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[www.merlijngroep.nl](http://www.merlijngroep.nl)

*Merlijn*

**Basis training to become  
confidentiality OHS**



## Basis training to become confidentiality OHS

At their offices and work environment, people can be confronted with a wide range of stress-causing circumstances, hazards, and violations. It has an impact on their conduct, their effectiveness and performances. This is of course very detrimental to employees, their performance and the organization in which they work. Confidentiality OHS advisors are essential in organization, providing employees the opportunity provide a voice, transform their proposition, address accountability and regain power when facing escalating, hazardous, and stress-causing situations. Ultimately, is also invaluable and beneficial to the organization to become aware of such situations and have a neutral party provide guidance, advise, and intervene when necessary.

An confidentiality OHS advisor is a profession which can be a challenging, difficult but rewarding. It requires proper training and a specific skill set. This not only involves soft skills, such as empathy and ability to listen, but also knowledge and techniques that the confidentiality OHS advisor must learn to master. The specialists at Merlijn ensure that training courses offerings are constantly updated and supplemented with the latest insights, applicable rules, regulations, and associated techniques.

Merlijn has provided training over more than 25 years. As specialists in conflict management, conflict resolution and conflict prevention, we have a keen and vested interest in the role of the confidential OHS advisor. Hence that we recognized this trend. Our critical strategic immediate response was to develop and provide expert training for confidential OHS advisors.

We currently we offer a basic training course in both Dutch and English and several advanced, in-depth courses. And we are steadily expanding our range of specialized and advanced training courses. We are also active in the deployment of external confidential advisors and in advising organizations in said critical and important area.

This brochure provides you with information about the basic training as a confidential OHS advisor, as well as information about the other services.

The world of the confidentiality OHS advisor is currently developing rapidly, and so are our activities. We look ahead and are always up to date providing the profession of confidential OHS advisor the professional tools, skills, tools it deserves.

Of course, you may have questions or other concerns. . We appreciate the opportunity to address those. Please feel free to contact us. We are happy to accommodate you at one of our information meetings or in a personal, informative introductory meeting.

Mr Dick H.J. Bonenkamp, Managing Director



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## Introduction

In every organization there are issues with respect to undesirable conduct and integrity. It is not uncommon for these issues to be intertwined. These issues can cause tension and conflicts between employees and/or managers. Usually people are skilled enough to resolve them together. But there are also situations where this does not work. Sometimes organizations are not fully equipped to deal with these situations; it may not be sufficiently clear how you can make such a situation discussible, or where you can turn for advice or for a report. Or there is a culture in which people just don't feel safe enough to come forward or speak out. This can mean maintaining undesirable situations with possible consequences: unhappy, stressed employees, increased sick leave, and staff turnover, loss of turnover, productivity and innovative capacity, an increased risk profile of the organization, all impacting the bottom-line.

The confidentiality OHS advisor, important for both employee and employer  
The current working conditions in many organizations in the Netherlands are often perceived as unpleasant, see reported data from TNO.

In 2013, 1.1 million employees (15%) suffered from undesirable behavior by manager or colleagues, 1.7 million employees (24%) suffered from undesirable conduct by external parties, 2.7 million employees (39%) faced high task demands, and 1.3 million employees (19%) felt that the manager had no regard for the well-being of the employees. This resulted into 6 million days of absenteeism due to work pressure, stress or difficult work, 1.7 million days of absenteeism due to problems with managers and 450 thousand days of absenteeism due to problems with colleagues or clients. The average cost of a day of absence varies between 200 and 400 euros. That alone means EUR 1,800 million in losses due to continued payment of wages for employers.

In addition, the newspapers report almost daily on people and organizations involved in cross-border, unethical behavior and its consequences, with high fines as a result, ranging from a few tons to several millions per organization. In addition to fines, organizations also face material and immaterial damage: investigation fees, disruption, lawyer's fees, loss of reputation, quality, and employee involvement. Altogether, a costly and time-consuming affair.

