

Professional Global Workplace FOR LEADERS

Virtual Instructor-Led Training Module Overview



It takes real-world situations to provide real-world training.

The new workplace is a dynamic environment. Not only is the workplace itself changing but so is the workforce. Add to that the ongoing cultural changes in both the organization and society at large and you have a situation that requires managers to be flexible, knowledgeable, insightful, courteous, and, of course, leaders.

We developed ELI's new Professional Global Workplace for Leaders specifically for this modern workplace. In a time when a simple list of "Do's & Don'ts" has been replaced with nuance, cultural contexts, relationships, and the demands for efficiency and productivity, the new Professional Global Workplace for Leaders provides the real-world tools today's effective managers demand.



**VIRTUAL
INSTRUCTOR-LED
TRAINING**
Up to 3.5 hours

INTRODUCTION

This module contemplates the business importance of addressing unprofessional behaviors to ensure a workplace in which everyone can do their best work.

Approximately 25-minute module

LEARNING POINTS

- Leaders have a responsibility to build and maintain a productive, inclusive workplace, known as a Professional Global Workplace.
- A Professional Global Workplace is one in which everyone can do their best work to achieve the best results for themselves, their teams, and the organization.

TOPICS

- Unprofessional Behavior Triangle
- Professional Global Guidelines

IS IT JUST ME?

Managers often must confront issues that are nuanced and subtle:

An employee who is uncomfortable and embarrassed by unwelcome touching from a co-worker.

A team member who repeatedly gets asked out romantically by a customer and feels helpless because her manager just tells her to deal with it or be replaced.

A worker who is uncomfortable about his co-workers' jokes and comments but feels he has to laugh just to fit in.

And an employee who feels harassed by a team member because of her appearance.

Approximately 40-minute module addressing a variety of examples of psychological and sexual harassment



LEARNING POINTS

- Sexual harassment involves unwelcome sexual advances, requests for sexual favors, or other related conduct that a reasonable person would consider intimidating, hostile, or abusive.
- Inappropriate comments and actions may taint the legitimacy of business decisions.
- 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 opposed unlawful conduct.
- Leaders should never take adverse action against an employee for raising a complaint in good faith.

TOPICS

- Psychological and sexual harassment
- Retaliation
- Inappropriate conversations
- Workplace environment
- Social media

CAN YOU BLAME HIM?

What do you do if you observe repeated incidents of verbal bullying, ridiculing, and abusive behavior by one employee to another? What if the bully is also a supervisor? How can you intervene?

Approximately 30-minute module addressing workplace bullying/mobbing and the responsibilities of observers to address inappropriate workplace behaviors

LEARNING POINTS

- Bullying behavior is not an effective or acceptable work style.
- Behavior that is not illegal may still harm the workplace environment and put the organization at risk.
- Observers have a responsibility to address inappropriate workplace behaviors.



TOPICS

- Workplace bullying/mobbing
- Observer intervention
- Ways to intervene

LET'S MAKE THIS QUICK

When a team is dispersed across the globe, what behaviors and best practices can help them work together the most efficiently and successfully? In this module, an international team discusses a customer account virtually across time zones with varying degrees of professionalism, etiquette, and success.

Approximately 35-minute module addressing best practices for virtual teams and strategies for building stronger connections

LEARNING POINTS

- High-performing teams work together collaboratively and inclusively to achieve team goals.
- Working on virtual teams requires flexibility and willingness to adapt to ways of interacting that may be different than if team members were meeting in the same space.
- Building strong personal connections with virtual team members and providing opportunities for them to build connections amongst themselves promotes collaboration and inclusion.



TOPICS

- Best practices for virtual teams

I'M REALLY GLAD WE TALKED

What would you do if you felt that someone's assumptions or beliefs were impacting your ability to do your job? Would you speak up to that person about their blind spot? What would you say? And how can you identify your own potential blind spots?

Approximately 35-minute module addressing unconscious bias and how to have difficult conversations

LEARNING POINTS

- Unconscious biases are attitudes and beliefs that we may not be aware of but that influence our day-to-day behaviors.
- Being aware of our biases and actively working to mitigate them can lead to greater understanding, a higher level of trust, and better business results.
- Employees should speak up directly to their colleagues about inappropriate or non-inclusive behavior if they are comfortable doing so.

TOPICS

- Unconscious bias
- PGW Conversation Model

YOU KNOW HOW THE WORKGROUP IS

PART 1:

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

An employee often watches football matches with his workgroup off-duty, but is bothered by their offensive joking and racial/ethnic stereotyping about the players. He talks with his manager about the problem but requests confidentiality because he wants to get along with the group.

PART 2:

Despite protestations from the employee, the manager asks for more information to address the issue. The manager explains his Duty to Act and the importance of raising concerns to maintain a professional and safe environment for everyone.

Approximately 30-minute module addressing a manager's responsibility to take action when aware of potential violations of the law, policy, or safety standards



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.
- Violations of the law and/or policy supersede the trust and bond between a manager and employee.

TOPICS

- Duty to Act

CONCLUSION

This module briefly reviews the course learning points and allows participants a chance to make a personal commitment to building and maintaining a Professional Global Workplace.

Approximately 10-minute module

LEARNING POINTS

- Applying Professional Global Workplace concepts can help achieve our main business objectives.

TOPICS

- Personal commitment statement