

Comparison of Civil Treatment for Leaders - Government 2016 to Civil Treatment for Leaders - Government 2018



Civil Treatment® for Leaders – Government (CTL-Government) provides your leaders with the skills and insights they need to achieve positive business results and engage employees in ways that inspire their best work. Rather than focusing on the law exclusively, CTL-Government focuses on a wide range of behaviors to offer a comprehensive learning solution based on realistic business simulations. With simple and sustainable learning models and tools, your leaders will develop skills proven to positively impact your workplace culture, and agency mission.

Why did we create this new version?

Your federal workplace is evolving and so are our learning solutions.

The EEOC’s Select Task Force on the Study of Harassment in the Workplace (2016) prompted ELI to take a look at our current version of CTL-Government to see where we needed to make changes to meet the needs of our Federal Government audience. This new government-specific version of Civil Treatment for Leaders not only responds and acknowledges the EEOC report, but also strengthens and bolsters the role of bystanders in the workplace, includes updated federal cases, and incorporates EEOC guidance to accessibility in the workplace by using closed captions in all of our CTL-Government videos. ELI partnered with our current federal clients and engaged the services of a federal workplace subject matter expert to create a learning solution that best reflects your unique work environment.

Highlights of 2018 Civil Treatment for Leaders – Government Learning Solution

Global changes:

- Changed “organization” to “agency”
- Changed “manager” to “supervisor”
- Emphasized “agency mission” rather than “bottom line”
- Replaced all cases with federal government cases
- Interspersed “**general public**”, “**visitor**”, and “**volunteers**” throughout materials where applicable

New videos:

- “We’ve got a lot of ground to cover.” replaces “Because we’re busy.”
- “Did I miss anything?” replaces “Are you going to be there?”
- “I put a lot of thought into this.” replaces “Can you believe it?”



Misc. Additions/Changes:

- **Fac Section:** Added information about collective bargaining units on page Fac-3; added two new glossary terms: Douglas Factors and Merit Systems Protection Board
- **Introduction:** moved favoritism discussion here so that participants could begin understanding early on the range of behaviors that are not necessarily illegal, yet are still detrimental; added military and veteran status to list of unlawful harassment and discrimination (page 6); added 6 Elements of a Model EEO Program (page 7A); added space for participants to write where they can *Get Help* (page 14)
- **“What’s on your mind?”:** added optional exercise on “Rebuilding Trust” (61C)
- **“Did I miss anything?”:** revised first exercise (pages 66A-B); added bystander exercise, bystander definition, bystander intervention information, and optional bystander exercise (pages 69-72); added discussion about government not having set quotas for hiring individuals of a particular protected group (page 74B)
- **“When’s my turn?”:** added optional ADA accommodation discussion (page 80F)

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THE WORKPLACE ENVIRONMENT	
<p>Introduction</p> <p>Video:</p> <ul style="list-style-type: none"> • “Because we’re busy.” • A Message from Steve Paskoff <p>Topics:</p> <ul style="list-style-type: none"> • Why Civil Treatment® is important • Unlawful harassment and discrimination • Uncivil Behavior Triangle • CT Leader Actions™ • Prescriptive Rules® 	<p>Introduction</p> <p>Video:</p> <ul style="list-style-type: none"> • NEW VIDEO “We’ve got a lot of ground to cover.” • A Message from Steve Paskoff <p>Topics:</p> <ul style="list-style-type: none"> • Why Civil Treatment® is important • Unlawful harassment and discrimination • Uncivil Behavior Triangle • CT Leader Actions™ • Prescriptive Rules® <p>Additional Changes:</p> <ul style="list-style-type: none"> • moved favoritism discussion here so that participants could begin understanding early on the range of behaviors that are not necessarily illegal, yet are still detrimental • added military and veteran status to list of unlawful harassment and discrimination (page 6) • added 6 Elements of a Model EEO Program (page 7A) • added space for participants to write where they can <i>Get Help</i> (page 14)
<p>“Some meeting...”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “Some meeting...” Part 1 (performance management discussion between Sam and Jean) • “Some meeting...” Part 2 (harassment scene with Sam and Jean) • “Some meeting...” Part 3 (Sam in the courtroom) <p>Topics:</p> <ul style="list-style-type: none"> • Performance management • Sexual harassment <ul style="list-style-type: none"> - Quid pro quo - Hostile work environment • Third-party harassment 	<p>“Some meeting...”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “Some meeting...” Part 1 (performance management discussion between Sam and Jean) • “Some meeting...” Part 2 (harassment scene with Sam and Jean) • “Some meeting...” Part 3 (Sam in the courtroom) <p>Topics:</p> <ul style="list-style-type: none"> • Performance management • Sexual harassment <ul style="list-style-type: none"> - Quid pro quo - Hostile work environment • Third-party harassment



