



While employment laws may vary from country to country, a global organization must set standards and policies that apply to all its employees in order to ensure consistent treatment and a professional global workplace. Professional Global Workplace™ for Leaders (PGWL) teaches managers how to build a professional environment that transcends geographical borders.

### Course Overview

Modular in design, PGWL is an interactive, video-based program. Rather than using the law as an anchor for behavior, PGWL's philosophy is based on using an organization's values and policies, global workplace trends, and a solid business rationale to provide international managers with the knowledge, skills, and tools they need to build a professional global workplace. Participants follow a simple set of guidelines to analyze issues affecting the workplace environment and learn how to make appropriate business decisions.

### Delivery Options

PGWL is a four-hour instructor-led course that can be taught by ELI's professional instructors or your own ELI® certified instructors.

Because of the various laws and cultural norms of countries around the world, ELI® recommends customizing a client-specific training implementation to best meet an organization's global needs.



All PGWL materials are available in English, Brazilian Portuguese, French, German, Japanese, Latin American Spanish, and Simplified Chinese.



**INSTRUCTOR-LED  
TRAINING**  
For Leaders

**APPROXIMATELY  
3 HRS, 45 MIN**

*This program covers a range of issues dealing with the workplace environment and business decisions.*

### Topics Include The Following:

- Psychological/sexual/other forms of harassment
- Unfair treatment based on gender, disability, and pregnancy
- Retaliation
- Bullying/mobbing
- Inappropriate mutual banter
- Responsibility to respond to incidents

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



## Module Overviews



**INSTRUCTOR-LED TRAINING**  
*For Leaders*

**APPROXIMATELY  
3 HRS, 45 MIN**



**Introduction/  
"Because we're busy!"**

This interactive introduction uses a video to spark discussion about what Professional Global Workplace™ for Leaders is and how it relates to the organization's broader business goals and global reach. Participants analyze a realistic business scenario and suggest ways that managers can create a productive work environment and make fair business decisions. These guidelines, known as the Global Leader Actions and the Global Management Guidelines, are applied throughout the program to help participants ensure their behavior supports the goals of the organization.

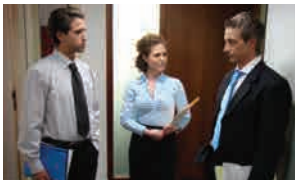
**Topics**

*Course Objectives, Global Management Guidelines, Global Leader Actions*

**Learning Points**

- The organization's employees are held to a standard of behavior that transcends local laws.
- Treating all employees fairly protects the organization's reputation and safeguards managers from risk.
- The Global Leader Actions and the Global Management Guidelines provide a strategy for complying with standards of behavior.

**50  
minutes**



**"Some meeting..."**

A video-based exercise that illustrates the effects of inappropriate workplace conversations and defines psychological and sexual harassment.

**Topics**

*Psychological and Sexual Harassment*

**Learning Points**

- Harassment is a serious business issue.
- Inappropriate comments may taint the legitimacy of business decisions, interfere with performance, and drive away talented employees.
- Organizations have a duty to inform employees of policies regarding harassment.
- Managers have a responsibility to address inappropriate behavior according to policy guidelines.

**45  
minutes**



**"You know how the work group is."**

A two-part exercise that illustrates the business imperative for the Duty to Act, even when employees request confidentiality.

**Topics**

*Duty to Act*

**Learning Points**

- All forms of harassment and inappropriate behavior require management intervention.
- Inaction implies that harassment is not a serious business issue and/or that the organization condones the behavior.

**50  
minutes**



**"I've heard enough brilliant ideas."**

A video-based exercise in which participants analyze bullying behavior and its effect on the workplace. Participants also discuss favoritism and inclusion.

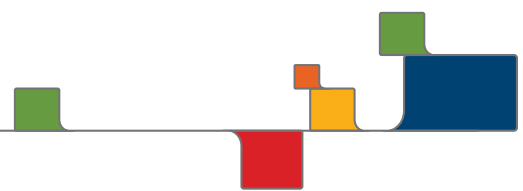
**Topics**

*Bullying*

**Learning Points**

- Managers have a responsibility to treat employees equally and consistently.
- Preferential treatment harms manager credibility.
- How managers achieve results is as important as the results themselves.

**20  
minutes**





## Module Overviews



**INSTRUCTOR-LED  
TRAINING**  
*For Leaders*

**APPROXIMATELY  
3 HRS, 45 MIN**



A two-part panel exercise in which participants examine retaliation and unfair treatment based on gender. Participants learn that how they respond to a claim – even if it is unfounded – can have a significant impact on the organization.

**Topics**  
*Retaliation*

### Learning Points

- Unfair treatment based on gender exists when employees or applicants are treated differently because of their gender.
- Retaliation occurs when an employee is disciplined or fired or his/her employment is adversely affected because he/she raised a complaint, participated in an investigation, or took legal action.
- You should never take action against an employee for raising a complaint.

**60  
minutes**

**“What am I supposed to say?”**

## AD-HOC TOPICS



A video-based exercise that illustrates the complexity of decisions involving employees/applicants who are pregnant and the importance of following Global Management Guideline #3: Get Help.

**Topics**  
*Pregnancy Issues*

### Learning Points

- Pregnancy and related conditions are covered under several countries' laws.
- Assumptions may create risk in the decision-making process.

**15  
minutes**

**“No doubt about it.”**



A text-based exercise that explores the issue of disability by explaining managers' responsibilities when faced with a request for an accommodation.

**Topics**  
*Disability*

### Learning Points

- Managers should Get Help when dealing with disability accommodation issues.

**15  
minutes**

**“I'm not sure.”**



A video-based exercise that illustrates the effects of inappropriate conversations on the work environment, even when no formal complaints of inappropriate behavior are made.

**Topics**  
*Inappropriate Conversations*

### Learning Points

- Inappropriate conversations in the workplace may be part of a broader issue.
- Inappropriate conversations may negatively impact the work environment.
- Managers must act on inappropriate behavior even if no one appears offended.

**15  
minutes**

**“What do you expect?”**

