



For clients who wish to reach a dispersed audience but still have a live instructor, ELI also conducts synchronous training programs via virtual instructor-led training. Using a web-based classroom platform, ELI certified instructors can facilitate the same learning methodologies, video vignettes, and interactive exercises that they would use in classroom training.



(TOTAL TIME: Approximately 90 minutes)

Module Overviews



Introduction

25 minutes

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

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.



"Some meeting..."

25 minutes

Manager's Duty to Act, Retaliation, Sexual Harassment (Quid Pro Quo and Hostile Work Environment), SPEAK UP Model™

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.

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?"

15 minutes

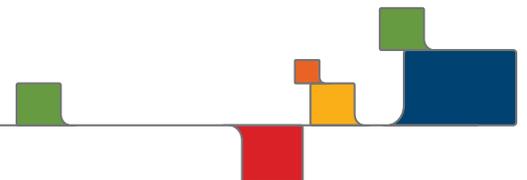
Electronic Communications and Social Media

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.





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"

10 minutes

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



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."

10 minutes

Sexual Orientation, Gender Identity, Gender Expression, Inappropriate Mutual Banter

For more information about ELI® Learning Solutions, contact your client representative at (800) 497-7654 or visit eliinc.com

