

job READY

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JOBREADY FRAMEWORK

MODULE 2

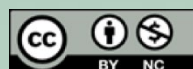
Occupational Health and Safety

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Module 2: Occupational Health and Safety

I. Module Overview

Module 2, "Occupational Health and Safety," is dedicated to providing comprehensive training in the workplace's essential safety practices and legal requirements. Learners will learn how to apply the principles of workplace safety, risk management, and health standards to prevent accidents and maintain a safe working environment.

The module starts with the **Working Time Directive** and **Equal Treatment in Employment**, emphasizing legal compliance and fairness. It details the **Health and Safety Frameworks**, the **Rights and Obligations** of employers and employees, and the **Legal Framework**. It addresses **Occupational Violence**, **Risk Assessment**, and **Workplace Hazards**, promoting a secure environment. Additional focus areas include **Emergencies**, **First Aid**, **Workplace Safety**, **Communication**, **Psychological Safety**, and **Ergonomics**, ensuring comprehensive safety and well-being at work.

General Cleanliness in the Workplace		Duration (Hours)
Classroom-based Learning	Content Delivery	15
	Individual Work	4
	Assessment	1
Practical on-the-job training		TBD prior to internship

II. Learning Units Overview

Learning Units	Duration (Hours)
LU2.1 - Working Time Directive (2003/88/EC)	1
LU2.2 - Equal Treatment in Employment and Occupation (2006/54/EC)	1
LU2.3 - Health and Safety at Work Framework Directive (89/391/EEC)	1

LU2.4 - Rights and Obligations	1
LU2.5 - Legal Framework	1
LU2.6 - Occupational Violence	1
LU2.7 - Risk Assessment and Hazards in the Workplace	2
LU2.8 - Emergencies	1
LU2.9 - First Aid	5
LU2.10 - Communication in the Workplace	2
LU2.11 - Psychological Safety	1
LU2.12 - Ergonomics	1

1. Learning Unit 2.1: Working Time Directive (2003/88/EC)

• Learning Unit Description

This unit introduces the European Working Time Directive, which ensures fair working hours, rest periods, and annual leave to safeguard workers' health and well-being. Learners will explore key aspects such as weekly work hour limits, break entitlements, and balancing work and rest. Through interactive activities like discussions, role-plays, and case studies, participants will gain practical knowledge on applying these rules in the workplace, ensuring compliance, and understanding employees' rights to maintain a healthy work-life balance.

• Learning Outcomes and Objectives

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.1 Explain the rights and schedules at work, following the working time rules, to help balance work and rest.	Introduction to working time rules 2.1.1 Working time rules. 2.1.2 Hours employees can work each week. 2.1.3 Taking breaks during a work day. 2.1.4 Describe an employee's right to take time off work and how to use it. 2.1.5 Work hours and breaks not according to rules. 2.1.6 Who can help employees with questions and doubts about work hours or rest time?	1

- Learning Outcome 2.1 Explain the rights and schedules at work, following the working time rules, to help balance work and rest.
-

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Working time rules. • Hours employees can work each week. • Taking breaks during a work day. • Describe an employee’s right to take time off work and how to use it. • Work hours and breaks not according to rules. • Who can help employees with questions and doubts about work hours or rest time? 	<p style="text-align: center;">1</p>

Reference Sheet 1: Definition of Key Concepts

Working Time Directive (2003/88/EC) is a European Union directive that regulates working hours, rest periods, and annual leave to ensure workers' health and safety.



Maximum Weekly Working Time: The directive stipulates that an employee should not work more than 48 hours per week on average, including overtime.

Break Rights: Employees must have at least an 11-hour rest period every 24 hours, a rest break during work if they work more than 6 hours, and a minimum 24-hour rest period every seven days or 48 hours per fortnight.

Annual Leave: Workers are entitled to at least four weeks of paid holidays per year.

Opt-Out Agreement: An agreement that allows workers to choose to work more than 48 hours a week if they consent freely.

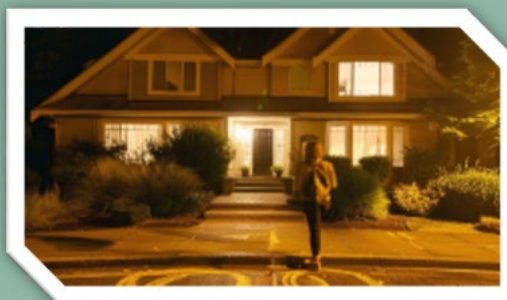
Non-Compliance Issues: Common violations include not respecting maximum working hours, not providing sufficient breaks, or failing to grant annual leave entitlements.



Reference Sheet 2: Useful Information

Health and Safety: The directive emphasizes the need for regular rest periods to prevent fatigue and stress, which can lead to health issues and workplace accidents.

Balancing Work and Personal Life: The rules support a better work-life balance, reducing burnout and increasing productivity.



Activity 1: Small Group Discussion: The Working Time Directive

Materials: Workplace scenarios on cards or paper, discussion guidelines

Steps: Participants will receive various workplace scenarios where they discuss the Working Time Directive. Each group discusses the appropriate application of the directive in their scenario and presents their solution to the class.

Activity 2: Role Play: Negotiating Break Times

Materials: Role cards (manager, employee), role-play scripts.

Steps: Participants will role-play in pairs a negotiation between an employee requesting more frequent breaks and a manager. The role-play should explore negotiating the breaks effectively while ensuring compliance with the directive.

Activity 3: Problem-Solving

Materials: Case studies on non-compliance, worksheet with questions.

Steps: Participants analyze a provided case study of an employer's non-compliance with the directive, identify the issues, and suggest corrective measures.

Individual Work Assignment 1: Reflection

Reading Task: Read the provided reading material about the Working Time Directive, focusing on the rules for maximum weekly working time, break rights, and annual leave.

Activity: Write a brief reflection (100–150 words) on how the Working Time Directive can help improve employee health and safety.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 1: Working Time Directive.

2. Learning Unit 2.2: Equal Treatment in Employment and Occupation (2006/54/EC)

• *Learning Unit Description*

This unit focuses on the Equal Treatment Directive, which ensures fair treatment in the workplace regardless of gender, religion, nationality, or racial background. Participants will learn about their rights and responsibilities under the directive, emphasizing the importance of equality in pay, working conditions, and opportunities for advancement. Through role-plays, discussions, and case studies, learners will explore practical ways to address inequality, promote respect, and create an inclusive workplace. Additionally, the unit highlights the connection between equal treatment of employees and the quality of customer service, underscoring the broader impact of fairness in the workplace.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.2 Explain worker's rights and responsibilities under equal treatment in employment and occupation, focusing on fair treatment regardless of gender, religion, nationality, or racial background.	Introduction to Equal Treatment in employment and occupation 2.2.1 The importance of treating all employees equally at work. 2.2.2 Fundamental rights under the Equal Treatment Directive (2006/54/EC). 2.2.3 Respect and equal opportunities in the workplace.	0.4
	Principles of Equal Treatment 2.2.4 The main principles for treating everyone equally are fair pay, working conditions, and opportunities for training and advancement. 2.2.5 Consequences of not following equal treatment principles in the workplace.	0.3

	2.2.6 Situations where unequal treatment might occur. 2.2.7 How to address unequal treatment.	
	Equal Treatment to Customers 2.2.8 Treating all customers respectfully and fairly 2.2.9 Link between equal treatment of employees and the quality of customer service. 2.2.10 Actions taken to promote a respectful and inclusive service environment.	0.3

Learning Outcome 2.2 Explain worker's rights and responsibilities under equal treatment in employment and occupation, focusing on fair treatment regardless of gender, religion, nationality, or racial background.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Equal Treatment in employment and occupation • Principles of Equal Treatment • Equal Treatment to Customers 	1

Reference Sheet 1: Definition of Key Concepts

Equal Treatment: The principle that all individuals must be treated equally and fairly in their employment and occupation without discrimination based on sex, racial or ethnic origin, religion or belief, disability, age, or sexual orientation.



Non-discrimination: A fundamental principle that prohibits the unjust or prejudicial treatment of different categories of people, mainly based on race, age, or sex.

Fair Pay: Compensation equity ensures all workers receive equal pay for equal work or work of equal value without discrimination.

Working Conditions: The environment and terms under which work is performed, including work hours, physical aspects, legal rights, and responsibilities. These conditions must be equitable and safe for all employees, irrespective of their characteristics.

Training and Advancement Opportunities: Ensuring all employees have equal access to professional development and career progression opportunities, facilitating personal and professional growth without discrimination.



Legal Framework of Equal Treatment: Refers to the laws and regulations, such as the EU Directive 2006/54/EC, that establish and enforce the requirement for equal treatment and non-discrimination in the workplace.

Consequences of Non-compliance: A business or individual may face legal, financial, and reputational repercussions if they fail to adhere to equal treatment and non-discrimination principles.



