

civil treatment[®] for EMPLOYEES

Harassment and Discrimination



online module overviews

INTRODUCTION

Course Objectives, Mutual Banter, Workplace Environment, Work-Talk-Circle, Conduct Guidelines, INFORM Model[®]

Purpose:

This module explains why it is important for an employee to monitor his/her words and actions in the workplace. It also highlights the importance of speaking up when workplace conversations get too personal.

Learning Points:

- The work environment is anywhere business is conducted, on the organization's property at any time, and/or during activities sponsored by the organization.
- 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.
- The Work-Talk Circle illustrates that many subjects are acceptable to talk about at work.
- The Conduct Guidelines provide a standard framework for any workplace situation.
- The INFORM Model[®] helps communicate concerns to individuals engaging in harassing, offensive, or inappropriate behavior.

Skills Practiced:

- Identifying options for speaking up
- Identifying inappropriate workplace behavior and its effect on the work environment
- Identifying what constitutes the workplace environment
- Identifying guidelines for behavior
- Applying the Conduct Guidelines and INFORM Model[®]

WORKPLACE BEHAVIOR

Sexual Harassment, Hostile Work Environment, Quid Pro Quo

Purpose:

This module illustrates the effects of not *Guarding Your Words and Actions*, defines sexual and other types of harassment and the work environment, and outlines expected workplace behavior.

Learning Points:

- Employees have a responsibility to *Speak Up* 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.).
- The organization's policies outline expectations of appropriate workplace behavior.
- There are many places within the organization where an employee can raise a concern.

Skills Practiced:

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

IMPROVING COMMUNICATION

Teamwork, Diversity, Communicating in the Workplace

Purpose:

This exercise involves bilingual employees who illustrate the missed opportunities and lost productivity that can result when assumptions are made about others based on their personal characteristics. Participants explore ways to improve communication and teamwork.

Learning Points:

- Good communication skills make it easier to work as a team and accomplish common goals.
- Help all co-workers get the information they need to do their jobs effectively.
- Be open to new ideas, input, and suggestions.
- Avoid making assumptions about co-workers.
- Know and practice e-mail etiquette.

Skills Practiced:

- Identifying comments that affect teamwork and productivity
- Applying the INFORM Model[®] to workplace communications

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A DEPARTMENTAL MEETING

Abusive Behavior

Purpose:

This module addresses unprofessional, abusive behavior in the workplace. Participants learn tips for helping to maintain an environment free from abusive or violent conduct.

Learning Points:

- Abusive workplace conduct is the persistent use of disrespectful and uncivil behavior that gradually diminishes an individual's sense of worth and job satisfaction.
- Abusive behavior is unprofessional and violates organizational policies and standards.
- You can help maintain a professional work environment free from abusive behavior by following your organization's policies and the Conduct Guidelines.
- 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

OFFSITE CONDUCT

Offsite Conduct

Purpose:

This module explores the benefits and risks of socializing with co-workers outside the workplace.

Learning Points:

- Involvement in offsite conversations where sex is referenced can damage reputations.
- Employees should consider individuals involved, location, purpose of the meeting, and behavior being displayed when interacting with other employees outside the workplace environment.

Skills Practiced:

- Identifying inappropriate behavior and its effect on teamwork and productivity

RAISING CONCERNS

Duty to Act

Purpose:

This module illustrates the manager's Duty to Act if a situation arises involving violations of law, policy, or safety.

Learning Points:

- Employees should *Speak Up* when they are uncomfortable with others' behavior.
- 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.
- Both managers and employees have a responsibility to maintain the confidentiality of a concern.
- Employees are protected from retaliation.
- *Speak Up* to another organizational representative if your manager does not address your concern appropriately.

Skills Practiced:

- Identifying options for speaking up

SUMMARY

Purpose:

This module summarizes the learning points from the course.

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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