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<p>“What am I supposed to say?”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “What am I supposed to say?” Part 1 (departmental meeting) • “What am I supposed to say?” Part 2 (courtroom testimony) <p>Topics:</p> <ul style="list-style-type: none"> • Sex-based discrimination • Retaliation • Electronic communications and social media • Jury exercise 	<p>“What am I supposed to say?”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “What am I supposed to say?” Part 1 (departmental meeting) • “What am I supposed to say?” Part 2 (courtroom testimony) <p>Topics:</p> <ul style="list-style-type: none"> • Sex-based discrimination • Retaliation • Electronic communications and social media • Jury exercise
<p>“What’s on your mind?”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “What’s on your mind?” Part 1 (David and his manager, Andre) • Your Day in Court (cross examination of class participant by Steve Paskoff) • “What’s on your mind?” Part 3 (right way of manager, Andre, meeting with David) <p>Topics:</p> <ul style="list-style-type: none"> • Documentation • Duty to Act • Iceberg Model 	<p>“What’s on your mind?”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “What’s on your mind?” Part 1 (David and his manager, Andre) • Your Day in Court (cross examination of class participant by Steve Paskoff) • “What’s on your mind?” Part 3 (right way of manager, Andre, meeting with David) <p>Topics:</p> <ul style="list-style-type: none"> • Documentation • Duty to Act • Iceberg Model <p>Additional Change:</p> <ul style="list-style-type: none"> • added optional exercise on “Rebuilding Trust” (61C)
<p>“Are you going to be there?”</p> <p>Video:</p> <ul style="list-style-type: none"> • “Are you going to be there?” <p>Topics:</p> <ul style="list-style-type: none"> • Abusive/bullying behavior • Professionalism in the workplace • Favoritism • Inclusion 	<p>“Did I miss anything?”</p> <p>Video:</p> <ul style="list-style-type: none"> • “Did I miss anything?” <p>Topics:</p> <ul style="list-style-type: none"> • Abusive/bullying behavior • Professionalism in the workplace • Favoritism • Bystander responsibilities • Inclusion <p>Additional Changes:</p> <ul style="list-style-type: none"> • revised first exercise (page 66A-B) • added bystander exercise, bystander definition, bystander intervention information, and optional bystander exercise (pages 69-72) • added discussion about government not having set quotas for hiring individuals of a particular protected group (page 74B)



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<p>“When’s my turn?”</p> <p>Video:</p> <ul style="list-style-type: none"> • “When’s my turn?” (core version – comments based on pregnancy, religion, disability, etc.) <p>Topics:</p> <ul style="list-style-type: none"> • Inappropriate mutual banter • Workplace environment • Work-talk Circle • Humor 	<p>“When’s my turn?”</p> <p>Video:</p> <ul style="list-style-type: none"> • “When’s my turn?” (core version – comments based on pregnancy, religion, disability, etc.) <p>Topics:</p> <ul style="list-style-type: none"> • Inappropriate mutual banter • Workplace environment • Work-talk Circle • Humor <p>Additional Change:</p> <ul style="list-style-type: none"> • added optional ADA accommodation discussion (page 80F)
BUSINESS DECISIONS	
<p>“Can you believe it?”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “Can you believe it? Part 1 (Vance & Francisca - wrong way) • Judge’s Charge Part 2 • “Can you believe it? Part 2 (Vance, Francisca, and Simone – right way) <p>Topics:</p> <ul style="list-style-type: none"> • Age discrimination • Termination decisions • Jury exercise 	<p>“I put a lot of thought into this.”</p> <p>NEW VIDEOS:</p> <ul style="list-style-type: none"> • “I put a lot of thought into this.” Part 1 (Vance and Francisca – wrong way) • “I put a lot of thought into this.” Part 2 (Vance and Francisca – right way) <p>Topics:</p> <ul style="list-style-type: none"> • Age discrimination • Termination decisions • Jury exercise <p>Additional Changes:</p> <ul style="list-style-type: none"> • This is now a constructive discharge rather than a termination. • The Judge’s Charge video has been deleted.
<p>“We have a little problem.”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “We have a little problem” Part 1 (Corrine and Martin discuss the situation between Marsha and Bill) • “We have a little problem” Part 2 (Corrine in the courtroom) <p>Topics:</p> <ul style="list-style-type: none"> • Race discrimination • Disparate treatment 	<p>“We have a little problem.”</p> <p>Videos:</p> <ul style="list-style-type: none"> • “We have a little problem” Part 1 (Corrine and Martin discuss the situation between Marsha and Bill) • “We have a little problem” Part 2 (Corrine in the courtroom) <p>Topics:</p> <ul style="list-style-type: none"> • Race discrimination • Disparate treatment



