



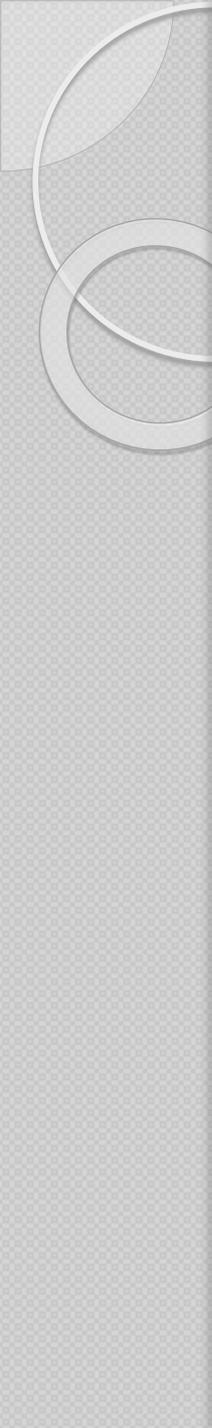
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# Discrimination, Harassment, and Sexual Harassment Program

# What Will be Covered

- ✓ **Discrimination and Harassment**
- ✓ **See how Racially Offensive Remarks affect the Workplace**
- ✓ **Diversity is Key**
- ✓ **Understand how Workplace Civility fits in**
- ✓ **Bring awareness to Bullying in the Workplace**
- ✓ **It all comes down to... R E S P E C T**



Tell me and I forget  
Teach me and I learn  
Involve me and I remember.

-Benjamin Franklin

It is your choice how you proceed through this mandatory training. I *encourage* and *challenge* you to **Involve** yourself in this training.

Think as you go through it how you may change or improve what you say and what you do. Remember, actions speak louder than words.

# Discrimination & Harassment in the Workplace

- ❑ We will start out with a 5 minute video, *Sexual Harassment in the Workplace*, that summarizes the Presentation that you will be directed to following this video  
<https://www.youtube.com/watch?v=NGc7KfQ3uWs>
- ❑ By following the link below, you will be directed to a different PPT presentation (length of time: 40 + minutes)  
[https://08707368-c278-430f-b2d2-82d3e8d77f4d.filesusr.com/ugd/98e242\\_ddfdc1f51e84447393c9a512009d5ebb.pdf](https://08707368-c278-430f-b2d2-82d3e8d77f4d.filesusr.com/ugd/98e242_ddfdc1f51e84447393c9a512009d5ebb.pdf)
- ❑ Following the presentation, you will take a quiz on the material covered: Click the link and scroll down for the quiz  
<https://www.thisshowweroll.org/harassment-training-managers>
- ❑ Once you have completed the quiz, return to slide 5 of this presentation

# Racially Offensive Remarks in the Workplace

- ❑ Racism, a form of harassment, can undermine the goal of having a diverse, multicultural and inclusive workforce
- ❑ Racism most often manifests itself through indirect, subtle or even unintentional acts of discrimination  
Think stereotyping
- ❑ To prevent this, set objective criteria for decision-making to help eliminate racial profiling and other racist behaviors
- ❑ Try to be hyper aware of your actions
- ❑ Click this link to view a short piece on *Racially Offensive Remarks in the Workplace...*

[https://www.youtube.com/watch?v=YKSz\\_6EPHPo](https://www.youtube.com/watch?v=YKSz_6EPHPo)

# Diversity in the Workplace



# Diversity in the Workplace

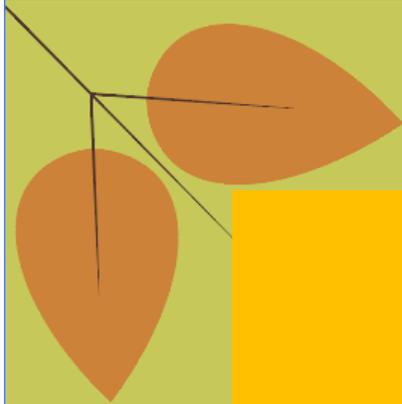
- ❑ Diversity is about the way we are each different, unique
- ❑ Diversity in the workplace is understanding this uniqueness, recognizing our individual differences and appreciating the value that diversity brings to the workplace
- ❑ Diversity includes
  - Education
  - Nationality and Background
  - Physical and Mental Abilities
  - Values, and Attitudes, and Beliefs
- ❑ Diversity requires respect and acceptance

# Diversity in the Workplace



- ❑ **Our goal is to have a unified but diverse workplace**
- ❑ **Click on the link below to view a short video on Diversity**  
<https://www.youtube.com/watch?v=M5JcGo3FCyk>

# Civility in the Workplace



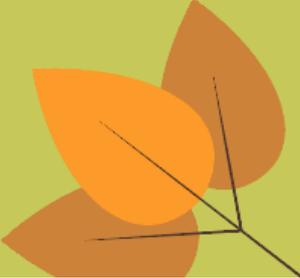
Definition of  
**Workplace Civility:**  
Respectful Habits  
that Enhance Productivity

**Civility = Manners 101**

# Civility in the Workplace



**Spread civility.** If someone thanks you for your help, you're twice as likely to help them again in the future, and more than twice as likely to help someone else.



