Civil Treatment for Employees

Overview

The course focuses on certain types of behaviors that are divisive and how participants should adhere to a set of standards that help employees embody the organization’s vision, mission, and values. This course is not about the law per se, nor is it intended to point out individual differences among employees in terms of race, age, gender, etc. It is a course premised on the idea that employees are citizens of the organizations which employ them, and that citizenship carries with it certain responsibilities. It provides employees practical behavioral steps to ensure a work environment that enables everyone to work without the obstacles that arise when co-workers behave inappropriately. It also ensures that they understand their options when confronted with inappropriate behavior, as well as where and how to raise concerns.

Target Audience

Staff/Individual contributors

Learning Objectives

By the end of the workshop, participants will be able to:

- Understand how behavior furthers – or hinders – the mission of the organization.
- Communicate their role and responsibilities in helping to maintain a CT Workplace.
- Treat others in a manner consistent with the organization’s policies and procedures regarding behavior in the workplace.
- Utilize a feedback model for communicating workplace concerns to others (co-workers, management, etc.).
- Identify when and where to get help when confronted with a workplace issue or concern.

Competencies

- Diversity
- Building Trust
- Managing Conflict

Course Content

- **Sexual Harassment, Hostile Work Environment**: Focuses on the effect of not following Conduct Guideline #1, defines sexual and other types of harassment, and outlines expected workplace behavior.
- **Duty to Act:** Addresses the manager’s Duty to Act if a situation arises involving law, policy, or safety.
- **Religion and National Origin Issues:** Focuses on the risks of harassment based on religion or national origin. Participants also learn about the organization’s policies on electronic communications.
- **Employee-to-Employees Retaliation:** Addresses the impact of employee-to-employee retaliation on the workplace. Participants also practice using the INFORM Model to avoid such situations.
- **Abusive Behavior:** Addresses unprofessional, abusive behavior in the workplace. Participants learn tips for resolving conflict in safe, professional ways.
- **Mutual Banter:** Introduces why it is important for an employee to monitor his/her words and actions in the workplace.

### Format / Length of Course

- **Format:** Classroom
- **Length:** 4 hours

### Cost

- $60 per participant for materials

### Required

- No

### Prerequisites

- None

### Related Workshops

- None

### Pre-Work Required?

- None

### Manager Actions Required

**Pre-Class:**
- Talk with your employee about strengths and developmental opportunities related to the competencies.
- Relate the information from the course to their job specific responsibilities.
- Ask the employee how they believe they will benefit from the workshop.

**Post-Class Support:**
- Have a discussion with the employee about their impression of the workshop.
- Help the employee identify situations where they can apply the course content.
- Give the employee feedback about how they are demonstrating the behaviors.