Inclusive Service Environment: Ensures all customers are treated respectfully and fairly and reflects the organization's commitment to equality within its operations and external engagements.

Respectful and Fair Customer Interaction: Employees interact with customers with respect, fairness, and courtesy, ensuring that all customers feel valued and respected regardless of their background.



Reference Sheet 2: Important Considerations

Relevance and impact of equal treatment: Explain why fair treatment boosts productivity and creates a positive workplace culture.



Legal Framework: Introduce how the European legal framework applies to national laws to protect employees.

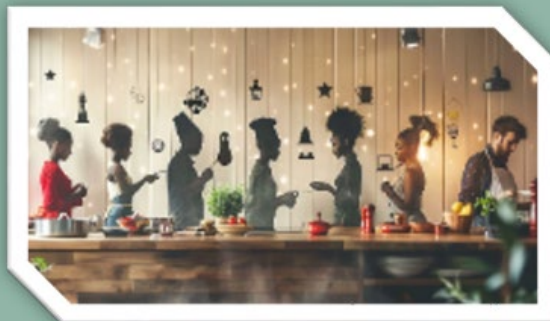
Opportunities for respect and equal opportunities: Explain how employees can expect equal access to fair career development and progression paths.

Opportunities for respect and equal opportunities: Explain how employees can expect equal access to fair career development and progression paths.



Rectify unfair treatment: List a few common inequality scenarios and discuss rectification measures.

Inclusive service: List steps companies can take to foster an inclusive service environment.



Link between employee and customer treatment: Discuss how equal treatment of employees often translates into better customer service.

Activity 1: Role-Play - Addressing Inequality in the Workplace

Materials: Scenario cards, feedback forms

Steps: Participants will act out provided scenarios where unequal treatment may occur (e.g., unfair task allocation based on gender, religion, age, nationality, or language skills). Peers and facilitators offer feedback on how to handle the situation.

Activity 2: Group Discussion—Rights and Responsibilities

Materials: Copies of the directive’s summary and discussion questions.

Steps: Small groups discuss what they understand by equal treatment, list their rights under the directive, and explore the impact of these rights on their daily work lives.

Activity 3: Case Study - Consequences of Non-compliance

Materials: One case study on a business that failed to comply with the principles, one case study on a business that succeeded in complying with the principles

Steps: Groups review case studies, identify critical mistakes and successes, and suggest improvements or preventive measures.

Individual Work Assignment 1: Poster

Reading Task: Review reading material on Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 2: Equal Treatment in Employment and Occupation.

Activity: Create a poster highlighting the key principles of the Equal Treatment Directive and its benefits to employees and employers.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 2: Equal Treatment in Employment and Occupation.

3. Learning Unit 2.3: Health and Safety at Work Framework Directive

• Learning Unit Description

This unit introduces the essential workplace health and safety principles outlined in the Health and Safety at Work Framework Directive. Participants will learn about employers' and employees' rights and responsibilities in maintaining a safe working environment. Key topics include risk assessment, safety measures, proper training, and emergency procedures. Through scenario-based discussions, safety audits, and emergency drills, learners will develop practical skills to contribute to workplace safety and understand their role in preventing accidents and responding to hazards effectively.

• Learning Outcomes and Objectives

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.3 Describe worker's rights and duties concerning health and safety in the workplace.	Introduction to Health and Safety in the Workplace 2.3.1 Maintaining a safe working environment. 2.3.2 The fundamental legal rights and obligations regarding workplace safety and health.	0.4
	Management of health and safety 2.3.3 The employer's responsibilities in preventing workplace risks. 2.3.4 Safety measures, such as proper equipment use and emergency procedures.	0.3
	Employee's Role in Safety 2.3.5 Contributing to a safe working environment 2.3.6 How workers should respond to safety hazards and emergencies.	0.3

- Learning Outcome 2.3 Describe worker's rights and duties concerning health and safety in the workplace.

Learning objective	Duration (hours)
<ul style="list-style-type: none">• Introduction to Health and Safety in the Workplace• Management of health and safety• Employee's Role in Safety	1

Reference Sheet 1: Definition of Key Concepts

Workplace Health and Safety: Promoting and maintaining the highest degree of physical, mental, and social well-being of workers in all occupations.



Framework Directive (89/391/EEC): This directive lays down fundamental principles concerning the prevention of occupational risks, the protection of safety and health, the elimination of risk and accident factors, the informing, consultation, and balanced participation of national laws and practices, and the training of workers and their representatives.

Workers' Rights: Workers have the right to a safe work environment with minimum risks to their health and safety. These rights include access to information about hazards, participation in discussions on health and safety, and adequate health and safety training.

Employers' Obligations: Employers are required to ensure workers' safety and health in every aspect of work, including the assessment and prevention of workplace risks, provision of training and information, and implementation of health surveillance and safety measures.



Risk Assessment: Risk assessment is the process by which employers identify the risks to health and safety in the workplace and determine the measures necessary to protect workers. It is a continuous process that must be updated whenever significant changes occur in the work environment or new information regarding potential hazards becomes available.

Safety Measures are the precautions and actions taken to prevent accidents or injuries in the workplace. These measures include mechanical aids, protective equipment, proper ergonomics, emergency procedures, and regular first-aid training. Knowing this variety should reassure you of your ability to prevent accidents and keep your workers safe.



Employee Participation: Employees create and maintain a safe working environment. EU regulations encourage workers to participate in safety committees and consultations on safety issues, ensuring workers have a voice in safety management.



Reference Sheet 2: Important Considerations

History and Purpose of H&S Directive: This section provides a brief history of the purpose of Directive 89/391/EEC in promoting improved working conditions across the EU.



Activity 1: Scenario-Based Discussion

Materials: Case studies of workplace incidents, role-playing scripts

Steps: Participants presented with various workplace scenarios (e.g., a machine malfunction, a chemical spill, or an employee's heart attack.) In groups, they discuss the appropriate responses from both the worker and employer perspectives, focusing on the rights and obligations outlined in the Directive.

Activity 2: Safety Audit Simulation

Materials: Safety audit checklist, workplace layout diagrams

Steps: Participants use the checklist to perform a simulated safety audit of a fictional workplace. They identify potential hazards and suggest mitigating them, applying their knowledge of employer responsibilities and safety measures.

Activity 3: Role-Play—Emergency Procedure Drill

Materials: Emergency procedure manuals, role cards, and an emergency sound device

Steps: This is a practice drill in which learners must respond to an emergency scenario (e.g., fire, medical emergency). Each participant has a role and must act according to the safety procedures taught.

Individual Work Assignment 1: Presentation

Reading Task: Read Chapter 3: Health and Safety at Work Framework Directive.

Activity: Prepare a short presentation (3-5 slides) summarizing the main responsibilities of employers and employees under the directive.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 3: Health and Safety at Work Framework Directive.

4. Learning Unit 2.4: Rights and Obligations

• *Learning Unit Description*

This unit explores the fundamental rights and duties of employees and employers, focusing on wages, contracts, and the critical role of trade unions. Participants will learn about employer obligations to provide fair working conditions, and the protections offered by employment contracts. The unit also delves into the function of trade unions in advocating for worker rights and how employees can engage with these unions to address workplace issues. Through role-playing, quizzes, and case studies, learners will gain practical insights into negotiating contracts, understanding their rights, and recognizing the vital support trade unions provide in ensuring fair treatment and resolving disputes in the workplace.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.4 Explain fundamental rights and duties regarding wages, contracts, and the role of work unions.	Introduction to Rights and Duties of Employees and Employers 2.4.1 Employer obligations for providing fair working conditions.	0.5
	Role of Trade Unions 2.4.2 Function of trade unions in representing and safeguarding worker rights. 2.4.3 How to engage with or seek assistance from trade unions regarding workplace issues.	0.5

- Learning Outcome 2.1 Explain fundamental rights and duties regarding wages, contracts, and the role of work unions.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Rights and Duties of Employees and Employers • Role of Trade Unions 	1

Reference Sheet 1: Definition of Key Concepts

Fair Working Conditions: Workers are entitled to safe and healthy working conditions, reasonable working hours (including breaks and leave), and adequate wage-setting mechanisms. This encompasses respect for privacy at work, the need to balance professional and family life, and the prohibition of discrimination.



Employer Obligations: Employers are legally required to honor the terms and conditions of employment contracts, which must be fair and transparent. This includes ensuring the payment of at least minimum wages where applicable, providing clear information about job duties and conditions, adhering to health and safety regulations, and registering employees for social insurance and benefits.

Role of Trade Unions: Trade unions are recognized as essential in defending worker rights, engaging in collective bargaining, and representing workers in negotiations with employers to improve working conditions, wages, and other employment rights. They also play a critical role in advocating for legislative changes and ensuring compliance with labor laws.