A confidentiality OHS advisor can prevent escalation of conflicts and help increase transparency in the organization. In addition, a confidentiality OHS advisor may provide a constructive contribution to the creation of a culture in which people feel safe to express themselves, to address each other and hold each other accountable. By appointing a confidentiality OHS advisor, both managers and employees, can count on support and advise of said advisor. This is making matters easier to navigate as to understanding what is going on in the organization so interventions can be conducted in a timely manner.

Under the Health and Safety Act, it is mandatory to pursue a policy in the area of employee welfare; this can be done, for example, by appointing a confidentiality OHS advisor. Under the Dutch Civil Code, the employer may not disadvantage the employee as a result of reporting a suspicion of wrongdoing in good faith and in an appropriate manner. Here, too, the confidential advisor can play a role.

### **3-day Basic training Confidentiality OHS Advisor**

During the 3-day basic training, accredited by the LVV (Landelijke Vereniging van Vertrouwenspersonen), you will learn the basics of working as a Confidential Advisor. We deal with the tasks and the role of the Confidential Advisor, his place in the organization, the legal context in which the Confidential Advisor operates. In addition, attention is paid to the skills that a Confidential Advisor needs and a lot of practice is done with these skills. The emphasis is on undesirable behavior (harassment, sexual intimidation, bullying and aggression). Global attention is paid to the area of Business Integrity (including the House of Whistleblowers Act).

### **Target group**

The training focuses on people educated at higher professional education (hbo) level, who (want to) work as internal or external confidential advisors. They want to familiarize with this function by increasing knowledge about the specific work as a confidential advisor, by strengthening their specific communication skills and/or by becoming aware of their position as a confidential advisor in an organization. Attention is paid in particular to the various specific areas of tension that confidential advisors have to deal with in relation to their position in the organization.

### **Accreditation by the LVV / Certification**

This basic training to become a Confidentiality OHS Advisor is accredited by the LVV. This is the Dutch professional association of confidential advisors for undesirable behavior, integrity and/or combinations thereof.

After completing this basic course, you can register for certification at [www.cerp.nl/lvv](http://www.cerp.nl/lvv). You may call yourself a certified confidential advisor.

Membership of the LVV is not a condition/requirement for being certified as a Confidential Advisor. It is clear that the LVV's management welcomes it if one also applies for LVV membership. After all, the LVV is an association by and for confidentiality OHS advisors.

### **Contents of the training**

The training focuses on knowledge about the role and capacity of the Confidential Advisor, legal knowledge, the position of the Confidential Advisor in the organization and the attitude of the Confidential Advisor. In addition, ample attention is paid to practicing relevant communication skills.

In an interactive way, the participant is invited to express, experience and, if necessary, change his or her assumptions and convictions regarding undesirable behavior and dilemmas.

The training will be an alternation of dealing with theory, practice, experience and reflection. The group of participants will form the group that is used for practicing intervening in group processes.

The participants' own cases can be a guide in the exercises during the training days. Specific attention is paid to individual learning objectives. To this end, the participant will reflect on his performance during the course and write a personal development plan.

#### *Legal frameworks*

- Laws and regulations
- What is undesirable behavior?
- Forms of undesirable behavior
- Rules for Confidentiality OHS Advisors
- Complaints procedure

*Communication skills*

- Basic communication
- Types of questions
- Conversation technique: listening, summarizing and asking questions
- Drama triangle
- Feedback rules
- Dealing with emotions
- Transfer and countertransfer
- Conflict theory
- Own frame of reference and reflection

*Position in the organization*

- Agreeing with the client/employer on the performance and orientation of his tasks in the organization
- Positioning his/her presence and working method within the organization
- Profiling and information
- Reporting
- The Confidential Advisor's actions must fit in with the existing labor policies and related existing complaint mechanisms
- Recommendations for actions with regard to conflict management and/or cultural change processes

*Work forms*

- Experiential exercises
- Practicing with (your own) casuistry
- Role play
- Final papers
- Analyse and evaluate various films for learning objectives
- Working in subgroups