Source: Flynn, Stanford Graduate School of Business Center for Social Innovation, 2012.

# Civility in the Workplace

Civility	Incivility
Going out of your way to help someone	Failing to return phone calls, voice mails, emails
Acknowledging your mistakes and making appropriate amends	“Humorous” put-downs, eye rolling, heavy sarcasm, derogatory remarks
Saying “please” and “thank you”	Not keeping appointments / meetings
Using a positive tone of voice	Interrupting conversations or meetings
Putting a new roll of toilet paper on the holder when you’ve used the last piece	Yelling, phone slamming, fist pounding, throwing objects
Apologizing when you do something that offends someone	Chipping away at someone’s self-esteem through constant slights
Refusing to participate in gossip	Ignoring others and their opinions
Showing respect for other coworker’s feelings and opinions	Addressing people in an unprofessional manner
Assume the best of people and be a positive role-model	

# Civility in the Workplace

- ❑ The following video, entitled **Workplace Incivility: The Silent Epidemic**, does a great job at summarizing workplace civility, and the lack thereof
- ❑ Note that she speaks about bullying and harassing and see how it all ties together
- ❑ As she states about incivility, it “...demonstrates lack of respect for others”

<https://www.youtube.com/watch?v=X91ZEIURMtA>

# Bullying in the Workplace

- ❑ **When we think of bullying, we think of the school yard. Unfortunately, bullying is also in the workplace.**
- ❑ **To help us understand Bullying in the Workplace, you must first view the video below**  
**Please note that I chose this video because I liked the content – it was filmed in Canada but is clearly also applicable to the US**

[https://www.youtube.com/watch?v=\\_yCEar82L3A](https://www.youtube.com/watch?v=_yCEar82L3A)

# **Bullying in the Workplace**

- ❑ Statistics for bullying in the workplace are all over the place as studies continue to be done**
- ❑ Several sources state that 35% of the workforce feels bullied at some point**
- ❑ Most states now have laws and policies governing bullying although the laws vary state by state.**
- ❑ Bullying is unacceptable behavior, a form of harassment, and should not be tolerated in the Workplace**
- ❑ Bullying hurts the bottom line and to do nothing creates a toxic and negative culture for all employees**

# Bullying in the Workplace

- ❑ Workplace bullying is defined as repeated abuse that creates power imbalances between bullies and targets.
- ❑ Bullying is aggressive and abusive conduct. It may be threatening, humiliating, or intimidating. It may interfere with work and prevent work from getting done. Or may interfere with the quality of the work.
- ❑ Usually, bullying is repeated behavior and seldom a one-time incident. It may take the form of...
  - Harassing or discriminating against a protected class
  - Bullying to initiate (hazing)
  - Group bullying of an individual

# Bullying in the Workplace

Examples of Workplace Bullying	Tips for Creating a Positive Workplace
✘ Abusive or offensive language	✔ Know what bullying looks like
✘ Unwelcomed Behavior	✔ Watch for workers that could be targeted
✘ Unreasonable insults or criticism	✔ Focus on job performance
✘ Teasing and spreading malicious rumors	✔ Promote a positive workplace culture
✘ Trivializing work achievements	✔ Encourage a zero-tolerance environment
✘ Exclusion or isolation	✔ Call bullying what it is
✘ Angry outbursts; shouting	

# Bullying in the Workplace

Let's work together to make sure we are a...





We are all,  
each one of us,  
responsible for our  
workplace culture.  
For our brand.

# RESPECT in the Workplace

## 5 Ways to Demonstrate Respect in the Workplace

- 1. Be Courteous and Kind** – This may seem obvious, but sometimes a reminder is necessary. Be considerate of those around you.
- 2. Never Insult People** – Don't name call, disparage, or put down other people or ideas.
- 3. Be Self Aware** – Be aware of your body language, the tone of your voice, and your demeanor.
- 4. Adhere to the Golden Rule** – Treat people the same no matter their race, religion, gender, size, age, or country of origin.
- 5. Choose Words Wisely** – Avoid using words that degrade a group of people. For example, the workplace is not the place for religious and cultural related jokes.

# **R E S P E C T in the Workplace**

- Due to its subtlety, unconscious bias leads to unintentional exclusion**
- Monitor yourself and observe when your bias is getting in the way**
- Speak up when you hear a disrespectful or inappropriate comment made in your presence**
- Don't assume, ask questions to understand points of view that are different than yours**
- The following video really ties this Program together...**  
<https://www.youtube.com/watch?v=muoM-Fst2fA>

# RESPECT Initiative

- ❑ Respect - Regard for the feelings, wishes, rights, or traditions of others
- ❑ Company Expectation – That all employees will treat each other with R E S P E C T
- ❑ Show Respect for all Employees
  - Demonstrate appreciation
  - Encourage open dialog
  - Have respectful conversations and disagreements
  - Include everyone in the work process



I thought that a  
**Respect Initiative**  
was a great idea ...

