When observing another employee in the workplace, have you ever thought to yourself or said aloud to an employee “What were you thinking when you said that?”
The topics we will cover today are some of the most critical issues that ALL employers deal with in the workplace every day.

Form teams of 3-6, depending on the size of the group.
Each team picks a name
Each team will pick the most honest person as the scorekeeper, and the loudest person as the spokesperson. All teammates will collaborate to decide on the answer to each question when it’s your team’s turn!
Each of these come up individually as bullets.
Start with the first team, and ask what they believe the first item means.
After a team gets the right answer, give them a point and move to the next team.
Then ask for an example of how the behavior is demonstrated in the workplace.
Then ask what happens when an employee violates the company’s Code of Conduct.

Information about consequences it is the foundation for the appropriate workplace behavior that is expected.
These are inappropriate behaviors:
1. Workplace Harassment
2. Sexual Harassment
3. Incivility / Bullying
4. Workplace Violence
5. Prejudices and Biases
6. Ethics Violation

These violate the company Code of Conduct

Each of these come up individually as bullets.
Start with the first team, and ask what they believe the first item means.
After a team gets the right answer, give them a point and move to the next team.
Then ask for an example of how the behavior is demonstrated in the workplace.
Then ask what happens when an employee violates the company Code of Conduct.

Emphasize that when the employee commits any of these violations, he/she has violated the company Code of Conduct. Employees should periodically review the company Code of Conduct. It is the foundation for the appropriate workplace behavior that is expected.
What is workplace harassment?

1. Unwelcome verbal, written or physical conduct
2. Defamation or hostility towards a person
3. Based on race, sex, color, national origin, religion, sexual orientation, age, veteran status, political affiliation or disability
4. Creates intimidating, hostile, offensive work environment
5. Unreasonable interference with work performance
6. Affects employment opportunities or $$

Continue to rotate from one group to the next. Ask each group to give an example of each item. Give 1 point for each correct answer.

Ask if students have these same protections against harassment. (Yes)
When was the Civil Rights Act passed into law? (1964) 
What is the definition of sexual harassment? Unwelcome sexual advances, unwelcome requests for sexual favors, unwelcome physical contact of a sexual nature or unwelcome verbal or physical conduct of a sexual nature. Can sexual harassment occur between people of the same gender? Yes.
Name the two kinds of sexual harassment: Quid pro quo and hostile environment
What is quid pro quo harassment?
What are the things that make up a hostile environment?
“Unwelcome verbal, visual, or physical conduct of a sexual nature” It includes but is not limited to the deliberate, repeated making of unsolicited gestures or comments of a sexual nature; the deliberate, repeated display of offensive sexually graphic materials which is not necessary for business purposes; or deliberate verbal or physical conduct of a sexual nature, whether or not repeated, that is sufficiently severe to interfere substantially with an employee’s work performance or to create an intimidating, hostile or offensive work environment.

Men as well as women are sexually harassed.
How does quid pro quo harassment occur?

How does a hostile work environment occur? When unwelcome comments or conduct are based on sex, race, or other legally protected characteristics that unreasonably interferes with an employee’s work performance.
Which of the following are exempt from harassment policies?

NONE --ANY individual in any position, responsible for any function, can be held accountable for harassment in the workplace.
True or false: Harassment is all about sex.  FALSE: it is about demonstrating power over someone. If you allow someone to harass you or another individual you have turned your power over to them.

Does the victim have to demonstrate a financial loss to prove harassment? No

What if you witness one employee telling another employee a joke of a sexual nature, you are offended by the joke, but the other employee is not. Is this still harassment? Yes, it is 3rd party harassment.

In the same situation, what if you are not offended by the joke, but the other employee is visibly offended, but refuses to report it because she doesn’t want to get anyone in trouble. Is this still harassment? Yes.

Explain that unless it is severe, such as groping, fondling, grabbing, etc., a single incident is probably not harassment. Anyone can make a mistake.

When you make a mistake like this, what is the appropriate action on your part? Apologize for offending the person!
If you are offended by what another employee says or does, is it OK to tell them so? Not only OK, but very important! That gives them the feedback they need to stop offending you. If the offense is repeated after you tell them to stop, that is when it may become harassment.

When an employee sues for harassment, who is required to pay: the company, the employee, or both?

Not only is the employer made to pay, but the harasser can be held financially liable as well.
If you report an incident to a supervisor and you get the reply, “Oh, you are just overreacting. They didn’t mean anything by that,” what do you do then? Tell their manager or HR.

The individual is not overreacting or being sensitive if the behavior is repeated and with the intent of intimidation or humiliation.
How does harassment affect employees?

- Most commonly reported effects are:
  - Stress
  - Feelings of social isolation at work
  - Loss of financial security
  - Anxiety
  - Loss of self-esteem
  - Depression
  - Physical symptoms of stress such as:
    - Headaches, backaches, stomach cramps, nausea

What are some common ways that harassment manifests itself physically with an employee?
What are some effects of harassment on the organization?