Engagement with Trade Unions: Workers would be wise to communicate with trade unions to safeguard their interests and improve their working conditions. Engagement can include membership in a union, participation in union-led activities, and utilization of union resources to address workplace issues.

Employment Contracts: Employment contracts are not just a formality but a crucial tool in ensuring transparency and security for both parties (employer and employee). These contracts must clearly outline the rights and obligations, including details on wages, working hours, job responsibilities, and conditions for termination. They should be provided in a manner and language understandable to the employee to ensure full transparency.

Worker Rights: Workers are not just entitled, but protected by a set of fundamental rights. These rights, including the right to fair pay, safe working conditions, non-discrimination, and the right to join and participate in trade union activities, are designed to protect workers from exploitation and to promote dignity, safety, and fairness in the workplace.

Reference Sheet 2: Important Considerations

Example of Employer Obligations: Detailed description of employee responsibilities such as performance of duties, compliance with policies and procedures, confidentiality, notification requirements, compliance with legal regulations, respect in the workplace, proper use of assets, reporting obligations, professional development, and cooperation.



Activity 1: Role-Playing – Employee–Employer Contract Negotiations

Materials: Role cards for employees, employers, and trade union representatives; scenario descriptions involving negotiations over wages or working conditions

Steps: Participants are divided into groups of four to five and given roles to act out a negotiation scenario. Observers can provide feedback on negotiation strategies and the effectiveness of union representation.

Activity 2: Quiz: Contract and Rights

Materials: Multiple-choice and true/false questions based on the theoretical content.

Steps: Participants are split into teams where they can communicate with each other to improve their chances. An interactive quiz where the teams answer questions related to employment rights, employer obligations, and the role of trade unions. Done in teams to encourage discussion and peer learning.

Activity 3: Case Study – Analysis of Trade Union Intervention

Materials: Summaries of historical or recent cases involving trade union interventions

Steps: In small groups, participants review case studies and discuss how trade unions intervene in small groups, the outcomes achieved, and lessons learned about worker rights and union effectiveness. The participants then present their findings to the whole group.

Individual Work Assignment 1: Short Essay

Reading Task: Read Chapter 4 - Rights and Obligations.

Activity: Write a short essay (200 words) discussing the importance of trade unions in safeguarding workers' rights and how they can assist in workplace disputes.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 4 - Rights and Obligations.

5. Learning Unit 2.5: Legal Framework

• *Learning Unit Description*

This unit provides an overview of the legal framework governing workplace health and safety, focusing on employees' and employers' rights and duties. Participants will explore the structure of relevant laws, including the Workplace Safety and Health Act and related regulations. The unit emphasizes the importance of risk assessment, reporting procedures, and compliance with safety standards. Through case studies, role-plays, and information searches, learners will gain practical skills in identifying legal requirements, reporting unsafe conditions, and accessing essential safety information. Additionally, the unit offers guidance on how to navigate legal resources and seek assistance when needed.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.5 Describe workers' legal framework related to workplace health and safety, their rights and duties, and how to access further information	Introduction to Legal Framework 2.5.1 The structure of laws and regulations concerning workplace safety. 2.5.2 Identify the main objectives of the Workplace Safety and Health Act (46/1980) and related regulations.	0.4
	Rights and Duties of Employees and Employers 2.5.3 The role of employers and employees in maintaining workplace safety according to the law.	0.3
	Accessing Information and Resources 2.5.4 How to access and utilize legal workplace safety and health information.	0.3

	2.5.5 Where to find help and how to report unsafe conditions at work.	
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- Learning Outcome 2.1 Describe workers' legal framework related to workplace health and safety, their rights and duties, and how to access further information

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Legal Framework • Rights and Duties of Employees and Employers • Accessing Information and Resources 	1

Reference Sheet 1: Definition of Key Concepts

EU Directives are legal acts that set goals that all EU countries must achieve. However, they allow individual countries to devise laws for achieving these goals. In the context of workplace health and safety, EU directives lay down minimum standards to protect workers, which member states must implement through national legislation.



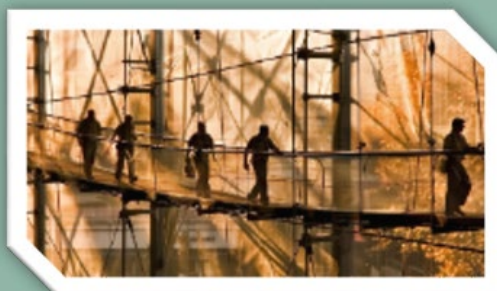
Framework Directive 89/391/EEC: This is a cornerstone directive concerning introducing measures to encourage improvements in the health and safety of workers at work. It establishes the basic principles of safety management, including the responsibility of employers to ensure the health and safety of workers, the duty of workers to take care of their health and safety and that of others, and the importance of risk assessment and preventive measures.

Workers' Rights: According to law, workers have specific rights to protect their health and safety. These include the right to a safe work environment, the right to be informed about risks and their management, the right to training on health and safety, and the right to refuse work that poses a severe and immediate danger.



Employers' Duties: Employers must ensure their workers' safety and health in every aspect of work, including conducting risk assessments, providing necessary training and information, implementing preventive and protective measures, and consulting with workers on health and safety matters.

Risk Assessment: A fundamental requirement under health and safety legislation. Employers must evaluate all potential health and safety hazards facing workers and devise appropriate measures to prevent workplace accidents and occupational diseases.



Reporting and Compliance: Employers are required to report serious workplace accidents, occupational diseases, and incidents of non-compliance with health and safety rules to relevant authorities. National authorities monitor compliance, which can impose penalties for non-compliance.



Access to Information: The law ensures that workers have the right to access information about workplace risks, preventive measures, and the results of any health and safety assessments. Additionally, information on reporting safety concerns must be readily available to all employees.

Reference Sheet 2: Important Considerations

Structure of Laws and Regulations: Overview of how workplace safety laws are structured, including federal, state, and local regulations. Explanation of the hierarchy of these laws and how they interact.



Employer Responsibilities: Detailed list of employers' legal obligations under the Workplace Safety and Health Act, including providing a safe work environment, proper training, and necessary protective equipment.

Employee Responsibilities: Outline employees' duties such as following safety protocols, using provided safety equipment, and reporting unsafe conditions or practices.



Employee Responsibilities: Outline employees' duties such as following safety protocols, using provided safety equipment, and reporting unsafe conditions or practices.

Sources of Information: A guide on where to find legal and regulatory information related to workplace safety, including government websites and local safety and health regulatory bodies.

Reporting and Help: This section provides steps for reporting unsafe conditions, whom to contact, and how to access support in case of workplace safety issues, including contact information for relevant regulatory bodies and local advocacy groups.

Activity 1: Case Study: Laws and Regulations

Materials: Printed case studies describing workplace scenarios.

Steps: Participants will read case studies and identify potential violations of the Act. They will then discuss their rights and duties in groups and propose corrective actions.

Activity 2: Role-Play: Laws and Regulations

Materials: Role-play scripts, scenario descriptions

Steps: Participants will act as employees and managers to enact a scenario where a safety breach occurs. The focus will be on correct reporting procedures and employer response.

Activity 3: Information Search

Materials: Access to computers and the Internet, as well as a resource list with URLs and contact details of relevant organizations.

Steps: Participants will be tasked with finding specific information, such as local safety training, reporting procedures, or recent changes in safety regulations.

Individual Work Assignment 1: Flowchart

Reading Task: Chapter 5: Legal Framework

Activity: Create a flowchart that maps out the reporting process of unsafe working conditions, including who to contact and the steps to follow.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 5: Legal Framework.

6. Learning Unit 2.6: Occupational Violence

• *Learning Unit Description*

This unit focuses on understanding and preventing various forms of violence, bullying, and harassment in the workplace. Participants will learn to identify different types of workplace violence, recognize the signs and consequences of such behaviors, and understand the crucial role everyone plays in maintaining a safe and respectful work environment. The unit also covers effective prevention strategies and the appropriate steps to respond to incidents, including reporting procedures. Through role-playing scenarios, developing safety plans, and sharing personal experiences, learners will gain practical skills to combat occupational violence and support colleagues who may be affected.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.6 Explain various forms of violence, bullying, and harassment in the workplace and preventive measures against such behaviours.	Introduction to Forms of Workplace Violence and Harassment 2.6.1 Different types of violence, bullying, and harassment in the workplace. 2.6.2 The signs and consequences of violent behaviours on individuals and the workplace.	0.4
	Prevention and Response Plans 2.6.3 Strategies and actions to prevent violence, bullying, and harassment in the workplace. 2.6.4 Steps to take when responding to incidents, including how to report them.	0.3
	Role of Workers in Creating a Safe Workplace	0.3

	<p>2.6.5 Everyone's role in maintaining a respectful and safe working environment.</p> <p>2.6.6 How to express concerns and support colleagues facing workplace violence or harassment.</p> <p>2.6.7 Violent behaviour and appropriate reactions to it.</p>	
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- Learning Outcome 2.6 Explain various forms of violence, bullying, and harassment in the workplace and preventive measures against such behaviours.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Forms of Workplace Violence and Harassment • Prevention and Response Plans • Role of Workers in Creating a Safe Workplace 	1

Reference Sheet 1: Definition of Key Concepts

Workplace Violence: Any action, incident, or behavior that departs from reasonable conduct in which a person is assaulted, threatened, harmed, or injured in the course of, or as a direct result of, work. It includes physical violence and psychological violence, such as bullying and harassment.



