

# civil treatment<sup>®</sup> for EMPLOYEES

Employees have a key role in building a productive, legal environment. They need to understand how their behavior is tied to the organization's mission and values, what is expected of them as citizens of the organization, and when and how to use internal complaint systems if problems arise. ELI<sup>®</sup> developed Civil Treatment<sup>®</sup> for Employees to help organizations communicate key messages about workplace expectations and build skills that foster professionalism and diversity at all levels.

**Civil Treatment<sup>®</sup> for Employees (CTE)** is an interactive, video-based program that communicates both the employer's and the employee's responsibilities for building a civil workplace. Presented in a non-legal way, CTE allows participants to deal with workplace problems they may encounter in their day-to-day operations and apply what they learn to their own situations. Utilizing ELI<sup>®</sup>'s award-winning learning methodology, CTE focuses on achieving tangible outcomes through engaging scenarios and skill-building exercises. This approach helps ensure the learning makes a difference back on the job. Topics include:

- Guidelines for appropriate workplace conduct
- Application of company policies
- Systems for raising complaints internally
- A supervisor's duty to act
- Harassment and other forms of inappropriate and/or illegal workplace behavior
- Handling conflict/communication issues

By the end of the course, participants will understand their role in building a professional workplace as well as the organization's commitment to fair practices.

ELI<sup>®</sup> clients are realizing the benefits of the Civil Treatment<sup>®</sup> program in their organizations. They have reported reduced litigation expenses, positive changes in the organization's culture, increased use of policies and internal systems, and decreased external complaints.



## DELIVERY OPTIONS

A *Human Resource Executive* magazine "Top 10 Training Product," Civil Treatment<sup>®</sup> for Employees can be provided via instructor-led or e-learning delivery. In the classroom, it is a half-day, modular program available in general business and industrial versions. It may be taught by ELI<sup>®</sup>'s professional instructors or your own in-house ELI<sup>®</sup>-certified instructors. For e-learning delivery, it is available in CD-ROM, Intranet, and hosted versions and can be completed in approximately 1 1/2 hours. For more information, contact your sales representative at 800-497-7654.



**Does your learning make a difference?<sup>®</sup>**

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