



Module Overviews

The CTM Refresher builds upon key concepts taught in Civil Treatment® for Leaders, including the Prescriptive Rules®, Duty to Act, harassment, and discrimination, while also introducing new Civil Treatment® topics. The four-hour instructor-led course uses ELI's proven learning methodology to reinforce key points and increase skill retention.

“Introduction” – 20 minutes

The Prescriptive Rules®, Harassment, Discrimination

This interactive introduction uses a video to spark discussion about what Civil Treatment® is and how it relates to the organization's broader business goals. Participants analyze a realistic business scenario and suggest ways that managers can create a productive work environment and make fair business decisions. The Prescriptive Rules® are applied throughout the program to help participants ensure their behavior supports the goals of the organization.

Learning Points:

- Civil Treatment® is important due to legal and business imperatives.
- The Prescriptive Rules® provide guidelines for building a productive and inclusive workplace.

“Did You Get My Text?” – 20 minutes

Electronic Communications, Social Networking

A video-based exercise that explores how inappropriate electronic communications can damage the work environment by creating unnecessary distractions and impacting the team's ability to work together.

Learning Points:

- It is important for employees and managers to Guard Words and Actions when interacting with others electronically.
- The organization's policies related to appropriate behavior in the workplace also apply to electronic communications.
- Managers should *Get Help* when addressing issues that involve electronic communications and social networking.

“Is That A Threat?” – 30 minutes

Sexual Harassment, How to Get Help

A two-part, video-based exercise in which participants witness a potential policy violation that tests their skills to properly assess the situation.

Learning Points:

- Do not rely on first impressions when assessing a situation.
- *Get Help* when dealing with a potential policy violation.
- Sexual harassment is a serious business issue.

“Would You Look At These Two?” – 15 minutes

Multigenerational Issues, Non-Inclusive Behavior

A video-based exercise focusing on creating a positive work environment that includes the contributions of a multigenerational workforce.

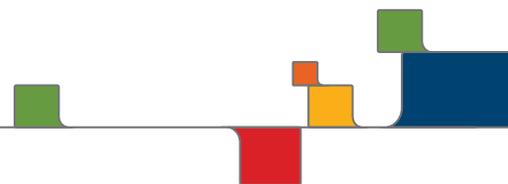
Learning Points:

- Non-inclusive behavior can have a negative business impact on the organization.
- Despite generational differences, all employees want to be treated with respect.
- Managers should create a positive work environment for all employees by finding common ground among the different generations and avoiding stereotypes.

“Just Deal With It.” – 50 minutes

Duty to Act, The Welcome Model®, Creating a Welcoming Environment

A video-based exercise in which participants explore a manager's duty to act through a courtroom exercise and learn a model designed to create a welcoming environment for employee concerns.



Learning Points:

- All forms of harassment and inappropriate behavior require management intervention.
 - Creating an environment where employees are comfortable sharing their concerns is crucial to the organization's success.
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"I've Heard He's One Of The Best." – 25 minutes

Sexual Orientation, Gender Identity, Gender Expression

A two-part, video-based exercise emphasizing that all employees, regardless of their sexual orientation, gender identity, or gender expression, are entitled to fair and equal treatment.

Learning Points:

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

"Your Timing Is Convenient." – 30 minutes

Retaliation/Protected Protest

A two-part, video-based exercise in which participants analyze an organization's process for welcoming concerns and how to avoid risky behavior that can lead to retaliation lawsuits.

Learning Points:

- Retaliation occurs when an employee is disciplined or fired or his/her employment is materially adversely affected because he/she raised a complaint, participated in an investigation, or took legal action.
 - You should never take adverse action against an employee for raising a complaint in good faith.
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"I Wanted To Update You." – 50 minutes

Promotion Decisions, Making Legal Workplace Decisions

A video-based exercise in which participants review a manager's promotion decision, which is subsequently scrutinized when one of the non-selected candidates files a race and religious discrimination lawsuit against the organization.

Learning Points:

- *Get Help* from Human Resources when making any employment decisions.
- Do not base any personnel decisions on subjective criteria; instead, focus on the employee's skills and/or job experience.
- Communicate personnel decisions in a respectful and professional manner.
- Guard Words and Actions in your interactions with employees.

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