Bullying: Repeated and unwanted behavior that can include verbal, physical, or indirect actions, which can lead to the humiliation, degradation, or undermining of an individual's dignity at work.

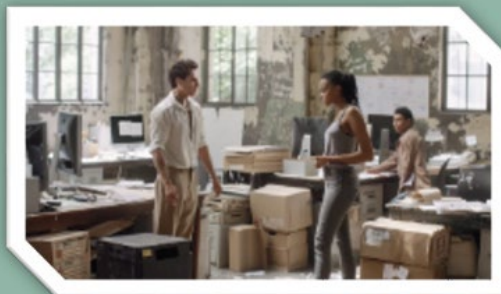
Harassment: Unwanted conduct that affects the dignity of men and women, which may lead to a hostile work environment. Harassment may be related to age, sex, race, disability, religion, sexual orientation, nationality, or any personal characteristic of the individual.

Physical Violence: The use of physical force against another person that results in physical, sexual, or psychological harm. Includes beating, kicking, slapping, stabbing, shooting, pushing, biting, and pinching, amongst other forms of contact intended to cause physical harm or fear.



Psychological Violence: Any intentional conduct that seriously impairs another person's psychological integrity through coercion or threats. This includes various forms of bullying, intimidation, and the creation of a hostile or humiliating work environment.

Sexual Harassment: Any form of unwanted verbal, non-verbal, or physical conduct of a sexual nature that has the purpose or effect of violating the dignity of a person, particularly when creating an intimidating, hostile, degrading, humiliating, or offensive environment.



Cyberbullying: Bullying that takes place over digital devices like cell phones, computers, and tablets. It can include sending, posting, or sharing negative, harmful, false, or mean content about someone else, often anonymously.



Prevention Strategies: Measures implemented to reduce the risk and impact of workplace violence. These include policy development, staff training, environmental modifications, support systems, and regular practice reviews.

Response Strategies are specific actions taken to deal with incidents of violence once they have occurred. These include immediate actions, reporting mechanisms, support for victims, and follow-up procedures.

Reporting Procedures: Formal mechanisms through which employees can report incidents of violence or harassment. It is essential to ensure incidents are addressed promptly and effectively.



Reference Sheet 2: Important Considerations

The Signs and Consequences of Occupational Violence:

Signs: Increased absenteeism, changes in behavior, reduced productivity.

Consequences: Emotional distress, physical injury, decreased morale, legal and financial implications for the organization.



Strategies to Prevent Occupational Violence:

- Implementation of clear policies and training programs.
- Promotion of a supportive work environment.
- Regular risk assessments and safety audits.

Steps to Respond to Occupational Violence Incidents:

- Immediate reporting to a designated officer or helpline.
- Investigation procedures.
- Support systems for affected individuals, including counseling and legal assistance.

Role of Workers in Creating a Safe Workplace

- Involvement of Everyone.
- Collective effort in maintaining a respectful environment.
- Mechanisms for reporting and supporting colleagues.
- Training on how to react appropriately to witnessed or experienced violence.

Activity 1: Role-Playing Scenarios

Materials: Scenario cards, role-play guidelines

Steps: Participants are divided into small groups. Each group receives a scenario card depicting a form of violence or harassment. The groups then perform role-plays on how to respond effectively to and report the incident.

Activity 2: Developing a Workplace Safety Plan

Materials: A blank template document for safety plans and resource list (legal, counseling services, etc.).

Steps: Participants are provided with a template and resources. In groups, they develop a detailed action plan that includes preventive measures, reporting procedures, and response strategies. Presentation of their plans to the class for feedback and discussion.

Activity 3: Group Discussion on Personal Experiences

Materials: Discussion guidelines to ensure a respectful and supportive environment.

Steps: Facilitate a guided discussion where learners can share experiences and feelings about workplace violence in a safe setting. Discussion of strategies that helped or could have helped in those situations.

Individual Work Assignment 1: Lesson Plan

Reading Task: Read Chapter 6: Occupational Violence.

Video Task: Watch a video explaining workplace violence's impact and how to prevent it. Use the QR code in Chapter 6 to watch the video on your device.

Activity: Develop a brief outline of how you would teach other employees to recognize and respond to workplace violence.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 6: Occupational Violence.

7. Learning Unit 2.7: Risk Assessment and Hazards in the Workplace

• *Learning Unit Description*

This unit focuses on identifying potential hazards in the workplace, assessing the associated risks, and proposing effective mitigation strategies. Participants will explore workplace hazards, from physical and chemical to biological and environmental, and learn how to maintain situational awareness to recognize these dangers. The unit also introduces formal risk assessments, emphasizing the importance of evaluating the likelihood and severity of risks and implementing preventive measures. Through hands-on activities such as hazard identification workshops, risk assessment role-plays, and safety plan design, learners will develop practical skills to enhance workplace safety and reduce risks.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.7 Describe potential hazards in the workplace, assess associated risks, and propose ways to mitigate them.	Introduction to Potential Hazards in the Workplace 2.7.1 Different types of hazards that can cause physical harm in the workplace. 2.7.2 Situational awareness in identifying potential dangers.	0.5
	Introduction to Risk Assessments 2.7.3 Likelihood and severity of risks associated with identified hazards. 2.7.4 Steps in conducting a formal risk assessment in the workplace.	0.5
	Proposing Mitigation 2.7.5 Practical measures to reduce or eliminate risks. 2.7.6 Importance of preventive measures and safety equipment in mitigating workplace hazards.	0.5
	Practical Application	0.5

	<p>2.7.7 Hypothetical workplace visit (imaginary scenario) to apply learned concepts.</p> <p>2.7.8 Situations and conditions in a simulated workplace, risks, and preventive actions.</p>	
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- Learning Outcome 2.7 Describe potential hazards in the workplace, assess associated risks, and propose ways to mitigate them.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Potential Hazards in the Workplace • Introduction to Risk Assessments • Proposing Mitigation • Practical Application 	2

Reference Sheet 1: Definition of Key Concepts

Hazard: A potential source of harm or adverse health effect on a person or persons. This can include chemical, physical, ergonomic, biological, and psychosocial hazards in the workplace.



Risk is the likelihood of a person being harmed or suffering adverse health effects if exposed to a hazard. It also considers the severity of the potential outcome. Risk assessment is a systematic process of evaluating the potential risks that may be involved in a projected activity or undertaking.

Risk Assessment: Risk assessment evaluates workers' safety and health risks from workplace hazards. It is a scientific evaluation of exposure to hazards and entails identifying environmental hazards and steps to minimize their impact.

Situational Awareness is the recognition of potential hazards and the ability to understand environmental elements and events with respect to time and space, the comprehension of their meaning, and the projection of their future status. This is crucial in dynamic environments where hazards can change rapidly.

Preventive Measures: These are measures and actions taken to reduce or eliminate the risks of workplace hazards before they occur. This involves engineering controls, administrative controls, safe work practices, and personal protective equipment.



Safety Equipment: Items or devices worn or used to protect against hazards. Examples include safety helmets, gloves, eye protection, high-visibility clothing, safety footwear, and safety harnesses.



Mitigation: This is the critical process of taking actions to reduce the severity of a hazard's consequences or to manage the risk. This could involve modifying processes, substituting less hazardous substances, or implementing stricter safety protocols in a workplace context.

Situational Awareness is the recognition of potential hazards and the ability to understand environmental elements and events with respect to time and space, the comprehension of their meaning,

Reference Sheet 2: Important Considerations

Introduction to Potential Hazards in the Workplace

- Physical Hazards: These include machinery, noise, and ergonomic issues.
- Chemical Hazards: Includes exposure to harmful substances.
- Biological Hazards: Related to working with people, animals, or infectious plant materials.
- Environmental Hazards: Conditions that pose risks, like slippery floors or poor lighting.

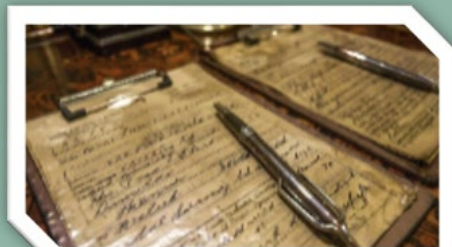


Situational Awareness

- Techniques for maintaining awareness of the environment.
- Identifying subtle changes that may indicate increasing risk.

