



Workplace Harassment: What It Is and What To Do About It

Course Outline

In 2012 alone, the US Equal Employment Opportunity Commission ordered that \$365,400,000 (that's 365.4 million dollars!) be paid out for discrimination and harassment charges. No wonder companies are working to be more proactive in preventing harassment.

But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.

(Source for statistics: <http://www.eeoc.gov/eeoc/statistics/enforcement/all.cfm>)

This two-day workshop will help you teach participants how to::

- Explain what is acceptable behavior in the workplace and what is not, and why
- Apply the benefits of harassment training
- Define the various types of harassment, including sexual harassment
- Assist in creating a harassment policy
- State some ways to prevent harassment and understand what role they can play
- Demonstrate some ways to protect themselves from harassment
- Know what to do if they are harassed or accused of harassment
- Understand the complaint process, from the complaint to the reply, to mediation or investigation, to a solution
- Identify situations where mediation is appropriate, and understand how mediation works in those situations
- Describe appropriate solutions for a harassment incident
- Know what to do if a complaint is false
- Help their workplace return to normal after a harassment incident

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Harassment

This session will look at legal, literary, and reasonable man/woman definitions of harassment.





Defining Sexual Harassment

This session will discuss sexual harassment in a lecture and small group work. Topics covered include the definition of sexual harassment, the components of harassment, and common scenarios that could be construed as harassment.

The Purpose of Training

In this session, we will discuss what kind of harassment training can benefit an organization.

Creating a Harassment Policy

The best way to prevent harassment from occurring is by setting a clear policy, educating employees about it, and enforcing it. We will discuss some basics of creating, implementing, and monitoring a policy, plus some training points.

Other Prevention Strategies

Next, participants will explore some other ways of preventing harassment in groups.

Nipping it in the Bud

One of the most important prevention strategies is for managers to carefully monitor their workplace. During this session we will use a lecture and a role play to talk about how managers can do this.

Protecting Yourself

There are many things that you can do to minimize your risk of being harassed or of being perceived as a harasser. We will discuss six of them.

What If It Happens to Me?

During this session we will discuss what you can do if someone is harassing you, including techniques for saying no. Participants will then practice these techniques during a role play.

What If It's Happening to Someone Else?

There will often be situations where a manager thinks or knows that harassment is occurring, but a complaint has not been filed. We will discuss what to do in this situation.

Someone Has Filed a Complaint Against Me!

If you are in the situation where someone has filed a complaint against you, do not panic. There are several steps that you can take to deal with the situation appropriately, all of which will be discussed in detail during this session.

