



Module Overviews



**INSTRUCTOR-LED
TRAINING**
for Employees

**APPROXIMATELY
3.5 HOURS**



Introduction

Learning Points

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

Topics

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

Insights for Today's Workplace

- Civil Treatment is important for an inclusive and productive workplace.
- The Conduct Guidelines identify simple behaviors that align with agency values and standards and help ensure that people are treated fairly and respectfully.
- The agency has multiple resources available to employees to allow them to *Speak Up* when they have a concern.

**50
minutes**



"Some meeting..."

Learning Points

- Employees have a responsibility to *Speak Up* when confronted with inappropriate behavior.
- Sexual harassment violates agency 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 agency where an employee can raise a concern.

Topics

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

Insights for Today's Workplace

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

**25
minutes**



"Did you get my text?"

Learning Points

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

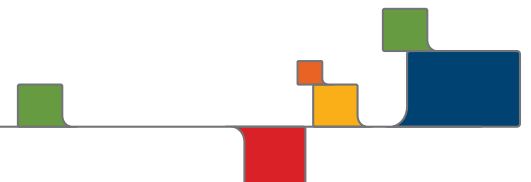
Topics

Electronic Communications and Social Media

Insights for Today's Workplace

- Electronic communications and social media may impact co-workers and the agency in multiple ways that could be detrimental.

**15
minutes**





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“Did I miss anything?”

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.

Topics

Abusive/Bullying Behavior, Bystander Intervention, Professionalism, Inclusion

Insights for Today’s Workplace

- Everyone has a responsibility to welcome new team members, to be inclusive, and to demonstrate respect.

**30
minutes**



“When’s my turn?”

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 agency.

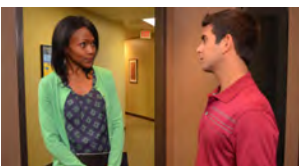
Topics

Workplace Environment, Inappropriate Mutual Banter (including inappropriate comments about religion, pregnancy, and disability)

Insights for Today’s Workplace

- Humor and fun can be an important part of a productive work environment, provided that agency 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.

**25
minutes**



“I’ve heard he’s one of the best.”

Learning Points

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

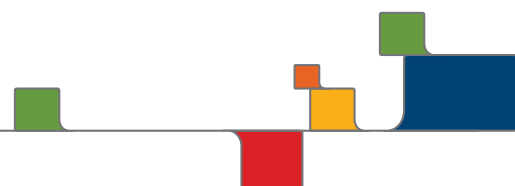
Topics

Sexual Orientation, Gender Identity, Gender Expression

Insights for Today’s Workplace

- Regardless of personal beliefs, employees are expected to work together as a team and to treat each other professionally.

**20
minutes**





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“What’s on your mind?”

Learning Points

- Management has a responsibility to protect employees from treatment that interferes with their ability to perform their jobs.
- Supervisors must act when there has been a violation of law, policy, or safety.
- Both supervisors and employees have a responsibility to maintain the confidentiality of a concern.

Topics

Supervisor’s Duty to Act

Insights for Today’s Workplace

- It is important to share problems or concerns with supervisors so that situations can be promptly addressed and resolved.

**20
minutes**



“You wanted to see me?”

Learning Points

- Avoid retaliation in the workplace by following the Conduct Guidelines.
- The agency will not tolerate any form of retaliation.

Topics

Employee-To-Employee Retaliation and Its Impacts

Insights for Today’s Workplace

- Employees are expected to treat each other with respect and as members of the team.
- Supervisors may hold employees accountable in instances where employees fail to treat each in a manner consistent with agency standards.

**15
minutes**



“When’s my turn?” (Ad-hoc)

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 agency.

Topics

Workplace Environment, Inappropriate Mutual Banter (including inappropriate comments about sex and politics)

Insights for Today’s Workplace

- Humor and fun can be an important part of a productive work environment, provided that agency standards and values are upheld.
- Everyone has a responsibility for monitoring their own behavior to ensure it is appropriate for the workplace and supports an inclusive environment.

**25
minutes**

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