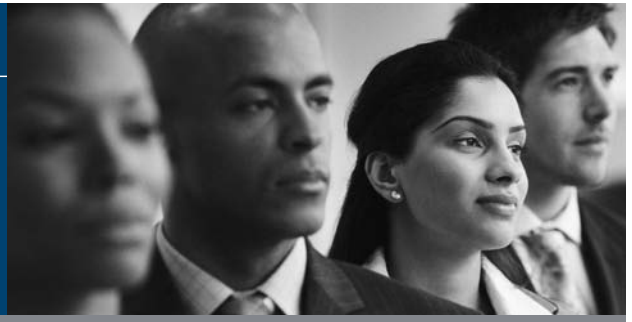


# civil treatment<sup>®</sup> for EMPLOYEES

*Instructor-Led and Online Module Comparison*



TOPICS COVERED - INSTRUCTOR-LED	TOPICS COVERED - ONLINE
<p><b>Introduction – “Just typical...”</b></p> <ul style="list-style-type: none"> <li>• Personal Characteristics vs. Performance</li> <li>• The Conduct Guidelines</li> <li>• Code of Conduct</li> <li>• Inclusion</li> </ul>	<p><b>Introduction – “When’s my turn?”</b></p> <ul style="list-style-type: none"> <li>• Mutual Banter</li> <li>• Workplace Environment</li> <li>• The Work-Talk Circle</li> <li>• The Conduct Guidelines</li> <li>• INFORM Model<sup>®</sup></li> </ul>
<p><b>Harassment – “Some meeting...”</b></p> <ul style="list-style-type: none"> <li>• Unlawful Harassment</li> <li>• Sexual Harassment               <ul style="list-style-type: none"> <li>- Quid Pro Quo</li> <li>- Hostile Work Environment</li> </ul> </li> <li>• Anti-Harassment Policy</li> <li>• Speaking Up: The INFORM Model<sup>®</sup></li> </ul>	<p><b>Harassment/Workplace Behavior – “We’ll make a great team...”</b></p> <ul style="list-style-type: none"> <li>• Unlawful Harassment</li> <li>• Sexual Harassment               <ul style="list-style-type: none"> <li>- Quid Pro Quo</li> <li>- Hostile Work Environment</li> <li>- Retaliation</li> </ul> </li> <li>• Anti-Harassment Policy</li> <li>• Speaking Up: The INFORM Model<sup>®</sup></li> <li>• Third-Party Harassment</li> </ul>
<p><b>Duty to Act – “What’s on your mind?”</b></p> <ul style="list-style-type: none"> <li>• Manager’s Duty to Act</li> <li>• Third-Party Harassment</li> </ul>	<p><b>Duty to Act – “Raising Concerns”</b></p> <ul style="list-style-type: none"> <li>• Manager’s Duty to Act</li> <li>• Speaking Up: The INFORM Model<sup>®</sup></li> <li>• Protection from Retaliation</li> </ul>
<p><b>National Origin – “The Top 5 Reasons”</b></p> <ul style="list-style-type: none"> <li>• Religion and national origin harassment</li> <li>• Electronic communications in the workplace</li> </ul>	<p>E-mail usage and national origin issues are covered in the Improving Communication module.</p>
<p><b>Retaliation – “What are you talking about?”</b></p> <ul style="list-style-type: none"> <li>• Employee-to-Employee Retaliation</li> <li>• Speaking Up: The INFORM Model<sup>®</sup></li> </ul>	<p>Retaliation is covered in the Harassment/Workplace Behavior module.</p>
<p><b>Abusive Behavior – “Are you going to be there?”</b></p> <ul style="list-style-type: none"> <li>• Abusive Behavior</li> <li>• Workplace Communication</li> <li>• Professionalism in the Workplace</li> <li>• The Conduct Guidelines</li> </ul>	<p><b>Abusive Behavior/A Departmental Meeting – “Are you going to be there?”</b></p> <ul style="list-style-type: none"> <li>• Abusive Behavior</li> <li>• Speaking Up: The INFORM Model<sup>®</sup></li> <li>• Workplace Violence</li> <li>• The Conduct Guidelines</li> </ul>

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## *Instructor-Led and Online Module Comparison*

TOPICS COVERED - INSTRUCTOR-LED	TOPICS COVERED - ONLINE
<p><b>Mutual Banter – “When’s my turn?”</b></p> <ul style="list-style-type: none"> <li>• Workplace Environment</li> <li>• Inappropriate Mutual Banter</li> <li>• The Work-Talk Circle</li> </ul>	<p><b>Teamwork/Improving Communication – “Who knows?”</b></p> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Communication</li> <li>• Stereotypes</li> <li>• Working with Bilingual Employees</li> <li>• Electronic Communication Etiquette</li> <li>• INFORM Model<sup>®</sup></li> </ul> <p>Mutual banter, workplace environment, and the Work-Talk Circle are addressed the Introduction module. Mutual banter and the workplace environment are also found in the Offsite Conduct module.</p>
<p><b>Sexual Orientation – “Sending a message.”</b></p> <ul style="list-style-type: none"> <li>• Sexual Orientation/Gender Identity</li> </ul>	<p>N/A</p>
<p><b>Workplace Violence – “What do you mean?”</b></p> <ul style="list-style-type: none"> <li>• Workplace Violence</li> <li>• Warning Signs</li> </ul>	<p>Workplace Violence is addressed in the Departmental Meeting module.</p>
<p>N/A</p>	<p><b>Offsite Conduct – “Offsite Conduct”</b></p> <ul style="list-style-type: none"> <li>• Socializing Outside of Work</li> <li>• Mutual Banter</li> <li>• Teamwork</li> <li>• The Conduct Guidelines</li> </ul>
<p>N/A</p>	<p><b>Summary</b></p> <ul style="list-style-type: none"> <li>• The Conduct Guidelines</li> <li>• The INFORM Model<sup>®</sup></li> <li>• Code of Conduct</li> </ul>