Civil Treatment for Leaders

Overview

Designed to provide managers with the tools they need to manage fairly and legally in today’s changing workplace. Managers are provided an easy-to-remember behavioral model that defines when and how conduct, behavior, and performance are governed by organizational policy and the law. During the program, participants are challenged to analyze and address workplace scenarios through interactive exercises, including serving as witnesses and jurors in true-to-life employment lawsuits. They learn first-hand how their conduct can either cause or prevent liability and other workplace problems. Participants analyze a realistic business scenario and suggest ways that managers can create a productive work environment and make fair business decisions. These guidelines known as the Prescriptive Rules are applied throughout the program to help participants ensure their behavior supports the goals of the organization.

Target Audience

Frontline leaders through mid-level managers

Learning Objectives

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

- Understand how professional, fair conduct relates to and furthers the mission of the organization.
- Define when and how conduct, behavior, and performance are governed by organizational policy and by the law.
- Utilize five management guidelines to ensure fair and equal treatment in the workplace, as well as a model for managing employment issues objectively and fairly.
- Incorporate the concepts of Civil Treatment into the activities of their team, unit, and/or department.

Competencies

- Diversity
- Building Trust
- Managing Conflict
Course Content

- **Sexual Harassment, Third-Party Harassment**: focuses on the effects of not guarding words and actions, defines sexual (and other types of) harassment, and outlines a roadmap for minimizing risk in the workplace environment.
- **Religion, National Origin**: Participants explore ways to proactively address inappropriate behavior before it becomes a problem, and also reviews the organization’s policies on electronic communication.
- **Retaliation, Gender**: Participants examine sex-based discrimination and retaliation. They learn that how they respond to a claim—even if it is unfounded—can have a significant impact on the organization.
- **Internal Complaints, Duty to Act**: Focuses on the business imperative for the Duty to Act, even when employees request confidentiality.
- **Mutual Banter**: Participates in exercises that illustrate the effect of mutual banter on the work environment, even when no formal complaints of inappropriate behaviors are made.
- **Abusive Behavior**: Participants analyze abusive behavior and its effect on the workplace. They also discuss favoritism and inclusion.
- **Age Discrimination, The FACT Model**: Focuses on how not following the rules in employment decisions may create risks for an organization. The FACT model is introduced as a tool that can be used to make fair and objective business decisions.
- **Disability and Religious Accommodation**: Explores issues of disability and religion by explaining managers’ responsibilities when faced with a request for an accommodation.
- **Race Discrimination, Disparate Treatment**: Focuses on how failing to Get Help to investigate can lead to evidence of discrimination.

Who Needs to Take This Course?

Format / Length of Course

Format: Classroom
Length: 8 hours

Cost

$125 per participant for materials

Required

Manager Development Program
Supervisor Development Program
**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.