*Learning outcomes (after following the training)*

- You are familiar with the legal framework and the relevant laws and regulations. This means that, among other matters, you are familiar with the rights, duties and powers of a confidential advisor;
- You know the similarities and differences between the position of Confidential Advisor Undesirable Behaviors and Confidential Advisor Integrity;
- You can identify and signal the various forms of undesirable behavior;
- You can make a distinction between abuse, labor conflict, undesirable behavior and the associated procedures;
- You have insight into the playing field of the confidential advisor, both internally and externally;
- You know how to deal with a report: you can map out the reporting party's story and act accordingly;
- You have insight into interview techniques, and you can apply them effectively;
- You are aware of your own pitfalls and capable to cope with the emotional processes associated with the report;
- You are capable to build and maintain a relationship with managers and Union Councils and advise them on unwanted behavior issues;
- You know how and when to refer to others.

**Previous training**

The pre-education/level for this training is: Bachelor/HBO (level). In addition, the profile of the candidate is just as important. That's why we want to check the CV in advance and if there's any doubt, we'll have an intake conversation first.

**Study load**

The extra study load is 10 to 12 hours, necessary for reading the syllabus, making a reflection report and an extensive final paper.

### **Number of participants**

A maximum of 10 participants can be registered for the training. The minimum number of participants is 3. The group is supervised by one regular trainer. Guest trainers can be used for sub-topics.

### **Preparation and approach of the training**

Three weeks before the start of the training, the syllabus and the logistic course information will be sent to the participants. It is assumed that the syllabus has been read.

### **Duration and structure of open registration**

In the program below you will find the details. For current dates we refer to our website: [www.merlijngroep.nl](http://www.merlijngroep.nl)

### **Trainers**

For more information about the trainers we refer you to our website.

### **References**

Recent references will be sent at the request of a prospective participant.

### **Confidentiality of the training**

In this training a lot of use is made of casuistry from current practice, not only from the trainers, but also from the participants. Obviously, the observance of confidentiality and privacy rules is a prerequisite for this to be safe and possible for everyone.

### **Overtaking/assessment**

Immediately after the course, participants will receive a certificate of participation. The final paper and the reflection report are assessed according to guidelines with "sufficient" or "insufficient". If there is enough assessment of the participation in the training, the knowledge test, the final project and the reflection report, you will receive the certificate with which you can certify to become a certified Confidential Advisor.

As a professional trainer, Merlijn takes the circumstances of the participant in consideration. Course units that could not be taken due to illness or other calamities must be caught up with in accordance with the requirements of the LVV. Of course, we offer the possibility to do so free of charge.

We provide the possibility of a second chance. This applies to the knowledge test, the reflection report and the final paper. However, the level of the scores is considered. If no reasonable improvement can be expected, it may also be decided not to issue a certificate. Such a decision will always be explained to the participant by the trainer.

There is an option to involve an independent 2nd evaluator in the assessment. If the result remains negative and the participant does not agree with this, the participant can use the Merlijn complaints procedure, which can be found on the Merlijn [website](#).

## **PROGRAM**

### **The 3-day Basic Training Confidentiality OHS Advisor**

#### **Day 1**

09.30 - 10.00	Reception
10.00 - 10.30	Welcome, discussing the program, practical issues, getting to know each other, taking stock of the learning objectives
10.30 - 11.15	What is undesirable behavior? What is the impact on the victim and the organization?
11.15 - 11.30	Pause
11.30 - 13.00	Role of confidential advisor, main tasks, connection with complaints procedure, place in the organization, relationship with other professionals
13.00 - 13.45	Lunch
13.45 - 15.00	Communication, questions, active listening, from point of view to interest, practicing
15.00 - 15.15	Pause
15.15 - 16.30	Confidential advisor within the organization
16.30 - 17.00	Looking back, time for reflection.

