



Module Overviews

(TOTAL TIME: Approximately 70 minutes)



The online version of Civil Treatment® for Employees engages participants in thought-provoking scenarios through the use of live-action videos. Participants are challenged to analyze complex workplace situations and complete interactions throughout the course. Modular in design, the course can be seamlessly customized by "turning off" modules that are not relevant to the audience. In addition, per-page bookmarking allows learners to complete the approximately 70-minute course in modular chunks or at their own pace.



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.
- The Conduct Guidelines identify simple behaviors that align with organizational values and standards, and help ensure that people are treated fairly and respectfully.

Introduction

Approximately 9 minutes

What is a Civil Treatment® Workplace?, Uncivil Behavior Triangle, Definition of Harassment, The Conduct Guidelines



Learning Points

- Employees have a responsibility to *Speak Up* when confronted with inappropriate behavior.
- Sexual harassment violates organizational policies and standards, and is illegal workplace behavior that can involve situations between males and females or between employees of the same gender.
- A hostile work environment exists when an employee is regularly confronted with offensive material based on sex, race, age, etc.
- There are many places within the organization where an employee can raise a concern.

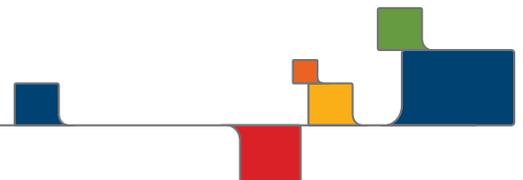
"Some meeting..."

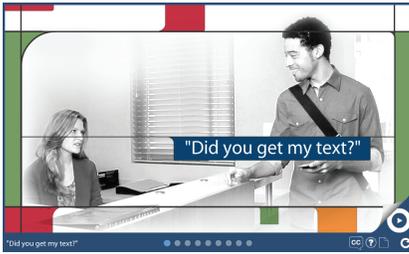
Approximately 12 minutes

Sexual Harassment (Quid Pro Quo and Hostile Work Environment), Policy on prohibiting harassment, Tips for Speaking Up, SPEAK UP Model™

Insights for Today's Workplace

- It is important to avoid harassment and discrimination and uphold organizational policies.
- The SPEAK UP Model™ offers a way for employees to raise concerns so that they can be addressed effectively.





“Did you get my text?”

Approximately 9 minutes

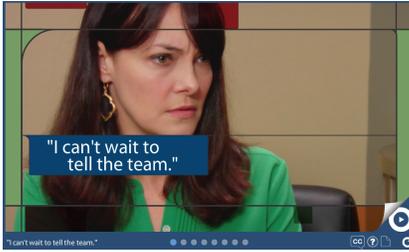
Electronic Communications and Social Media

Learning Points

- *Guard Your Words and Actions* when interacting with others electronically or via social media.
- The organization’s policies related to appropriate behavior in the workplace also apply to electronic communications.

Insights for Today’s Workplace

- Electronic communications and social media may impact co-workers and the organization in multiple ways that could be detrimental.
- *Speak Up* if you or others are uncomfortable with conduct stemming from electronic communications.



“I can’t wait to tell the team.”

Approximately 9 minutes

Employee-To-Employee Bullying/Abusive Behavior, Importance of Inclusion and Professionalism

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.



“When’s my turn?”

Approximately 10 minutes

Inappropriate Mutual Banter (Including Inappropriate Comments about Religion, Pregnancy, FMLA, Disability), “Work/Talk Circle”, Definition of Workplace Environment

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 promotes an inclusive work environment.



“I’ve heard he’s one of the best.”

Approximately 9 minutes

Sexual Orientation, Gender Identity, Gender Expression

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.



“What’s on your mind?”

Approximately 10 minutes

Manager’s Duty to Act, Retaliation, Open Door Policy

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.
- Retaliation of employees who bring concerns forward in good faith are protected from retaliation.

Insights for Today’s Workplace

- It is important to share problems or concerns with managers so that situations can be promptly addressed and resolved.
- Employees must avoid engaging in retaliatory conduct when concerns are brought forward.



Conclusion

Approximately 2 minutes

Learning Points

- A review of The Conduct Guidelines

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