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WELCOMING CONCERNS	
<p>“You look really busy.” Video:</p> <ul style="list-style-type: none"> • “You look really busy.” <p>Topics:</p> <ul style="list-style-type: none"> • How to create a welcoming environment • The Welcome Model® 	<p>“You look really busy.” Video:</p> <ul style="list-style-type: none"> • “You look really busy.” <p>Topics:</p> <ul style="list-style-type: none"> • How to create a welcoming environment • The Welcome Model®
AD-HOC TOPICS	
<p>“No doubt about it.” Video:</p> <ul style="list-style-type: none"> • “No doubt about it.” <p>Topics:</p> <ul style="list-style-type: none"> • Pregnancy discrimination • Employment decisions • Family and Medical Leave Act 	<p>“No doubt about it.” Video:</p> <ul style="list-style-type: none"> • “No doubt about it.” <p>Topics:</p> <ul style="list-style-type: none"> • Pregnancy discrimination • Employment decisions • Family and Medical Leave Act
<p>“I’m not going to be available.” Video:</p> <ul style="list-style-type: none"> • N/A <p>Topics:</p> <ul style="list-style-type: none"> • Religious accommodation • Religious discrimination and harassment 	<p>“I’m not going to be available.” Video:</p> <ul style="list-style-type: none"> • N/A <p>Topics:</p> <ul style="list-style-type: none"> • Religious accommodation • Religious discrimination and harassment
<p>“Strictly business.” Videos:</p> <ul style="list-style-type: none"> • “Strictly business.” Part 1 (Rob and Carol) • “Strictly business.” Part 2 (Rob in court) <p>Topics:</p> <ul style="list-style-type: none"> • Sexual harassment • Romantic risks 	<p>“Strictly business.” Videos:</p> <ul style="list-style-type: none"> • “Strictly business.” Part 1 (Rob and Carol) • “Strictly business.” Part 2 (Rob in court) <p>Topics:</p> <ul style="list-style-type: none"> • Sexual harassment • Romantic risks
<p>“I’ve heard he’s one of the best.” Videos:</p> <ul style="list-style-type: none"> • “I’ve heard he’s one of the best.” Part 1 (Jake’s introduction to the team) • “I’ve heard he’s one of the best.” Part 2 (Samantha and Jake) <p>Topics:</p> <ul style="list-style-type: none"> • Sexual orientation • Gender identity • Gender expression 	<p>“I’ve heard he’s one of the best.” Videos:</p> <ul style="list-style-type: none"> • “I’ve heard he’s one of the best.” Part 1 (Jake’s introduction to the team) • “I’ve heard he’s one of the best.” Part 2 (Samantha and Jake) <p>Topics:</p> <ul style="list-style-type: none"> • Sexual orientation • Gender identity • Gender expression



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<p>Interviewing Skills</p> <p>Video:</p> <ul style="list-style-type: none"> • N/A <p>Topics:</p> <ul style="list-style-type: none"> • Interviews • References 	<p>Interviewing Skills</p> <p>Video:</p> <ul style="list-style-type: none"> • N/A <p>Topics:</p> <ul style="list-style-type: none"> • Interviews • References
<p>“When’s my turn?” (Ad-hoc version)</p> <p>Video:</p> <ul style="list-style-type: none"> • “When’s my turn?” (ad hoc version- comments based primarily on sex) <p>Topics:</p> <ul style="list-style-type: none"> • Inappropriate mutual banter • Workplace environment • Work-talk Circle 	<p>“When’s my turn?” (Ad-hoc version)</p> <p>Video:</p> <ul style="list-style-type: none"> • “When’s my turn?” (ad hoc version- comments based primarily on sex) <p>Topics:</p> <ul style="list-style-type: none"> • Inappropriate mutual banter • Workplace environment • Work-talk Circle