Introduction to Risk Assessments

- Likelihood and Severity of Risks:
- How frequent hazards could potentially cause harm and the severity of their impact.
- Use of risk matrices to categorize and prioritize risks.



Steps in Conducting a Risk Assessment

- Identifying hazards.
- Assessing associated risks.
- Implementing control measures.
- Reviewing and updating the risk assessment regularly.

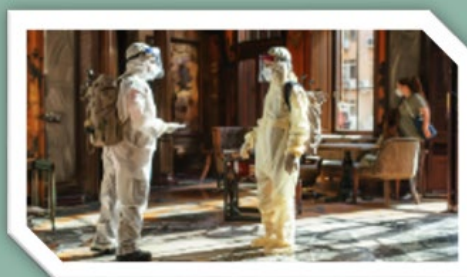


Practical Measures to Reduce Risks

- Engineering controls examples.
- Administrative controls examples.
- Personal protective equipment (PPE) examples.

Importance of Preventive Measures

- Regular training and emergency preparedness.
- Importance of maintenance and proper use of safety equipment.



Activity 1: Hazard Identification Workshop

Materials: Images or videos of different work environments, hazard identification checklists

Steps: Participants are shown images or videos and asked to list potential hazards using a checklist. Discussion follows on why these hazards are risks and how they can be mitigated.

Activity 2: Risk Assessment Role-Play

Materials: Scenario descriptions, risk assessment forms

Steps: Small groups receive a scenario describing a workplace. Each group conducts a risk assessment using the steps learned. Groups present their findings and proposed mitigation strategies.

Activity 3: Designing a Safety Plan

Materials: Empty safety plan template documents, example of a safety plan

Steps: Participants design a comprehensive safety plan for a hypothetical workplace using the information from previous activities. Plans are shared with the class, and feedback is provided.

Individual Work Assignment 1: Risk Assessment

Reading Task: Read Chapter 7: Risk Assessment and Hazards in the Workplace.

Activity: Conduct a mini risk assessment of a common area in your home or workplace, identifying potential hazards and proposing mitigation measures. Write a one-page report about what you found.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 7: Risk Assessment and Hazards in the Workplace.

8. Learning Unit 2.8: Emergencies

• Learning Unit Description

This unit introduces essential strategies for preparing and responding to workplace emergencies, focusing on creating and implementing effective emergency action plans. Participants will learn the key components of emergency preparedness, including assessing situations, responding to incidents, and communicating with emergency services. The unit also emphasizes the importance of clear evacuation procedures and individual roles during emergencies. Through practical activities like designing emergency action plans, simulating incident responses, and conducting evacuation drills, learners will develop the skills necessary to ensure safety and efficiency during workplace emergencies.

• Learning Outcomes and Objectives

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.8 Explain how to prepare for and respond to emergencies in the workplace.	Introduction to Emergency Preparedness 2.8.1 Being prepared for emergencies at work. 2.8.2 Components of an emergency action plan.	0.25
	Responding to Workplace Incidents 2.8.3 Steps to take immediately after an incident occurs. 2.8.4 How to assess a situation quickly and effectively to determine the appropriate response.	0.25
	Communication with Emergency Services 2.8.5 The emergency number 112 (in Europe) and critical information needed when calling for help.	0.25

	2.8.6 Conveying clear and concise information to emergency responders.	
	<p>Evacuation Procedures</p> <p>2.8.6 The workplace evacuation plan.</p> <p>2.8.7 Individual roles and responsibilities during an evacuation.</p>	0.25

- Learning Outcome 2.1 Explain how to prepare for and respond to emergencies in the workplace.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Emergency Preparedness • Responding to Workplace Incidents • Communication with Emergency Services • Evacuation Procedures 	1

Reference Sheet 1: Definition of Key Concepts

Workplace Emergencies: Events or conditions at work that pose an immediate threat to the health and safety of employees and require urgent attention. Examples include fires, explosions, major chemical spills, and natural disasters.



Emergency Action Plan (EAP): A structured and detailed plan developed to facilitate and organize employer and employee actions during workplace emergencies. An EAP must include preventive and protective measures.

Evacuation Procedures are the pre-defined, practiced routes and methods for safely exiting a facility in the event of an emergency. The procedures must ensure that all personnel can evacuate to a safe place without confusion or injury.

Situation Assessment: The process of quickly evaluating the extent of an emergency, potential ongoing risks, and the immediate actions required to mitigate the effects of the emergency. This is critical for making informed decisions during an emergency.



Emergency Communication: The methods and systems used to relay information during an emergency within the workplace and to external emergency services. It involves providing clear, concise, and accurate information about the nature and severity of the emergency.



Roles and Responsibilities during Evacuation: Specific duties assigned to employees during an evacuation to ensure orderly and efficient movement towards safety. Responsibilities include checking rooms, assisting others, and using fire extinguishers.

Emergency Number 112: This is the pan-European emergency number that can be dialed free of charge for fire, police, or medical assistance across all EU countries. Workers must know this number and understand the information that needs to be communicated when calling it.



Reference Sheet 2: Important Considerations

Components of an Emergency Action Plan

- Evacuation procedures
- Emergency escape routes and exits
- Procedures for accounting for all employees after an evacuation
- Emergency contact numbers
- Location of fire extinguishers, first-aid kits, and other emergency equipment
- Each employee's role in the plan, training on emergency response, and regular drills.
- Responding to Workplace Incidents

Immediate Actions During an Incident:

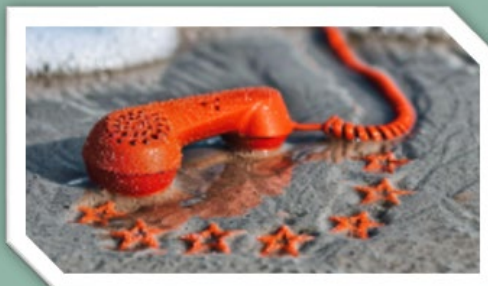
- Assess the safety of the scene.
- Notify emergency services and internal safety personnel.
- Provide first aid if trained and safe to do so.

**How to Assess a Situation Quickly and Effectively**

- Identify hazards (chemical spills, fire, structural damage).
- Evaluate the scale and potential for escalation.
- Decide to evacuate or shelter-in-place based on the immediate threat.
- Communication with Emergency Services

When to Call 112:

- Life-threatening situations
- Serious injuries
- Fires
- Other major incidents.



Information for 112 Operator

- Exact location
- Nature of the emergency
- Any immediate dangers
- Number of people involved
- Number of injured people

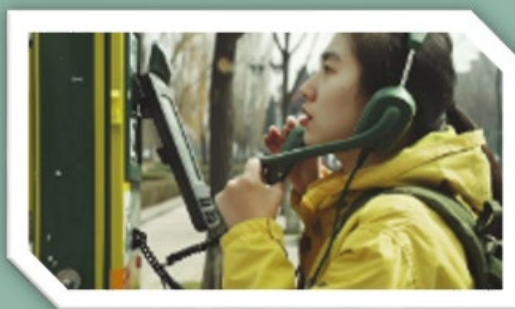


Communication with Emergency Responders

- Speak calmly and clearly
- Provide relevant details
- Follow instructions of the emergency responder

Evacuation Procedures

- Defined routes and exits
- Roles during evacuation
- Designated safe assembly areas



Activity 1: Designing an Emergency Action Plan

Materials: Empty template documents of emergency plans, access to information about the workplace layout

Steps: Design an emergency action plan specific to your workplace in groups. Include all key components discussed.

Activity 2: Incident Response Simulation

Materials: Scenario cards, role play badges, dummy first aid kit

Steps: Role-play a scenario where an incident occurs (e.g., a chemical spill). Participants must assess the situation, decide on the action, and simulate calling for help.

Activity 3: Emergency Communication Drill

Materials: Phones or communication devices for simulation, scripts with varying emergency scenarios

Steps: Practice making emergency calls with a partner acting as the emergency operator. Focus on conveying clear and concise information.

Activity 4: Evacuation Drill

Materials: Evacuation route maps, whistle or alarm, and stopwatch for evacuation timing.

Steps: Conduct a timed evacuation drill. Each participant performs their designated role, and the group assembles at the safe area. Review performance and provide feedback.

Individual Work Assignment 1: Emergency Action Plan

Reading Task: Read Chapter 8: Emergencies.

Activity: Draft an emergency action plan for a hypothetical workplace scenario, including evacuation procedures and roles and responsibilities.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 8: Emergencies.

