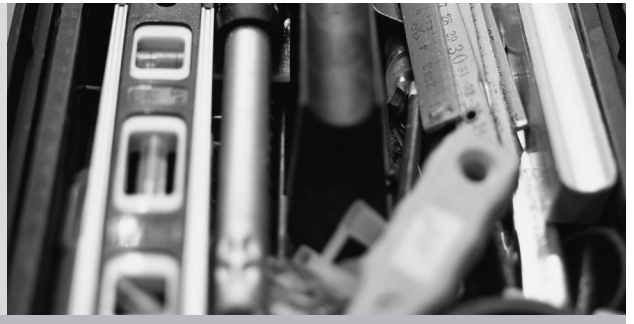


# CIVIL TREATMENT TOOLKIT®

*Maintaining a CT Workplace™*



## module overviews

### INTRODUCTION TO A CT WORKPLACE™

#### Topics:

- Civil Treatment®
- CT Workplace™
- Conduct Guidelines

#### Learning Points:

- Employees have specific responsibilities in maintaining a CT Workplace™ that is positive and productive.
- In order to maintain a professional, civil workplace, all employees should use the Conduct Guidelines in their interactions with co-workers.

### SPEAK UP/INFORM MODEL®

#### Topics:

- The INFORM Model®

#### Learning Points:

- Employees have a responsibility to *Speak Up* about inappropriate behavior.
- The INFORM Model® helps employees *Speak Up* about their workplace concerns in a professional manner.

### MANAGER'S DUTY TO ACT

#### Topics:

- Duty to Act

#### Learning Points:

- Managers have an obligation to address workplace issues that negatively impact employees.
- Employees should keep managers informed of workplace issues which require the manager's attention.
- Employees are protected from retaliation by company policy, as well as state and federal laws.

### RETALIATION

#### Topics:

- Retaliation
- Harassment

#### Learning Points:

- Retaliation occurs when an employee suffers a materially adverse action after raising a complaint or taking legal actions.
- Retaliation can take many forms, including exclusion, bullying, harassment, termination, shift change, change of work location, and the assignment of undesirable tasks.

- Company policy, as well as state and federal laws, protects employees from retaliation.
- Employees should never retaliate against a co-worker who raises concerns.
- Employees should immediately report acts of retaliation to management or Human Resources.

### HARASSMENT AND DISCRIMINATION

#### Topics:

- Harassment
- Discrimination
- The INFORM Model®

#### Learning Points:

- Harassment is any unwelcome conduct that is based on race, color, sex, religion, national origin, disability, age, and/or pregnancy.
- Discrimination occurs when employees or applicants receive different treatment than similarly situated co-workers based on personal characteristics, such as race, sex, age, color, national origin, religion, disability, or pregnancy.
- Harassment and discrimination violate company policy and law.
- Employees should use The INFORM Model® to discourage co-workers who participate in harassment and discrimination.
- Employees should use the Conduct Guidelines to monitor their own attitudes, words, and actions.

### SEXUAL HARASSMENT

#### Topics:

- Sexual Harassment
  - Quid Pro Quo Harassment
  - Hostile Work Environment

#### Learning Points:

- Sexual harassment is illegal and violates company policies and standards.
- Quid pro quo is when a supervisor conditions an employee's job and/or job benefits upon an exchange of sexual favors and follows through with the threat by tangibly affecting the recipient's employment (i.e., loss of job, denied pay increase).

**ELI®** Does your learning make a difference?®

### SEXUAL HARASSMENT (continued)

#### Learning Points:

- A sexually hostile work environment is one in which an employee is exposed to severe or pervasive offensive sexual conduct, thereby creating a work environment that a reasonable person would consider intimidating, hostile, or abusive.
- Employees who are aware of sexual harassment should take their concerns to management or Human Resources.

### ABUSIVE BEHAVIOR/BULLYING

#### Topics:

- Abusive or Bullying Behavior
- Professional Behavior
- Mutual Respect

#### Learning Points:

- Abusive or bullying behavior is persistent offensive behavior that damages an employee's self-esteem and confidence.
- Employees should work to promote an atmosphere of mutual respect.
- Controlling emotions such as anger and frustration is vital to avoiding abusive or bullying behavior.

### WORKPLACE ENVIRONMENT

#### Topics:

- Workplace Environment
- Appropriate Workplace Behavior
- Relationships in the Workplace

#### Learning Points:

- Inappropriate comments or joking can negatively impact the workplace.
- Comments based on personal characteristics such as sex, race, religion, age, color, national origin, disability, or pregnancy are inappropriate, even if everyone appears to be participating in the discussion.
- Humor should never be at the expense of other people or groups.
- Appropriate humor can have a positive impact on the workplace.

### MUTUAL BANTER

#### Topics:

- Mutual Banter
- Inappropriate Language
- Humor in the Workplace

#### Learning Points:

- Inappropriate comments or joking can negatively impact the workplace.
- Comments based on personal characteristics such as sex, race, religion, age, color, national origin, disability, or pregnancy are

inappropriate, even if everyone appears to be participating in the discussion.

- Humor should never be at the expense of other people or groups.
- Appropriate humor can have a positive impact on the workplace.

### FORMS OF COMMUNICATION

#### Topics:

- Verbal Communication
- Written Communication
- Non-Verbal Communication

#### Learning Points:

- Professional communication is vital to a CT Workplace™.
- Employees should monitor their verbal communications to avoid offending co-workers with disrespectful tones, poor word choice, and negative emotions.
- Written communications should always be professional in tone, word choice, and format.
- Employees should be aware of how their nonverbal communications, such as facial expressions and postures, impact others.

### INCLUSION

#### Topics:

- Inclusion

#### Learning Points:

- Inclusion ensures that all employees feel valued, knowing that their contributions are recognized and appreciated.
- Employees should work together as a team.
- Personal characteristics should not cause division among employees.
- Employees should strive to include and assist new employees.

### DIVERSITY

#### Topics:

- Diversity
- Stereotypical Assumptions

#### Learning Points:

- Recognizing the importance of diversity encourages employees to value all of their co-workers.
- Diversity is an important tool for remaining competitive in today's marketplace.
- Stereotypical assumptions are inappropriate in the workplace.
- Mutual respect is crucial in a diverse workplace.