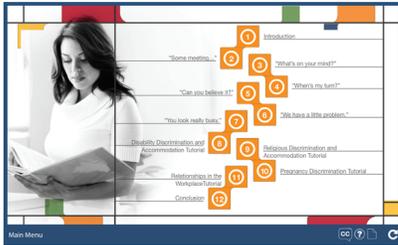
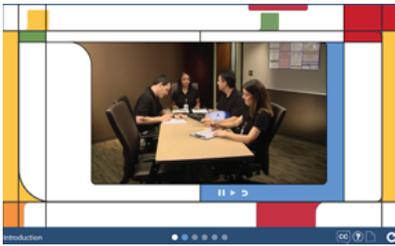




Module Overviews



The online version of Civil Treatment® for Leaders engages participants in thought-provoking scenarios through the use of live-action videos. Participants are challenged to analyze complex workplace situations and complete interactions throughout the course. Modular in design, the course can be seamlessly customized by "turning off" modules that are not relevant to the audience. In addition, per-page bookmarking allows learners to complete the approximately 105-minute course in modular chunks or at their own pace.



- **How do your leaders' behaviors impact business results?**
- **How do your leaders model organizational values and how can they best respond to issues when they come up?**

Learning Objectives

- Civil Treatment® is important to create and maintain a fair and professional workplace culture.
- The Prescriptive Rules® and CT Leader Actions™ are models that can be used by your leaders to proactively promote organizational values and standards.

Business Insights

- Leaders set the tone of what is and isn't acceptable, and leader behavior directly impacts business results.
- In order for people to do their best work, leaders must model and communicate the values of the organization.

Introduction

Approximately 9 minutes

The Prescriptive Rules®, CT Leader Actions™, Impacts of Uncivil Behavior

- **What is harassment?**
- **Can effective leadership practices be compromised by inappropriate behavior?**

Learning Objectives

- Inappropriate comments and actions may taint the legitimacy of business decisions.
- Organizations have a duty to inform employees of policies regarding harassment and discrimination.
- Managers should model appropriate workplace behavior.

Business Insights

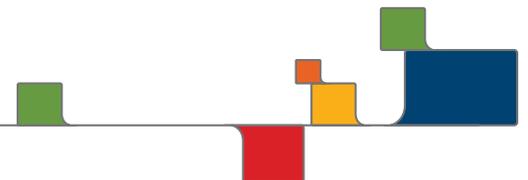
- Leaders are responsible for managing employee performance and workplace behavior, even their own.
- Sexual and other forms of harassment present business risks that can affect the organization's productivity, reputation, and, ultimately, the bottom line.



"Some meeting..."

Approximately 14 minutes

Sexual Harassment (Quid Pro Quo and Hostile Work Environment)





“What’s on your mind?”

Approximately 13 minutes

Trust in the Workplace, Internal Complaints, Duty to Act, Effective Documentation, Retaliation

- How do leaders build trust and appropriately fulfill their responsibilities to ensure a fair and professional workplace for everyone?
- How can leaders document workplace events effectively?

Learning Objectives

- 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.
- Managers should partner with Human Resources to investigate employee complaints.

Business Insights

- Leaders build trust by taking action and understanding when they are obligated to report violations of the organization’s standards.



“When’s my turn?”

Approximately 11 minutes

Inappropriate Mutual Banter, Workplace Environment

- Should leaders intervene when people are casually talking and joking at work?
- When and where does today’s workplace extend?

Learning Objectives

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

Business Insights

- Leaders need to be aware of the ways that inappropriate mutual banter may negatively impact the work environment.
- By failing to intervene to address inappropriate behaviors, people may perceive leaders as agreeing with or participating in inappropriate behavior, thereby damaging credibility.



“Can you believe it?”

