Module Overviews

**Learning Points**
- The Conduct Guidelines provide a standard framework for any workplace situation.
- The organization's policies outline expectations of appropriate workplace behavior.

**Insights for Today’s Workplace**
- Civil Treatment is important for an inclusive and productive workplace.
- Conduct Guidelines identify simple behaviors that align with organizational values and standards, and help ensure that people are treated fairly and respectfully.
- The organization has multiple resources available to employees to allow them to speak up when they have a concern.

**Introduction**
50 minutes

*What is Civil Treatment®, Uncivil Behavior Triangle, The Conduct Guidelines*

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**“Some meeting...”**
25 minutes

*Sexual Harassment (Quid Pro Quo and Hostile Work Environment), SPEAK UP Model™*

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**“Did you get my text?”**
15 minutes

*Electronic Communications and Social Media*

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Learning Points
• Abusive/bullying behavior is not an effective or acceptable work style.
• Regardless of differing personalities or personal friendships, employees should treat all co-workers with dignity and respect.
• Employees who witness or experience abusive/bullying behavior are encouraged to Speak Up so it can be addressed.

Insights for Today’s Workplace
• Everyone has a responsibility to welcome new team members, to be inclusive, and to demonstrate respect.

“I can’t wait to tell them”
20 minutes
Employee-To-Employee Bullying/Abusive Treatment, Importance of Inclusion and Professionalism

Learning Points
• Inappropriate banter in the workplace 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.

Insights for Today’s Workplace
• Humor and fun can be an important part of a productive work environment, provided that organizational standards and values are upheld.
• Everyone has a responsibility to monitor their own behavior to ensure that it is appropriate for the workplace and they are supporting an inclusive work environment.

“When’s my turn?”
25 minutes
Workplace Environment, Inappropriate Mutual Banter (Including Inappropriate Comments About Religion, Pregnancy, Disability)

Learning Points
• Inappropriate treatment based on sexual orientation or gender identity/expression is unacceptable.

Insights for Today’s Workplace
• Regardless of personal beliefs, employees are expected to work together as a team and to treat each other professionally.

“I’ve heard he’s one of the best.”
20 minutes
Sexual Orientation, Gender Identity, Gender Expression

Learning Points
• Management has a responsibility to protect employees from treatment that interferes with their ability 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.

Insights for Today’s Workplace
• It is important to share problems or concerns with managers so that situations can be promptly addressed and resolved.

“What’s on your mind?”
20 minutes
Manager’s Duty to Act
Learning Points
- Avoid retaliation in the workplace by following the Conduct Guidelines.
- The organization will not tolerate any form of retaliation.

Insights for Today’s Workplace
- Employees are expected to treat each other with respect and as members of the team.
- Managers may hold employees accountable in instances where employees fail to treat each
in a manner consistent with organizational standards.

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