## **PROGRAM**

### **The 3-day Basic Training Confidentiality OHS Advisor**

#### **Day 2**

09.30- 10.00	Reception
10.00 - 10.15	Looking back on day 1, looking ahead to day 2
10.15 - 11.15	Your own attitude as a confidential advisor: Drama triangle, transfer countertransfer
11.15 - 11.30	Break
11.30 - 12.30	Practicing with role-playing
12.30 - 13.15	Lunch
13.15 - 14.15	Legal framework
14.15 - 14.45	Conflict theory
14.45 - 15.00	Break
15.00 - 16.15	Practicing
16.15 - 16.45	What solutions are there?
16.45 - 17.00	Looking back, time for reflection.

## **PROGRAM**

### **The 3-day Basic Training Confidentiality OHS Advisor**

#### **Day 3**

09.30 - 10.00	Reception
10.00 - 10.15	Looking back on day 1 and 2, looking ahead to day 3
10.15 - 11.15	Integrity and role of Confidential Advisor
11.15 - 11.30	Pause
11.30 - 12.00	Annual plan and annual report
12.00 - 12.45	Lunch
12.45 - 14.00	Knowledge test
14.00 - 15.30	Practicing
15.30 - 15.45	Break
15.45 - 16.30	Loose ends, certification, recertification, in-depth courses
16.30 - 17.00	Time for reflection, debriefing, evaluation certificates
17.00 -	Merlijn drinks

## What does Merlijn offer in the field of Confidential Advisors?

Merlijn and her affiliated professionals can relieve organizations of a lot of work on undesirable behavior. The services we offer include:

### Advice and support organization

- Provide well-trained, certified and experienced external Confidential advisors (undesirable Behavior and Integrity)
- Support the drafting and implementation of a policy aimed at preventing undesirable behavior and promoting a culture of Integrity
- Draft and implement a complaints regulation on undesirable behavior.
- Establish and implement a whistle-blowing scheme for integrity issues.
- Coach managers in dealing with undesirable behavior and integrity Issues
- Spar with managers when dealing with integrity issues and the dilemmas associated with them
- Examine complaints or reports.

### Trainings

- Basic training for Confidentiality OHS Advisor (3 days)  
This training is accredited by the Landelijke Vereniging van Vertrouwenspersonen (LVV) and thus offers the possibility to become a certified Confidential Advisor. This training is given in both Dutch and English. Our English-speaking trainers have a good knowledge of the English language, but are not native English speakers.
- In depth training Confidential Advisor Integrity (2 days)  
This training is accredited by the Landelijke Vereniging van Vertrouwenspersonen in the context of continuing education and training (bij- en nascholing) . This training can therefore be followed as refresher training in the context of maintaining certification. The training is given in Dutch or English. Our English speaking trainers have a good knowledge of the English language, but are not native English speakers.
- Combination training Confidentiality OHS Advisor and Integrity Confidential Advisor (5 days).  
This training includes the full three-day basic training and therefore offers the opportunity to become a certified Confidential Advisor. By immediately following the In depth training Confidential Advisor Integrity, one can rightly call oneself an all-round confidential advisor. The training can be followed in Dutch or English. Our English-speaking trainers have a good knowledge of the English language, but are not native English speakers
- Training for managers ( 2 days) : "Dealing with and preventing undesirable behavior, and promoting a culture of integrity".
- Various training courses within the framework of continuing education (BNS). Check the website for an up-to-date overview..
- In-company training  
All mentioned trainings can also be given in-company. Customized training, tailored to the specific characteristics and wishes of an organization, can also be given. In the case of in-company training, after consultation about the specific wishes of your organization, a quotation will be offered, both with regard to the content, logistics and location.
- Practice Days  
Every two months you can participate in a practice day, accompanied by one of our trainers. We work with current practical cases and cases that are submitted by the participants themselves. If desired, Intervention can be built into the training day to give you points for the recertification.

## Schedule, duration and costs for further training

For a schedule of the dates, duration and costs of the various training courses, please refer to the secretariat or the website [www.merlijngroep.nl](http://www.merlijngroep.nl)

## Accommodations

We obtained a lot of positive feedback at our castle locations. They add an extra dimension to the training.