Emphasize the damage this would do to our organization.
Who is the person best able to keep harassment from happening? YOU!

What are 3 ways you can stop harassment?

By not being a harasser, by giving feedback to others who engage in offensive behavior, and by reporting it when it continues.
It is illegal
It violates the company Code of Conduct.
It can result in termination.
Which of the following statements are forms of harassment?

All but #1 are unacceptable at work.

What is problematic about #2-5? You have no idea what kinds of issues employees are dealing with in their personal lives that can make these comments illegal, very hurtful, or both.

What is the problem with #5? It infers a sexual connotation and is inappropriate.
What is incivility?

Behavior creating an atmosphere of disrespect
- Pettiness, rudeness, profanity, “attitude”
- Racial, ethnic, or religious slurs
- Belittling others because of language skills or word choice
- Personal attacks, lies, nastiness, silent treatment
- Talking about others behind their backs

What is incivility?

What are some examples?

True of False: Incivility in the workplace is increasing. True.
A study by University of Michigan researcher Lilia Cortina and her colleagues from two other universities found 71 percent workers had experienced workplace incivility from coworkers and superiors in the previous five years (1,100 workers surveyed). And 44 percent of workers polled for OfficeTeam said the level of professional courtesy at work has decreased over the past five years. Incivility, rudeness, and bad manners at work hinder productive communication and destroy workplace relationships.
Which of the following is NOT an example of incivility?

Notice I said “raising your voice” and not “yelling.” People often disagree on what “yelling” sounds like. But everyone can tell when the tone or volume changes!
What is bullying?

Repeated, health-harming mistreatment of a person (the target) by one or more perpetrators that takes one or more of the following forms:

- verbal abuse
- offensive conduct/behaviors (including nonverbal) which are threatening, humiliating or intimidating
- work interference -- sabotage -- which prevents work from getting done

What is bullying?

What does it look like at work?

What is the problem with bullying in the workplace?
These behaviors can create a hostile work environment.
True or False: the bully’s motivation is always control  True

What are the 4 types of bullies?

**The screamer** uses rage and temper tantrums to intimidate, preferably when others can witness it.

**The snake** is the most common, but hardest to identify. She's a behind-the-scenes bully, appearing friendly and supportive in person while smearing your reputation among co-workers with cruel gossip or insults.

**The critic** erodes your confidence by nitpicking and faultfinding, even if you’ve had sterling performance reviews; also trivializes or discounts your feelings.

**The gatekeeper** sabotages your work and your reputation by setting unreasonable deadlines, denying proper training or withholding information.
How to Really Get Along With Coworkers, (aka, how not to be a bully)

- Attack the problem, not the person.
- Look for good in those who are most frustrating.
- Don't let the "crabs" get you down.
- Ask, do not accuse – have a friendly conversation to find out what is wrong.
- Speak to the coworker privately about their actions.

1. What if you aren't getting information you need from another department, and it's causing your work to suffer? What can you do? Don't presume the other department is lazy, or doesn't care, or is trying to sabotage your success. **Instead of attacking the people involved, attack the problem.** Suggest a meeting to determine what the problem is and why you aren't getting the information. You'll stay solution-oriented and engage others with your professionalism.

2. Is it necessary to like all your coworkers? **NO,** but it is necessary to treat everyone with respect. The best way to respect someone is to discover their strengths, skills, or contributions. Focus on those instead of what you don't like. The more you can recognize a person's good qualities, the easier it is to show them genuine respect.

3. A crab is the type of person for whom nothing is ever right, nothing is ever good enough, and there's not one single thing they can do to make it better in their mind, at least). How can you keep a "crab" from pulling you down to their level? Try these 5 steps:
   - Try to understand why they're negative. They may be dealing with a serious life issue.
   - Talk to them about it. Tell them you've noticed they have seemed a little down and offer to help.
   - Avoid them if the situation doesn't show signs of improvement.
   - Remove them from your environment (if possible and if truly necessary).
   - Have a "recovery plan." If steps 1-3 above haven't worked, and you can't remove them (which is often the case with a coworker), have a plan for how you'll replenish your good mood after you come into contact with them. A recovery plan will help make sure that even if you can't change the situation, you can at least make sure it won't destroy your mood and your productivity all day.

4. Give one more compliment or piece of praise every day. Studies show that the No. 1 motivator for most employees is feeling appreciated.

5. Keep your attitude as positive as possible, whatever your circumstances. It's easy to think your attitude is determined by other people and by uncontrollable events in your life. But that's true, you've lost control over your own life. Be resolved to be as happy possible, for just five minutes at a time. You'll feel better, you'll be easier to get along with.
An act of aggression causing emotional or physical harm.

