



## Module Overviews

The CTE Refresher builds upon key concepts taught in Civil Treatment® for Employees, including the Conduct Guidelines, a manager's Duty to Act, harassment, and discrimination, while also introducing new Civil Treatment® topics. The two-hour instructor-led course uses ELI's proven learning methodology to reinforce key points and increase skill retention.

### "Introduction" – 20 minutes

*Harassment, Discrimination, Conduct Guidelines*

This interactive introduction uses a video to spark discussion about what Civil Treatment® is and how it relates to the organization's broader business goals. Participants analyze a realistic business scenario and suggest ways that employees can contribute to a productive work environment based on respect and collaboration. The Conduct Guidelines are applied throughout the program to help participants ensure their behavior supports the goals of the organization.

#### Learning Points:

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

### "Is That A Threat?" – 30 minutes

*Sexual Harassment, Speaking Up, The INFORM Model®*

A video-based exercise of an eye-witness confrontation between two co-workers that introduces the concepts of sexual harassment and an employee's obligation to speak up using the INFORM Model®.

#### 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 between employees of the same gender.
- A sexually hostile work environment exists when an employee is regularly confronted with offensive sexual material (e.g., comments, jokes, cartoons, etc.).

### "Just Deal With It." – 20 minutes

*Manager's Duty to Act, SPEAK UP Model™*

A video-based exercise in which participants learn about a manager's duty to act and a model they can use when raising concerns within the organization.

#### Learning Points:

- All forms of harassment and inappropriate behavior require management intervention.
- Sharing workplace concerns is crucial to the organization's success.

### "I've Heard He's One Of The Best." – 25 minutes

*Sexual Orientation, Gender Identity, Gender Expression*

A two-part, video-based exercise emphasizing that all employees, regardless of their sexual orientation, gender identity, or gender expression, are entitled to fair and equal treatment.

#### Learning Points:

- Inappropriate treatment based on sexual orientation or gender identity/expression is unacceptable.

### "Did You Get My Text?" – 15 minutes

*Electronic Communications*

A video-based exercise that explores how inappropriate electronic communications can damage the work environment by creating unnecessary distractions and impacting the team's ability to work together.

#### Learning Points:

- Always Guard Your Words and Actions when interacting with others electronically.
- The organization's policies related to appropriate behavior in the workplace also apply to electronic communications.

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