9. Learning Unit 2.9: First Aid

• *Learning Unit Description*

This unit focuses on equipping participants with the essential knowledge and skills to effectively apply first aid in response to workplace accidents and emergencies. Participants will learn first aid principles, the importance of quick and effective response, and how to handle common workplace injuries. The unit emphasizes familiarization with the location and contents of first aid kits and the practical application of basic techniques. Through hands-on activities like role-playing scenarios and a first aid kit challenge, learners will gain confidence in responding to emergencies and providing immediate care to their colleagues, reinforcing the importance of workplace safety and preparedness.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.9 Apply first aid to address workplace accidents and emergencies.	Introduction to First Aid 2.9.1 The principles of first aid and its importance in the workplace. 2.9.2 Common workplace injuries and the appropriate first aid responses.	0.5
	Familiarization with First Aid Equipment 2.9.3 Location of first aid kits in the workplace. 2.9.4 Contents of a first aid kit and use of each item.	0.5
	Practical First Aid Skills 2.9.5 Basic first aid techniques such as applying bandages and dressings. 2.9.6 Steps to take in response to bleeding, burns, and unconsciousness.	4

	<p><i>Done in a 4-hour Red Cross Basic First Aid Course</i></p>	
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- Learning Outcome 2.9 Explain the rights and schedules at work, following the working time rules, to help balance work and rest.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to First Aid • Familiarization with First Aid Equipment: • Practical First Aid Skills 	<p>1</p>

Reference Sheet 1: Definition of Key Concepts

First Aid: First aid refers to the immediate assistance given to any person suffering from either a minor or serious illness or injury, with care provided to preserve life, prevent the condition from worsening, or promote recovery.

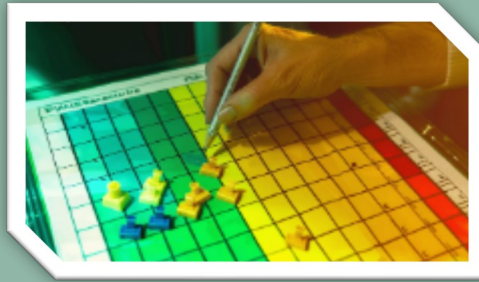


Workplace Safety: Workplace safety encompasses the policies, procedures, and measures implemented to ensure that the work environment is free from hazards that can cause accidents or injuries, thereby protecting the well-being of employees.

Emergency Response: Emergency response refers to the organized and prompt actions taken in response to an emergency within the workplace, aiming to mitigate the effects of the emergency, provide necessary medical care, and maintain safety.

First Aid Kit: A first aid kit is a collection of supplies and equipment for medical treatment. In the European context, the contents of a first aid kit are often regulated to ensure readiness for a variety of

Risk Assessment: As an employee, you play a crucial role in risk assessment. It's the process of identifying potential hazards in the workplace, evaluating the associated risks, and implementing appropriate measures to reduce or eliminate the risk.



Injury Prevention: In the workplace, injury prevention is not solely about strategies and practices. It's about your active involvement. The environmental adjustments made to avoid employee accidents and injuries are a direct result of your vigilance and responsibility.

Reference Sheet 2: Important Considerations

Handling Common Workplace Injuries

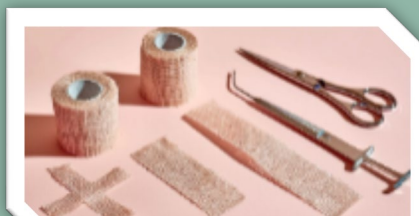
- Cuts and abrasions
- Burns
- Falls, Falling Objects, or Crush
- Chemical exposure

First Aid Responses

- Cuts/Abrasions: Clean the wound with water, apply antiseptic, and cover with a sterile bandage.
- Burns: Cool the burn under running water, cover with sterile, non-adhesive bandage.
- Falls or Crush: Keep the victim still and check for consciousness and injuries.
- Chemical Exposure: Flush the affected area with water and remove contaminated clothing safely.

**First Aid Kit Essentials (part of Red Cross Basic First Aid Course)**

- Location and Accessibility: Ensure kits are easily accessible and everyone knows their location.
- Bandages and Dressings: For covering wounds and controlling bleeding.
- Antiseptics: For cleaning cuts and abrasions.
- Gloves and Masks: For protection against infection during treatment.
- Scissors and Tweezers: These are used to cut bandages and remove debris.



Basic First Aid (part of Red Cross Basic First Aid Course)

- Bandaging: How to apply different types of bandages for various injuries.
- Dressing Wounds: Steps to clean and dress a wound safely.
- Emergency Responses: Specific steps for handling severe bleeding, burns, and unconsciousness.
- Defibrillators
- Fire extinguishers



Activity 1: Role-Play Scenarios

Materials: First aid kits, dummies or volunteers, and scenario cards.

Scenarios include:

1. Someone has a severe cut from machinery.
2. A co-worker suffers a burn from hot equipment.
3. A person is found unconscious in the storage area.

Steps: Divide into groups; each group picks a scenario card. Discuss the first aid procedure applicable to the scenario. Perform the first aid actions using the materials provided.

Activity 2: First Aid Kit Challenge

Materials: Various first aid kits, item cards describing use

Steps: Participants split into groups. The groups open their kit and lay out all the items. Match the item cards with the correct first aid supplies. Discuss the use of each item and demonstrate its practical application where possible (e.g., bandaging a dummy's arm).

*** Other activities handled during Red Cross Basic First Aid Course ***

10. Learning Unit 2.10: Communication in the Workplace

• *Learning Unit Description*

This unit focuses on the importance of healthy communication in creating a positive and productive workplace. Participants will explore the basic concepts of effective communication, its impact on teamwork and culture, and the common barriers that hinder clear communication, particularly for low-skilled workers and immigrants. The unit emphasizes essential communication techniques such as active listening, clear speaking, and non-verbal communication and how to apply these skills in everyday workplace scenarios. Through role-playing, group discussions, and feedback exercises, learners will develop the ability to communicate more effectively, foster inclusiveness, and contribute to a supportive and respectful work environment.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.10 Explain healthy communication and its importance in the workplace.	Introduction to Healthy Communication 2.10.1 Basic concepts of healthy communication in the workplace. 2.10.2 Impact of positive communication on teamwork and workplace culture.	0.5
	Barriers to Effective Communication 2.10.3 Common barriers to effective communication, particularly those faced by low-skilled workers and immigrants. 2.10.4 Strategies to overcome language barriers and cultural differences.	0.5
	Techniques for Effective Communication	0.5

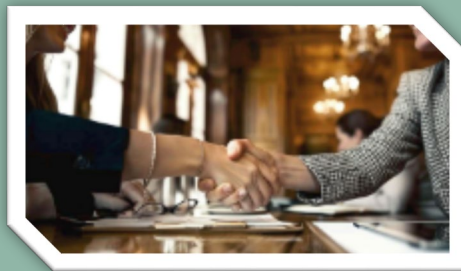
	<p>2.10.5 Essential communication techniques include active listening, clear speaking, and non-verbal communication.</p> <p>2.10.6 How to express oneself clearly and respectfully in a workplace setting.</p>	
	<p>Applying Communication Skills</p> <p>2.10.7 Communication skills to common workplace scenarios, emphasizing empathy, respect, and inclusiveness.</p> <p>2.10.8 Giving and receiving feedback constructively and how to navigate misunderstandings.</p>	0.5

- Learning Outcome 2.1 Explain the rights and schedules at work, following the working time rules, to help balance work and rest.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Healthy Communication • Barriers to Effective Communication • Techniques for Effective Communication • Applying Communication Skills 	2

Reference Sheet 1: Definition of Key Concepts

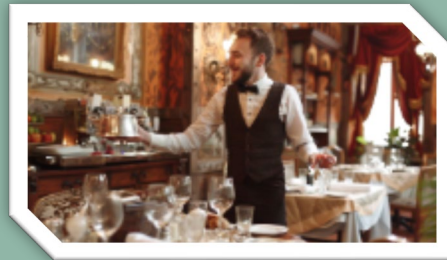
Healthy Communication: Interaction in which all participants exchange information transparently and respectfully, ensuring mutual understanding and fostering a positive work environment where all voices are heard and valued, aligning with fundamental rights and non-discrimination policies.



Active Listening is a communication technique involving attentive listening, where the listener focuses on the speaker's words and nonverbal cues without interruption. It reflects understanding and responds thoughtfully, showing respect and dignity for every individual, crucial for effective workplace relations.

Clear Speaking is the ability to express thoughts and ideas in a straightforward, articulate, and concise manner, ensuring the message is easily understood by all, regardless of cultural or linguistic background. It fosters clear and effective communication across diverse populations.

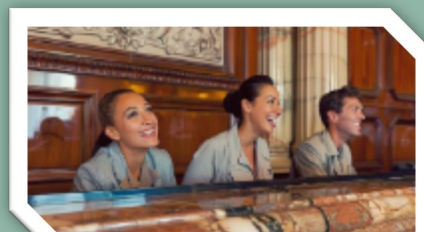
Nonverbal Communication: Elements of communication expressed through body language, facial expressions, gestures, and tone of voice, rather than verbal language, play a critical role in conveying attitudes and emotions. Recognizing the importance of nonverbal cues is essential, particularly in multicultural settings.



