



### MODULE OVERVIEWS

#### INTRODUCTION

This module uses video to generate discussion about the organization's anti-harassment policy. Participants identify the policy's key points and discuss best practices for communicating it to employees. Participants then learn the definitions of sexual harassment and abusive conduct, discuss various federal and state laws prohibiting harassment, and review the Prescriptive Rules<sup>®</sup>.

##### Learning Points:

- Preparing a discussion on organizational policy is an important investment of any manager's time.
- Discussing policies during team meetings makes it easier to address issues should problems arise.
- Sexual harassment is a serious business issue.
- Quid pro quo and hostile work environment are two types of harassment.
- Federal and state laws prohibit sexual harassment.
- Managers can apply simple behavioral rules to prevent and address sexual harassment.

#### WELCOMING CONCERNS

In this module, participants learn how to create a welcoming environment with the Welcome Model<sup>®</sup> and apply what they have learned to several scenarios. Same-sex harassment and third-party harassment are also discussed.

##### Learning Points:

- Managers should create a welcoming environment so that employees will feel comfortable raising concerns.
- Organizational policy and behavioral standards apply to all employees – even those working offsite.

- The organization has a responsibility to protect its employees from harassment, regardless of the source of the behavior.

#### DUTY TO ACT

In this video-based module, participants watch as a manager tells her supervisor about an employee's complaint of third-party harassment. Participants practice how to respond to a supervisor who doesn't take the concern seriously. They also discuss their Duty to Act and the importance of avoiding retaliation.

##### Learning Points:

- Managers have a Duty to Act when they become aware of potential sexual harassment.
- Avoid retaliation in the workplace by creating a welcoming environment and following the Prescriptive Rules.

#### BUSINESS DECISIONS

Participants review an inappropriate e-mail and discuss the importance of maintaining business relationships with employees. They also discuss objective and subjective criteria in making business decisions and have a performance discussion with an employee.

##### Learning Points:

- Avoid favoritism or the appearance of favoritism in making business decisions.
- Use objective criteria to make business decisions.



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### CONCERNS RESOLVED

In this wrap-up module, participants discuss how to address inappropriate customer behavior and review the key concepts from the course.

#### Learning Points:

- The organization must take steps to address inappropriate customer behavior.

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2675 Paces Ferry Road, Suite 470 • Atlanta, Georgia 30339  
Tel: 800.497.7654 • Fax: 770.319.7905