



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.



Module Overviews



- **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 25 minutes

The Prescriptive Rules®, Harassment, Discrimination



- **How do your leaders build trust and appropriately fulfill their responsibilities to ensure a fair and professional workplace for everyone?**
- **How can your 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.

"What's on your mind?"

Approximately 25 minutes

Internal Complaints, Duty to Act, Documentation, Retaliation



- **What's your leader's responsibility 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.

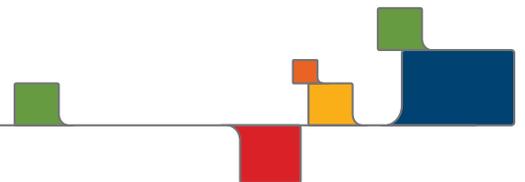
Business Insights

- 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.

"When's my turn?"

Approximately 15 minutes

Mutual Banter, Workplace Environment





“Can you believe it?”

Approximately 15 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 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 15 minutes

Race Discrimination, Disparate Treatment

- **How should your leaders balance urgency to address external concerns with commitment to fair decision-making?**

- **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 may put themselves or the organization at risk if they react impulsively.
- Even perceived discrimination puts the leader and the organization at risk.
- 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 15 minutes

Welcoming Concerns, The Welcome Model®, Abusive/Bullying Behavior, Electronic Communications/Social Media

- **How should your leaders welcome and respond to employee concerns?**

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 a model 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.