Cultural Sensitivity is not just about being aware of cultural differences but also about using this awareness to foster social cohesion and respect for diversity. Understanding how culture influences communication, behavior, and interaction is key to cultural sensitivity.

Constructive Feedback: Feedback given in a supportive manner intended to encourage or improve future performance rather than criticize past performance. It is fundamental to lifelong learning and professional development.

Inclusive Policies: Workplace strategies and practices designed to include people from all backgrounds, respecting their individual needs and potential contributions, aiming to eliminate barriers in the workplace related to race, gender, religion, or other personal characteristics.



Reference Sheet 2: Important Considerations

Key Attributes to Healthy Communication

- Transparency
- Respect
- Active listening
- Timely feedback
- Appropriate tone and language



Impact of Positive Communication

- Enhances Teamwork
- Facilitates collaboration and trust
- Reduces conflicts and misunderstandings.
- Improves Workplace Culture
- Promotes a supportive environment
- Enhances job satisfaction and productivity

Barriers to Effective Communication

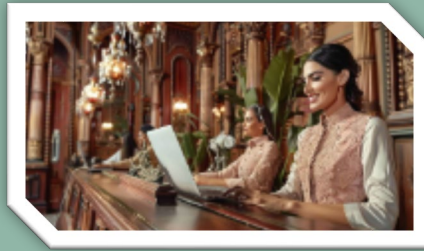
- Language Differences
- Cultural Variations
- Educational Disparities
- Impoliteness and sarcasm

Cultural Awareness

- Language Training
- Cultural Sensitivity Training
- Inclusive Policies

Effective Communication

- Active Listening
- Clear Speaking
- Non-Verbal Communication
- Respect for Others



Activity 1: Role-Playing Communication Scenarios

Materials: Scenario cards, role-play guidelines, observer feedback forms

Steps: Participants take turns playing roles in scripted scenarios. Observers provide feedback on communication effectiveness.

Activity 2: Communication Barriers Broken Down

Materials: Worksheets outlining common barriers, group discussion prompts

Steps: Small groups discuss barriers they've experienced and propose solutions, which are then shared with the larger group.

Activity 3: Feedback Exchange

Materials: Pen and paper

Steps: Participants pair up to give and receive feedback based on stories they tell about something they experienced. Discussion follows on feelings and learning points from the exercise.

Individual Work Assignment 1: Reflection

Reading Task: Read Chapter 9: Communication in the Workplace.

Activity: Write a one-page reflection on communication in the workplace based on the tips from the handbook and your experience at work.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 9: Communication in the Workplace.

11. Learning Unit 2.11: Psychological Safety

• *Learning Unit Description*

This unit emphasizes the importance of psychological safety in fostering a healthy and productive work environment. Participants will learn about psychological safety, how it differs from physical safety, and why it is crucial for team performance and employee well-being. The unit introduces identifying signs of a psychologically unsafe workplace, the impacts of such environments, and strategies to contribute to a culture of psychological safety. Through role-playing, group discussions, and action plan development, learners will gain practical tools to promote open communication, inclusivity, and empathy, ensuring that everyone feels safe to express their thoughts and concerns without fear of negative repercussions.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.11 Explain psychological safety in the workplace and why it is crucial.	Introduction to Psychological Safety 2.11.1 Psychological safety and its importance for team performance and employee well-being. 2.11.2 The difference between psychological safety and physical safety.	0.25
	Identifying Signs of a Psychologically Unsafe Workplace 2.11.3 The signs of a psychologically unsafe environment, such as fear of speaking up, exclusion, or disrespect. 2.11.4 The impact of psychological unsafety on individuals, especially in a multicultural and diverse workplace.	0.25

	<p>Contributing to Psychological Safety</p> <p>2.11.5 Strategies for individuals to contribute to a psychologically safe workplace, including active listening, inclusive communication, and empathy.</p> <p>2.11.6 Safely expressing thoughts and concerns and encouraging others to do the same.</p>	0.25
	<p>Addressing Psychological Safety Issues</p> <p>2.11.7 The role of management and staff in fostering psychological safety and the steps taken to improve it.</p> <p>2.11.8 How to seek help and support when dealing with psychological safety issues in the workplace.</p>	0.25

- Learning Outcome 2.11 Explain psychological safety in the workplace and why it is crucial.

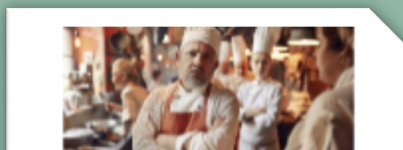
Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Psychological Safety • Identifying Signs of a Psychologically Unsafe Workplace • Contributing to Psychological Safety • Addressing Psychological Safety Issues 	1

Reference Sheet 1: Definition of Key Concepts

Psychological Safety: Psychological safety refers to a work environment where employees feel confident they will not be exposed to humiliation, punishment, or negative consequences for speaking up with ideas, questions, concerns, or mistakes. It is a critical component of an inclusive workplace where diversity of thought is valued. It involves ensuring workers feel emotionally and mentally secure enough to communicate openly without fear of negative repercussions.



Signs of a Psychologically Unsafe Workplace: Indicators that a workplace may not be psychologically safe include exclusion, ridicule, excessive criticism, and a general culture of fear where employees are hesitant to express dissent or seek help.

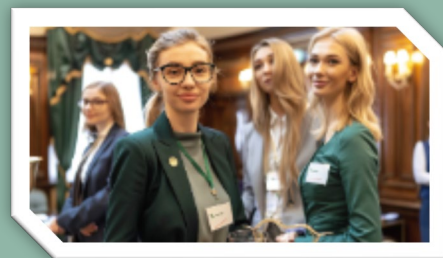


Physical Safety: Protect workers from physical injuries and risks in the workplace.



Impact of Psychological Unsafty: The negative effects of a lack of psychological safety can include decreased employee engagement, increased stress, lower productivity, and a higher turnover rate. In a multicultural and diverse environment, these impacts can also include conflicts and misunderstandings that further degrade team cohesion.

Strategies for Promoting Psychological Safety: Techniques and practices that encourage an environment of safety include active listening, inclusive and respectful communication, expressing empathy, and fostering a culture where it is safe to take interpersonal risks.



Role of Management in Fostering Psychological Safety:

Management is pivotal in establishing and maintaining psychological safety by modeling appropriate behavior, actively encouraging open communication, promptly addressing issues of psychological unsafety, and supporting initiatives that promote an inclusive culture.



Seeking Help and Support for Psychological Safety Issues:

Employees should know how to seek assistance internally or externally when they experience or observe breaches of psychological safety. This knowledge can empower them to take action and seek their needed support.

Reference Sheet 2: Important Considerations

Benefits of Psychological Safety

- One can speak up
- One can ask questions
- One can express concerns without fear of punishment or ridicule



Importance of Psychological Safety

- Enables team members to contribute fully
- Leads to increased innovation
- Team engagement
- Job satisfaction

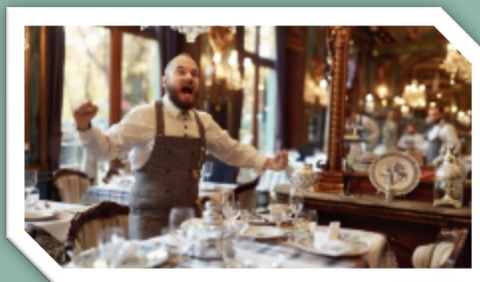


Signs of a Psychologically Unsafe Workplace

- Fear of speaking up
- Exclusion from meetings
- Exclusion from decision-making processes
- Disrespect from colleagues
- Disrespect from management

How Psychological Unsafety Impacts Individuals

- Decreased morale
- Increased stress
- Lower productivity



Contributing to Psychological Safety

- Encourage active listening
- Encourage inclusive communication
- Displaying empathy towards colleagues



Expressing Thoughts Safely

- Safely sharing concerns
- Encouraging a culture where others feel comfortable doing the same.

Addressing Psychological Safety Issues

- Promote and reinforce psychological safety within the team
- Management needs to lead
- Staff needs to follow

Seeking Help and Support

Methods and pathways for seeking professional help when facing issues related to psychological safety.

- Internal support
- External support



Activity 1: Role-Playing Scenarios

Materials: Scenario cards detailing different workplace situations (e.g., a team member being ridiculed for a question, a team member being mocked by another, a team member being criticized harshly, a team member not being invited to a crucial meeting)

Steps: Participants role-play in small groups, alternating roles between employees and managers to discuss and react to the scenarios.

Activity 2: Problem-Solving Group Discussion

Materials: Case studies of psychologically unsafe workplaces, discussion guidelines

Steps: Small groups analyze case studies, identify key issues, and propose solutions that encourage psychological safety. Groups share their findings with the class.

