

# Professional Global Workplace FOR EMPLOYEES

## Instructor-Led Training Module Overview



**INSTRUCTOR-LED  
TRAINING**  
**90-115 minutes**  
**With Ad Hoc Module:  
120-150 minutes**

### 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 employees to be flexible, knowledgeable, courteous, and act respectfully toward others.

We developed ELI's new Professional Global Workplace for Employees 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 Employees provides the real-world tools today's effective employees demand.

## INTRODUCTION

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

*Approximately 10-15 minute module*

### LEARNING POINTS

- Everyone has a responsibility to help 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

## HERE'S THE PROBLEM

Employees often confront issues that are nuanced and subtle:

- Feeling harassed by a team member because of their appearance
- Repeatedly getting asked out romantically by a customer and feeling helpless when their manager tells them to deal with it or be replaced
- Being uncomfortable about co-workers' jokes and comments but feeling they have to laugh just to fit in

***Approximately 25-30 minute module addressing a variety of examples of psychological and sexual harassment***



### LEARNING POINTS

- Sexual harassment occurs when an employee suffers insensitive or unfair treatment, whether verbal or nonverbal, that is sexual in nature or directed at the employee because of their sex.
- Retaliation is when adverse action is taken against an employee for reporting a violation of law or company policy or participating in an investigation.
- The organization will not tolerate any form of retaliation.

### 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 25-30 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

## CAN WE TALK?

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 25-30 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

## 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 5-10 minute module*

### LEARNING POINTS

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

### TOPICS

- Personal commitment statement

## LET'S MAKE THIS QUICK (AD HOC MODULE)

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 30-35 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 promotes collaboration and inclusion.

### TOPICS

- Best practices for virtual teams