Approximately 12 minutes

Business Decision-Making, Age Discrimination

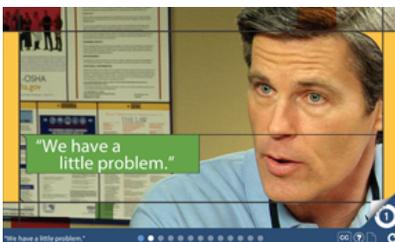
- How do your leaders make and communicate business decisions effectively?

Learning Objectives

- Managers should not discriminate against employees based on their age, but instead use objective criteria when making business decisions.
- Workforce reductions and reorganizations should be conducted in a manner consistent with organizational guidance.

Business Insights

- Leaders should avoid making assumptions about an employee’s abilities, career goals, or intentions based on his/her age or other protected characteristics.
- Communicating decisions to highlight the application of objective business criteria and the process helps to avoid perceptions of unfairness.



“We have a little problem.”

Approximately 11 minutes

Race Discrimination, Disparate Treatment

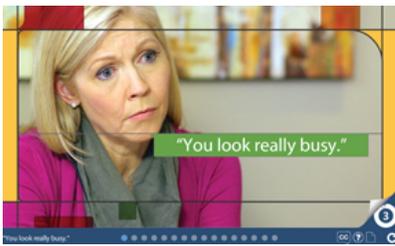
- What are the risks of acting too hastily, without relevant and objective facts?

Learning Objectives

- Discrimination may exist without evidence of written or verbal comments.
- Failing to investigate prior to making business decisions may lead to discrimination.

Business Insights

- Leaders must make fact-based decisions and comply with organizational standards applicable to termination or any other type of corrective action.



“You look really busy.”

Approximately 16 minutes

Welcoming Concerns, The Welcome Model™, Electronic Communications/Social Media

- **How should a leader welcome and respond to employee concerns?**
- **What is the impact of social media and other forms of electronic communication?**

Learning Objectives

- Employees are encouraged to report concerns and leaders need to be prepared to listen and take action to address issues as they come up.
- The Welcome Model® provides leaders with guidelines for gathering pertinent information and taking action on concerns.

Business Insights

- Leaders communicate that they value and respect employees by creating a welcoming environment.
- Leaders have more opportunity to resolve issues when employees bring them forward before the concerns escalate.
- Leaders build trust by following up with employees to thank them and assure them that action is being taken to resolve concerns.



Disability Discrimination and Accommodation Tutorial

Approximately 4 minutes

Disability Discrimination and Requests for Accommodation, Americans with Disabilities Act

Learning Objectives

- *Get Help* when faced with disability issues.
- Create a partnership with employees who request accommodation for reasons of disability.

Business Insights

- Leaders should *Get Help* whenever employees request some form of help or accommodation in order for them to perform their jobs.



Religious Discrimination and Accommodation Tutorial

Approximately 4 minutes

Religious Discrimination and Accommodation

Learning Objectives

- Requests for religious accommodation should be handled consistently with company policy and past practice.

Business Insights

- Leaders should *Get Help* whenever employees request some form religious accommodation.



Pregnancy Discrimination Tutorial

Approximately 6 minutes

Pregnancy Discrimination Act, Family and Medical Leave Act

Learning Objectives

- Pregnancy and related conditions are covered under both the Pregnancy Discrimination Act and the Family and Medical Leave Act.
- Assumptions applied in the decision-making process may create risk.

Business Insights

- Making assumptions about pregnancy and related conditions may create risk in the decision-making process.
- Leaders should *Get Help* whenever employees require leave from work, for whatever reason.



Learning Objectives

- Sexual relationships between a manager and employee taint the legitimacy of business decisions.
- Leaders should avoid actual, potential or perceived conflicts of interest.

Business Insights

- Leaders need to appear impartial and fair; they should avoid personal relationships that would impair their credibility.

Relationships in the Workplace Tutorial

Approximately 4 minutes

Impact of Relationships in the Workplace



Learning Objectives

- Review of key points and models.

Conclusion and Summary

Approximately 1 minute

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