Activity 3: Action Plan Development

Materials: Empty template documents for action plans, example plans

Steps: Participants draft action plans outlining specific steps to foster psychological safety in their roles. Plans are shared in small groups for feedback and refinement.

Individual Work Assignment 1: Action Plan

Reading Task: Read Chapter 10: Psychological Safety.

Activity: Develop an action plan to improve psychological safety against any harassment or bullying in a team or department, detailing specific steps and initiatives.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 10: Psychological Safety.

12. Learning Unit 2.12: Ergonomics

• *Learning Unit Description*

This unit focuses on the principles of ergonomics and the importance of maintaining proper work posture to prevent strain and injury. Participants will learn the basics of ergonomics, how good posture enhances health and productivity, and how to recognize the signs of poor posture and its effects on the body. The unit emphasizes practical techniques for improving posture through proper sitting, standing, and lifting methods, as well as simple exercises to strengthen muscles essential for maintaining good posture. Learners will also explore applying ergonomic principles in their workspaces, using tools and equipment to minimize strain and support a healthy work environment. Participants will learn how to create and maintain a safe and comfortable workspace through ergonomic risk assessments, posture role-playing, and workstation design.

• *Learning Outcomes and Objectives*

Learning Outcomes	Learning Objectives	Duration (Hours)
LO2.12 Explain the principles of ergonomics and the importance of proper work posture.	Introduction to Ergonomics 2.12.1 Basics of ergonomics and the importance of proper work posture. 2.12.2 How good posture benefits overall health and productivity.	0.25
	Recognizing Poor Posture and its Effects: 2.12.3 Common postural problems and their potential impacts on health. 2.12.4 The signs of strain and fatigue due to poor ergonomic practices.	0.25
	Techniques for Improving Posture and Ergonomics 2.12.5: Maintaining proper posture while standing, sitting, and lifting.	0.25

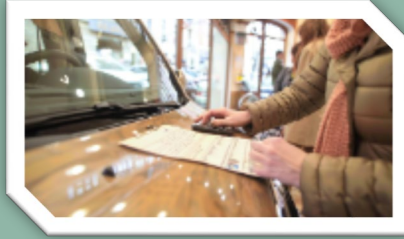
	2.12.6 Simple stretches and exercises to strengthen muscles important for good posture.	
	Applying Ergonomic Principles in the Workplace 2.12.7 Ergonomic principles to arrange a workspace that supports healthy posture. 2.12.8 Using tools and equipment to minimize strain and prevent injury.	0.25

- Learning Outcome 2.12 Explain the principles of ergonomics and the importance of proper work posture.

Learning objective	Duration (hours)
<ul style="list-style-type: none"> • Introduction to Ergonomics • Recognizing Poor Posture and its Effects: • Techniques for Improving Posture and Ergonomics • Applying Ergonomic Principles in the Workplace 	1

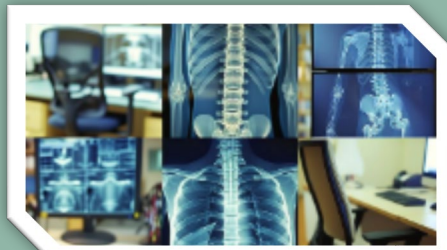
Reference Sheet 1: Definition of Key Concepts

Ergonomics: The science of fitting the job to the worker. It aims to enhance efficiency and productivity while reducing discomfort and risk of injury.

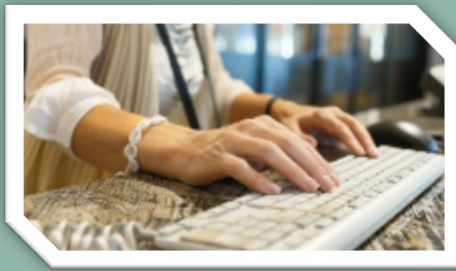


Work Posture: Work posture refers to the positions in which workers hold their bodies while performing job tasks. Good posture aligns the body correctly, reducing stress on muscles, bones, and joints, thereby minimizing the risk of work-related musculoskeletal disorders.

Work-Related Musculoskeletal Disorders: Health problems affecting muscles, joints, tendons, ligaments, and nerves that may be caused or aggravated primarily by work and the effects of the immediate environment where work is carried out.

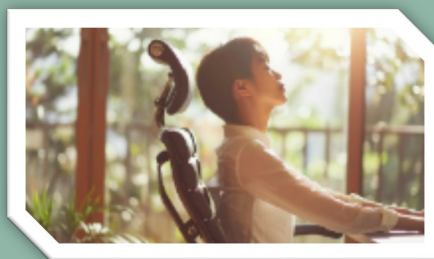


Ergonomic Risk Assessment: A process where workplaces are analyzed for ergonomic risks to prevent work-related musculoskeletal disorders. It involves identifying risk factors such as repetitive movements, poor posture, and inadequate workplace design.



Ergonomic Tools and Equipment: These include any devices or setups designed to enhance the fit between the work demands and the worker's capacities. Typical ergonomic tools in an office setting include adjustable chairs, ergonomic keyboards, desks with electric lifts, window shades, and monitor stands.

Physical Fatigue: The tiredness and reduced energy following prolonged physical or mental activity.



Reference Sheet 2: Important Considerations

Importance of Proper Work Posture

Emphasize how ergonomics aims to optimize well-being and overall system performance, highlighting the critical role of proper posture in preventing work-related musculoskeletal disorders.



Benefits of Good Posture

- Reduced back pain
- Increased energy levels
- Better breathing

Recognizing Poor Posture

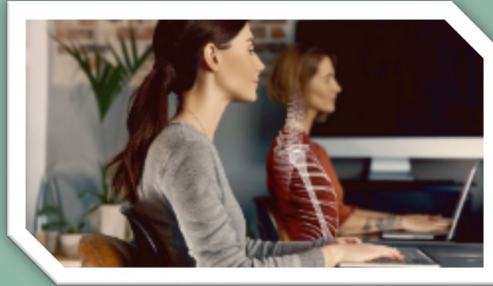
- Slouching
- Forward neck
- Tilted hips

Health Impact of Poor Posture

- Chronic pain
- Fatigue
- Long-term injuries

Signs of Strain and Fatigue

- Headaches
- Decreased focus
- Reduced job performance

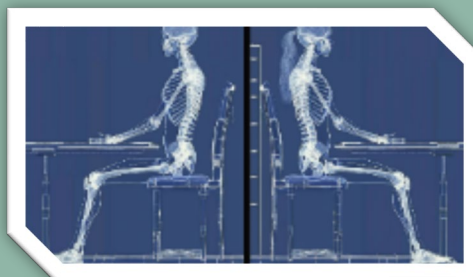


Techniques for Improving Posture

- Access guidelines for maintaining proper posture while standing, sitting, and lifting objects. Include simple stretches and exercises to strengthen the core and back muscles, which are crucial for good posture.

Applying Ergonomic Principles in the Workplace

- Discuss arranging a workspace, including a desk, chair, and computer setup, to support healthy posture. Highlight the use of ergonomic tools and equipment like adjustable chairs, footrests, desks with lifts, and keyboard trays to minimize physical strain.



Activity 1: Ergonomic Risk Assessment

Materials: Pictures of various office setups, checklists for ergonomic assessment

Steps: Participants work in small groups to evaluate the setups and suggest improvements based on ergonomic principles.

Activity 2: Role-Playing Exercise

Materials: Guidelines for various postures, mirrors for self-assessment

Steps: Individuals take turns adopting both good and bad postures, and others provide feedback based on set criteria.

Activity 3: Stretch and Strengthen

Materials: Open space, exercise mats

Steps: A physical therapist or trained instructor demonstrates stretches and strength exercises; participants practice under supervision.

Activity 4: Design an Ergonomic Workspace

Materials: Desk items, adjustable furniture, tools like rulers for measuring distances and heights

Steps: Participants follow ergonomic guidelines to set up a desk that promotes good posture and minimizes potential strain and injuries.

Individual Work Assignment 1: Workstation Setup

Reading Task: Read Chapter 11: Ergonomics.

Activity: Design an ergonomic workstation setup, including the placement of a desk, chair, computer, and accessories to ensure good posture and minimize strain.

Reading Material: Occupational Health and Safety, Individual Work Assignment Handbook, Chapter 11: Ergonomics.

References:

Working Time Directive (2003/88/EC):

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Occupational Violence:

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Ergonomics: National Institute for Occupational Safety and Health (NIOSH). (2019). *Ergonomics and musculoskeletal disorders*. Centers for Disease Control and Prevention.

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Psychological Safety:

Edmondson, A. C., & Lei, Z. (2014). Psychological safety: The history, renaissance, and future of an interpersonal construct. *Annual Review of Organizational Psychology and Organizational Behavior*, 1(1), 23-43.

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