



COURSE TITLE

Workplace Harassment and Abusive Conduct Prevention

DESCRIPTION

In spite of many years of mandated training, workplace harassment can remain an ongoing challenge. The Workplace Harassment & Abusive Conduct course recognizes the changing dynamics in today's busy workplaces and illustrates very clear appropriate and inappropriate behaviors and how to address. With a generous dose of creativity and animated scenarios, participants are challenged to consider the impact of their words, behaviors and relationships. The Supervisor course contains two parts (Core Content and Leadership Series) and meets California (AB 1825 / AB 2053 / SB396), Connecticut, and Maine and New York requirements.

Part 1 of 2 – Core Content

The Core Content takes approximately 50 minutes to complete. The Core Content focuses on basic content intended for all employees and includes an explanation of your organization's harassment policy, LGBTQIA harassment, sexual harassment, protected characteristics harassment, hostile workplace and how to stop prohibited behavior.

Part 2 of 2 - The Leadership Series

The Leadership Series takes approximately 70 minutes to complete.

The Leadership Series provides leaders with tools to help stop harassment by coaching them on how to apply an intervention process to stop an employee or team's prohibited behavior when it is occurring, and respond effectively if a team member reacts defensively when asked to stop her/his prohibited behavior. The Abusive Conduct module identifies the impacts of bullying, profanity and prohibited behaviors. Supervisors learn how to receive a complaint and a 4 step interview process. Third party harassment is addressed as leaders learn why and how it can impact an organization. Leaders learn how to prevent and address subtle and blatant retaliation. Finally, a course knowledge check is given to ensure leaders understanding of all of the core and leadership series content.

OUTLINE

Part One – CORE CONTENT – (50 minutes)

Introduction

Employer's Policy

- Understanding Employer's Policy
- Link to Actual Company Policy
- Acceptance Button/Sign in Agreement to follow policy
- Federal, State, Local laws
- EEOC
- Employment Laws and Court Decisions

Sexual Harassment

- Flirting Dating at Work, Quid Pro Quo, etc.
- Impacts of Technology (email, texts, social media)

Hostile Workplace/ Protected Characteristics

- National Origin
- Age
- Disability

LGBTQIA Harassment

- 2018 FEHA Sex and Gender Definitions
- Transgender
- Gender identity harassment

How to Stop Prohibited Behavior

- Three approaches for asking another person to stop prohibited behavior
 - Being direct
 - I understand, but stop
 - Personal coaching

Part Two - LEADERSHIP SERIES (70 minutes)

Intervention – Leadership Series

In My Culture

- 8-step intervention process and practice in applying it if the employee uses his/her culture to justify prohibited behavior
- Includes steps on what to do if a harasser acts defensively

Bullying

- Identify impacts of bullying and to stop it
- Profanity
- Prohibited Behaviors

My Friend

- Coach leaders on how to intervene with an employee who is a good friend
- Tell a harasser, who is a good friend to stop and how to respond when he/she reacts defensively

When Behavior Occurs

- Coach leaders on how to apply an intervention process to stop a team's prohibited behavior when it is occurring, and respond effectively if a team member reacts defensively when asked to stop her/his prohibited behavior.

Receiving a Complaint

- Methods for avoiding mistakes
- What is considered a complaint?
- Four-step interview process.

Third Party and Bystander

- Why it is important to talk with third party recipient of harassment

- How to identify and address concerns and questions as a bystander
- How to encourage him or her to talk about situations in the future
- How to clarify the harassment policy

Supervisor's Role in Preventing Retaliation

- Identify conduct prohibited by the employer's retaliation policy
- Clarify the supervisor's role in preventing retaliation
- Provide practice in coaching an employee to avoid subtle retaliation

Course Knowledge Check

Certificate of Completion

AUDIENCE

Supervisors and Leaders of any organization who wish to better understand the complex nature of workplace harassment and abusive conduct and learn to identify and resolve those behaviors.

Course is compliant in CA, CT, ME, and NY.