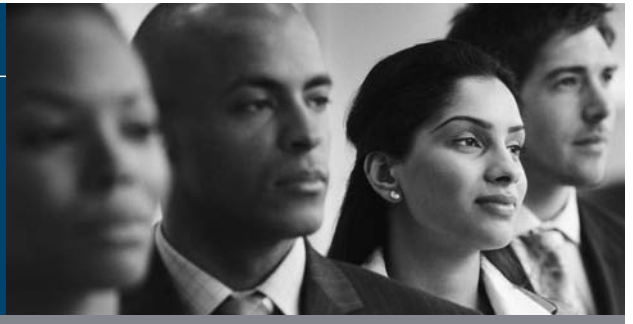


civil treatment[®] for EMPLOYEES

Harassment and Discrimination



module overviews

INTRODUCTION

Introduction to Civil Treatment[®] and the Conduct Guidelines

Purpose:

A text-based exercise that establishes the rationale for the course.

Learning Points:

- Focusing on personal characteristics affects communication and productivity.
- The Conduct Guidelines provide a standard framework for any workplace situation.
- The organization's policy outlines expectations of appropriate workplace behavior.

Skills Practiced:

- Identifying guidelines for behavior
- Applying the Conduct Guidelines

"SOME MEETING..."

Sexual Harassment, Hostile Work Environment

Purpose:

A video-based exercise that illustrates the effects of not following Conduct Guideline #1, defines sexual and other types of harassment, and outlines expected workplace behavior.

Learning Points:

- Employees have a responsibility to *Speak Up* (Conduct Guideline #3) when confronted with inappropriate behavior.
- Sexual harassment is illegal workplace behavior that can involve situations between males and females or same-sex advances.
- A sexually hostile work environment exists when an employee is regularly confronted with offensive sexual material (e.g., comments, jokes, cartoons, etc.).
- There are many places within the organization where an employee can raise a concern.

Skills Practiced:

- Identifying options for speaking up
- Practicing the INFORM Model[®]

"WHAT'S ON YOUR MIND?"

Duty to Act

Purpose:

A video-based exercise that illustrates the manager's Duty to Act if a situation arises involving law, policy, or safety.

Learning Points:

- Management has a responsibility to protect employees from being

subjected to treatment that interferes with their abilities to perform their jobs.

- Managers must act when there has been a violation of law, policy, or safety. their jobs.
- Both managers and employees have a responsibility to maintain the confidentiality of a concern.

Skills Practiced:

- Identifying situations which require a manager to act

"TOP 5 REASONS"

Religion and National Origin Issues

Purpose:

A textual exercise based on an e-mail illustrating examples and risks of harassment based on religion or national origin. Participants also learn about the organization's policies on electronic communications.

Learning Points:

- Inappropriate conduct based on national origin or religion should be addressed immediately.
- Electronic communications should be used in accordance with organizational policy.

Skills Practiced:

- Speaking up to address inappropriate behavior
- Responding to inappropriate electronic communications

"WHAT ARE YOU TALKING ABOUT?"

Employee-to-Employee Retaliation

Purpose:

A video-based exercise that addresses the impact of employee-to-employee retaliation on the workplace. Participants also practice using the INFORM Model[®] to avoid such situations.

Learning Points:

- Avoid retaliation in the workplace by following the Conduct Guidelines.
- The organization will not tolerate any form of retaliation.

Skills Practiced:

- Applying the INFORM Model[®] to workplace communications

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“ARE YOU GOING TO BE THERE?”

Abusive Behavior

Purpose:

A video-based exercise addressing unprofessional, abusive behavior in the workplace. Participants learn tips for resolving conflict in safe, professional ways.

Learning Points:

- Unprofessional behavior may be exhibited through tone and manner as well as in words and actions.
- The stress of a situation is no excuse for unprofessional behavior.
- Regardless of differing personalities or personal friendships, employees should treat all co-workers with dignity and respect.
- Employees who witness or experience abusive behavior are encouraged to *Speak Up* so it can be addressed.

Skills Practiced:

- Identifying inappropriate behavior and its effect on teamwork and productivity
- Identifying options for speaking up

“WHEN’S MY TURN?”

Mutual Banter

Purpose:

A video-based exercise and discussion that introduces why it is important for an employee to monitor his/her words and actions in the workplace.

Learning Points:

- Inappropriate discussions can have a serious effect on the workplace.
- Comments of a sexual, racial, etc. nature are inappropriate, even if all co-workers present are willing to participate and no one speaks up.
- Behavioral standards apply when co-workers are conducting business and/or are at functions sponsored by the organization.
- Humor is appropriate in the workplace as long as it is not offensive to a reasonable person.

Skills Practiced:

- Identifying options for speaking up
- Identifying inappropriate workplace behavior and its effect on the work environment
- Identifying what constitutes the workplace environment

Ad-Hoc Topics

“SENDING A MESSAGE.”

Sexual Orientation

Purpose:

A text-based exercise that discusses sexual orientation and gender identity/expression. Participants learn that harassment based on sexual orientation is just as serious as any other form of harassment.

Learning Points:

- Inappropriate behavior based on sexual orientation or gender identity/expression is a form of harassment.

Skills Practiced:

- Identifying inappropriate workplace behavior and its effect on the workplace

“WHAT DO YOU MEAN?”

Workplace Violence

Purpose:

A text-based exercise exploring potentially violent workplace confrontations. Includes information about workplace violence, its prevalence and warning signs, and where to get help when situations that could escalate occur.

Learning Points:

- Employees should *Speak Up* when they witness potentially violent behavior.
- The best way to handle a potentially violent situation is to extract yourself from it as quickly as possible.

Skills Practiced:

- Identifying inappropriate workplace behavior and its effect on the workplace
- Addressing potentially violent workplace behavior

For more information about Civil Treatment[®] for Employees or other ELI[®] learning solutions, contact your sales representative at (800) 497-7654.

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