transactional analysis model and the interventions that the HCOs should use. They also acted-out vignettes to illustrate the ideas behind the model and the positive and negative characteristics of each behaviour type."*

Outcomes

"Steps created a very safe environment which engaged the participants without putting them under any pressure to perform in front of their colleagues," said Graham Parker. *"They brought the learning points alive and our HCOs gained a great deal from the experience. It was a highly interactive, fun and effective session that achieved all of our aims."*

"Steps worked from an exacting HCO training needs specification to design, project manage and facilitate the whole event. They provided much more than drama-based training as they were able to weave in other learning methodologies and theories into the day."