



## *Workplace Conduct*

This course provides an understanding of the legal responsibilities to proper workplace behavior. Also included are the EEOC guidelines, the impact of Title VII of the Civil Rights Act (pursuant to hiring, promoting and firing of protected classes of people), and the manager's role as an "agent of the company."

### **Learning Objectives**

- Understanding the Civil Rights Act of 1964
- Knowing how strategic decisions of the Supreme Court impact employers and managers in the areas of harassment and work environment
- Recognizing the difference between "Quid pro Quo" and "Hostile Work Environment"
- Understanding what your role as a manager and agent of the company means
- Knowing how to respond to an employee complaint of "harassment"
- Valuing diversity to create a more dynamic workforce

<b>Outline</b>	<b>Time</b>
Introduction and Overview (interactive)	8:00 — 8:30
Goals and Objectives	8:30 — 8:35
Workplace Conduct: Situational Discussions (interactive)	8:35 — 9:05
Getting Started	9:05 — 9:10
Supreme Court Decisions	9:10 — 9:30
Stretch Break	9:30 — 9:40
Enforcement	9:40 — 9:45
Protected Groups	9:45 — 9:55
Quid pro Quo and Hostile Work Environment	9:55 — 10:00
Test Your Knowledge (interactive)	10:00 — 10:20
Harassment	10:20 — 10:30
Break	10:30 — 10:40
Agent of the Company and Liability	10:40 — 10:50
Complaints and Grievances	10:50 — 11:00
Supervisor Responsibilities and Discussion	11:00 — 11:15
Responding to a Complaint/ Company Policy	11:15 — 11:30
Straight Talk and Probing: (Interactive)	11:30 — 11:50
Summary	11:50 — 12:00