If you would like to spend the night and/or dine, please contact the relevant location. Merlijn negotiated a discount for participants in our training courses.

## Learning from each other

Exchanging experiences with fellow confidentiality OHS advisors is extremely useful. Merlijn is happy to facilitate this as well. We do this by, among other things:

### Intervision meetings

One of the LVV's requirements for recertification is 32 hours of intervision, spread over four years. Merlijn offers intervision meetings under the guidance of experienced coaches in the field of intervision. Meetings can be followed in a fixed group. In addition, Merlijn offers the opportunity to participate in separate peer review meetings, which are scheduled once every two months.

### Coaching and supervision

Several confidential advisors want to have personal guidance in practicing their profession. Further supervision, training 'on the job' and consultation can be offered on conditions to be agreed upon.

### Information afternoons and evenings

This is where our relations get to know each other, the trainers and the programs. We exchange practical experiences, ask questions and discuss about the confidential advisor and related topics. The meetings are therefore open to all those interested in the confidential advisor, both former participants in our confidential advisor training courses and prospective participants.

## Group related return days

If there is enough enthusiasm among a group of participants, return days will be organized especially for that group. The theory is briefly refreshed. Then, after evaluation and exchange of practical experiences and proven dilemmas, the participants are given the opportunity to rehearse individual points of attention in a role-play. The individual agenda with points for attention is evaluated and supplemented.

## PE / PO training points

As a certifying education and training institute, Merlijn is accredited by the National Association of Confidential Advisors, the Mediatorsfederatie Nederland (MfN), the Nederlandse Orde van Advocaten (NOVA), the Nederlandse Orde van Beroepscoaches (NOBCO), the Koninklijke Notariële Beroepsorganisatie (KNB), the certification committee SAD (for labour experts) and the Nederlandse Vereniging voor Heelkunde (NVVH), among others.



## Merlijn Castle Day

Every year Merlijn organizes a Castle Day. A tasting of inspiring themes provided by the Merlijn trainers and special guests. You will be able to enjoy the hospitality and the encounters with other persons.



## Merlijn Group

The Merlijn Group is a dynamic and multidisciplinary organization with a focus on professional communication and conflict management both on a business and a personal level. Together with Merlijn, the business partners affiliated to the Merlijn Group look after the interests of our customers with high ambition and passion for sustainable and measurable results in respectful and groundbreaking relationships.

We rely on the own qualities and creativity of our customers. That is why for decades we have been inspired by Merlin, the advisor to the legendary King Arthur and his Round Table knights. Merlin lived his life from back to front, 'back in time', so that he could have access to experiences and wisdom from the future. Merlin did not use this power to give others ready-made advice, but he did give them thoughts and suggestions with which they could make better use of their own wisdom. In that special way, the advisor Merlin was a Master of Communication.

We help our clients to discover, develop and learn to apply the specific aspects of their own power for themselves and their organization. We see it as our duty to make all our knowledge and know-how available to them and also to provide them with advice and assistance in their current development or needs.

### Professionals for professionals

The Merlijn Group offers a wide range of products from hands-on training and expert support and advice in the areas of trustworthiness, employee participation, conflict coaching, legal skills and negotiation.

It is the ambition of Merlijn Group to always deliver demonstrable, distinctive quality, both in terms of our substantive services, our knowledge and professional skills and in terms of their sustainable application. We continuously strive for excellent results.

In all our services we are focused. Our training courses are part of these services. We always offer opportunities to practice the insights and skills we have gained and to test them in practice. We have experienced that we achieve results from an honest dialogue in which humor and clarity help to stay sharp and to be able to translate the practice situations into the daily work.

### Trust

We ensure that Merlijn is an organization in which people have complete confidence. This applies to both the content and the relationship. We therefore continuously pay attention to customer need analyses, evaluations and research and base the innovation of our products and the growth of our own qualities on this.

## Merlijn Group: the customer in focus