It can take many forms…

**What is workplace violence?**

- Physical Assaults
- Stabbings
- Suicides
- Shootings
- Rapes
- Near-suicides
- Psychological traumas
- Threats or obscene phone calls
- Intimidation
- Harassment of any nature
- Being followed, sworn or shouted at
- Bullying
Zero Tolerance

- Direct or indirect violent, intimidating, threatening behavior
- Harassment, threatening oral or written statements, harassing phone calls
- No firearms
- Knives with blades exceeding 2 inches
- Mace or tazers (except law enforcement)
Have team make a list of ways to prevent workplace violence and give an example of how for each item.
Ask for a show of hands: how many people are prejudiced?

Ask each group to list the prejudice associated with each of the following: Bikers, Italians, Irish, English, African-Americans, Mexicans

No one is prejudiced, but we are aware of all these prejudices! It is part of how we have been taught to think. We have to leave this kind of thinking outside the gate. At work we are all employees, and that’s it!
Prejudiced thinking is bigger than race and ethnicity. There are over 1400 different “isms”. Can you name any? 1 point for each.

What is the consistent factor in each of these statements? “Prejudices against people.” You may have been taught to think that way, but you can choose every day when you come to work to leave that thinking outside the gate.

Some unacceptable “isms”

- Ethnocentrism – prejudices against people of certain ethnic group (s)
- Racism – prejudice against people based on race
- Ableism – prejudices against people with disabilities
- Ageism – prejudices against people because of age
- Sexism – prejudice against people based on gender
How do you define “ethics?”
Does everyone have the same definition of ethical behavior?
Where do our ethical values come from?
Who/what impacts our ethics?
What do business ethics look like?

“Never suffer a thought to be harbored in your mind which you would not avow openly. When tempted to do anything in secret, ask yourself if you would do it in public. If you would not, be sure it is wrong.”

Thomas Jefferson, May 1816
What do business ethics look like?

- Begins with your personal ethics
- Key values of respect, integrity, courage, and ambition
- Direct, honest, and open communication
- Always raise standards of performance
- Basic moral ground rules by which we live our lives
- Understanding what is right and wrong and doing what’s right
### Personal Values for Business Ethics

- **Respect**
- **Teamwork**
- **Leadership**
- **Trust**

- **Honesty**
- **Integrity**
- **Responsibility**
- **Quality**

1. Respect laws, people and property
2. Work openly and supportively with others aiming toward common goals
3. Show leadership in areas where you are strong
4. Build a workplace that protects the health and welfare of employees, the community, and the environment
5. Aim to build a profitable company that will have stability and prosperity
6. Believe that honesty IS the best policy and live it
7. Always take the high road
8. Take responsibility for your actions
9. Strive for quality in every aspect of your work
10. Work to build the trust of employees, supervisors, customers and the community
When you are getting ready to make the decision, ask yourself these questions to ensure you make the appropriate ethical choices.

- **Is it illegal?**
  - Does it break any laws or violate regulations?
- **Does it follow policy and procedures?**
  - Is it how I’m expected to behave?
  - Am I following SOP, PRH, and site rules?
- **Do I have to think twice?**
  - What is my “gut” saying? Is it safe?
- **Would I do it to someone I trust?**
  - Am I hurting someone else?
  - What if it happened to me? How would I feel?
This is an abbreviated version of a typical company code of conduct. Violation can lead to termination.

<table>
<thead>
<tr>
<th>Code of Conduct requires us...</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Respect and obey all laws</td>
</tr>
<tr>
<td>• Conflicts of interest are prohibited</td>
</tr>
<tr>
<td>• Prohibited from taking for ourselves opportunities that may arise due to position</td>
</tr>
<tr>
<td>• Maintain confidentiality of information</td>
</tr>
<tr>
<td>• Deal fairly with employees, customers, suppliers</td>
</tr>
<tr>
<td>• Duty to protect company’s assets</td>
</tr>
<tr>
<td>• Records and financials maintained accurately</td>
</tr>
<tr>
<td>• Avoid activity that is or appears to be unethical or illegal</td>
</tr>
</tbody>
</table>


Who's responsibility is it to create an environment where there is no fear of retaliation or retribution for an employee to report ethical violations? Everyone's!

It is a corporate value that employees will be able to work in an environment free of harassment.

And this is how you do it!
If you suspect a violation...

- Contact HR or the Center Director
- Prompt investigation
- Do not guarantee anonymity
- Who, What, When, Where
- Violator will be disciplined up to and including termination
- Consequences for false reports
Review with them that we would like them to use the chain of command in reporting violations but if they are not comfortable with that, then to contact their EEO Specialist.

Sexual harassment complaints...

- Report to manager or supervisor immediately
- Human Resources Manager or designee
- EEO Specialists
- **ANYONE** the employee feels comfortable reporting
Any questions or comments?