# **R E S P E C T Initiative**

## **☐ Show Respect for all Employees**

- **Be Understanding**
  - ✓ **Don't assume they know what you do**
  - ✓ **Put yourself in their shoes**
- **Demonstrate Appreciation**
  - ✓ **Praise a job well done**
  - ✓ **Say thank you**
  - ✓ **Treat them to lunch now and then**
- **Keep Communication Open**
  - ✓ **Pick up the phone if they work remotely**
  - ✓ **Walk over to speak if you are both in the office**

# **R E S P E C T Initiative**

## **□ Show Respect for all Employees**

- **Have Respectful Conversations and Disagreements**
  - ✓ **Talk with the other person, do not shut them out**
  - ✓ **Focus on behavior and not personalities**
  - ✓ **Identify the points of agreement and disagreement**
- **Work as a Team**
  - ✓ **Include everyone in the work process**
  - ✓ **When a mistake is made, work together to correct the error**
  - ✓ **Explain. Don't blame**
  - ✓ **Work collaboratively to provide the highest quality service**

# **R E S P E C T Initiative**

- ☐ Show Respect for all Employees**
  - Set Boundaries if Needed**
    - ✓ If a co-worker's behavior bothers you, speak to them privately and politely**
    - ✓ Communicate your boundaries or expectations clearly, calmly, and consistently**
    - ✓ Stick to the facts without over-explaining, blaming, or becoming defensive**

# **R E S P E C T Initiative**

## **☐ Be Positive**

- **Positive energy keeps everyone feeling better about the job and themselves**
- **Positivity breeds creativity and excitement for the job**
- **Surround yourself with positive people**
- **Breathe deeply**
- **Remember that no one owes you anything**
- **Stop complaining**
- **Embrace laughing**
- **Be curious and embrace learning**
- **Fake it until you make it**

# **R E S P E C T Initiative**

**❑ Behavior that is not respectful and therefore not tolerated includes:**

- Not listening to others**
- Shutting down other's ideas**
- Any type of bullying or harassment**
- Any type of put downs or stereotyping**

**We should all expect...**



DIGNITY  
and  
RESPECT  
AT  
WORK

# RESPECT in the Workplace

We are not  
**A TEAM**  
because we  
work together.

**WE ARE**  
**a team because**  
*We respect,*  
*trust, and care*  
*for each other.*

# RESPECT

**T** TOGETHER

**E** EVERYONE

**A** ACHIEVES

**M** MORE...

# Manager Takeaway's

- Respond to any concern that an employee raises with you
- You do not need to hear the words “racism,” “bullying,” “uncivil behavior,” “discrimination,” or “harassment” before you take action
- You know what to look for – you know what to listen for
- In the moment, simply acknowledge “Thank you for bringing your concern to my attention. We take your concerns seriously and I will have a conversation with HR immediately.”

# Manager Takeaway's

- Managers who see, hear or otherwise become aware of harassing or inappropriate behavior discussed in this training should follow up, even in the absence of a complaint. To be silent is to condone
- Remember that the solution is never to avoid those who are different from us
- Remember to always strive to do better

## Conclusion and “Homework”

- ❑ If each employee develops an awareness of respectful behaviors and necessary skills, it is anticipated that employees will serve as role models and that these behaviors will spread in the workplace and beyond
- ❑ Each topic that we covered, racism, discrimination, civility, harassment, bullying, diversity – it was the same message repeated throughout
- ❑ Let’s stand together, unified in our diversity

# Conclusion and “Homework”

□ To further include you in this training, there are three tasks that you need to undertake in order to complete this Program:

1. Submit two additions for the *Respect Initiative* (they can be for any section)
2. Submit a quote that speaks to this training from someone you admire
3. Submit an inspirational message/quote/picture – whatever speaks to you

Once all Managers have completed the Program, I will send out the *Respect Initiative*, along with the quotes and inspirational message, to all Employees.

# Conclusion

## To spread respectful behavior...

- 1. Think before you act, consider the impact of your words and actions on others**
- 2. Help the company to reach its full potential by creating an inclusive work environment**
- 3. Self-monitor all areas of your communication, i.e. verbal, written, body language and listening**
- 4. Understand your “hot buttons” so that you manage your reactions and respond more appropriately**
- 5. Take responsibility for your actions – practice self-restraint and anger management skills**
- 6. Remember that a challenge is but an opportunity - Adopt a positive and solution-driven approach to resolving conflicts**

# Conclusion

## To spread respectful behavior...

- 6. Rely on facts, not assumptions. Don't act or react until you have the facts**
- 7. Think of others and their needs, you are not the center of the universe**
- 8. Take a step back and look at the problem from the bigger picture**
- 9. Respect yourself, demonstrate respect for others, and take advantage of every opportunity to be proactive in promoting civility and respect in your workplace**
- 10. Be the best version of yourself that you can be**



**One last 3-minute video...**

<https://www.youtube.com/watch?v=mTsvSAItPqA>

**Thank you for participating**

**I hope that you  
enjoyed the Program**