



Training Solutions, Delivered!

**PREVENTING
HARRASSMENT:
*Creating A Positive
Workplace
(in Office Settings)***

**Leader's Guide, Fact Sheet
& Quiz**

Item Number: 4082

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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

4082 PREVENTING HARRASSMENT:
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FACT SHEET

LENGTH: 21 MINUTES

PROGRAM SYNOPSIS:

Good communication and respect for others creates a beneficial work environment where employees feel safe and productive. When the workplace is disrupted by someone disrespecting one or more co-workers, anger and resentment can destroy morale. Workplace harassment can damage relationships and destroy lines of communication among employees. This program discusses various types of workplace harassment and how this unwelcome behavior affects the work environment. It also explains what you should do if you are a victim or an observer of disrespectful conduct and how you can avoid having your own behavior interpreted as harassment. Featured are a variety of scenarios where workers exhibit unwelcome behavior to show viewers what types of behavior constitute harassment and how they should respond to such conduct.

Topics include how harassment creates a hostile work environment, types of behavior that are considered harassment, conduct that constitutes sexual harassment, how to respond to unwelcome behavior and preventing your own behavior from being construed as harassment.

PROGRAM OBJECTIVES:

Upon completion of the program, the viewer should be able to explain the following:

- How harassment creates a hostile work environment;
- What types of behavior are considered harassment;
- What conduct can be construed as sexual harassment;
- How to respond to unwelcome behavior;
- How to prevent your own behavior from being construed as harassment.

INSTRUCTIONAL CONTENT:

CREATING A POSITIVE WORKPLACE CULTURE

- Our various workplaces are made up of a wide variety of people performing a wide variety of job tasks.
- As we interact with others during the course of our work, we will undoubtedly come into contact with people who do not look like us. We will work side by side with people whose culture and beliefs may be different from our own.
- Our workforce is more diverse than ever. The expression "It's a small world" is literally true.
- In order to maximize the unique talents and skills of each individual, and contribute to a productive and efficient workplace, we must be able to interact and communicate with each other in a professional, respectful manner.
- When employees treat each other with respect and professionalism, a positive workplace culture is created, a working environment that is productive and pleasurable.

HOW A HOSTILE WORK ENVIRONMENT IS CREATED

- While the vast majority of workers conduct themselves respectfully towards their co-workers, it only takes a few disrespectful people conducting themselves in a harassing manner to create a damaging and hostile working environment.
- "We have a very diverse workforce and, unfortunately, some people just won't work with or share important information with people that don't look like them. I'm amazed that anybody can learn anything around here. This inability to work together makes us a weaker company," notes one worker in the program.
- A hostile working environment created by harassing behavior has a very negative impact on workers' morale and productivity.
- No one wants to work in a place where they are harassed and no one has to.

HOW HARASSMENT CREATES A HOSTILE WORK ENVIRONMENT

- Unwelcome behavior becomes harassment when a person's conduct is sufficiently severe or pervasive to create a hostile work environment.

- Harassment creates a hostile work environment when unwelcome comments or conduct based on sex, race, religion, age, mental or physical disability or other legally protected characteristics unreasonably interferes with an employee's work performance or creates an intimidating, hostile or offensive work environment.
- When we hear the term "workplace harassment," most people automatically think of sexual harassment, but sexual harassment is just one type of harassment that takes place in our workplaces.
- Harassment doesn't have to be sexual in nature to be illegal; once the harassment rises to the level of creating a hostile work environment, it becomes illegal.
- It also doesn't matter if the harasser is not a company employee. Vendors, contractors, visitors or others who engage in offensive behavior can also be guilty of workplace harassment.
- Keep in mind that the victims of harassing behavior are not limited to those people directly involved. Even if the principle parties are not offended by the behavior, the behavior may be offensive to others and may contribute to creating a hostile workplace.
- It is important to understand that not all offensive behavior is automatically harassment. Harassment defames or attacks the reputation, and in general, is any form of behavior that is unjust and repetitive and makes someone feel humiliated, offended or intimidated.

TYPES OF BEHAVIOR THAT ARE CONSIDERED HARASSMENT

- A common form of workplace harassment is one based on race or ethnic group, using racially derogatory words and phrases.
- In addition, demonstrations of a racial or ethnic nature such as use of drawings, pictures or gestures that would offend a particular ethnic group are also considered harassment, as are comments about a person's skin color, other racial or ethnic traits, characteristics and stereotypes.
- Also, disparaging remarks about an individual's gender, even those that aren't overtly sexual in nature can be construed as harassment.
- Harassing conduct and behavior can affect both male and females. While some may think this type of behavior is just "having fun," it can be offensive to many and has no place in a work environment.
- Equally offensive are negative comments about another person's religious beliefs. By its very nature, religion is a highly personal and emotional subject.
- Any disparaging remarks about a person's religious beliefs or repeated efforts to "share" your personal beliefs with others in your workplace can be offensive to many and harassing in nature.
- Negative comments about a co-worker's age when referring to people over 40 as well as derogatory references to an employee's mental or physical impairment are also forms of harassment.

CONDUCT THAT CONSTITUTES SEXUAL HARASSMENT

- There are many types of workplace harassment; however, sexual harassment is the most publicized and potentially the most damaging form of unwelcome behavior.
- Making offensive remarks about a co-worker's body parts, clothing or looks is an example of sexual harassment which creates a hostile working environment.
- Touching a person in a way that makes them feel uncomfortable, such as pinching, rubbing, patting or intentionally brushing against his or her body is also an example of sexual harassment which creates a hostile working environment.
- Telling lewd jokes, hanging sexually-explicit posters and making sexual gestures can also be considered sexual harassment, especially if the conduct is repeated after it has been made clear that it is unwelcome.
- Displaying, sending or forwarding sex-related images, emails, text messages or similar items can also be considered sexual harassment.
- Be extra vigilant not to participate in any type of inappropriate conduct with computers, phones and other high-tech gadgets. Always think twice before hitting send.
- Keep in mind that sexual harassment doesn't have to involve touching, talking or sharing pictures; something as simple as staring at another employee in a sexually suggestive manner, which is called leering, can bring about complaints of sexual harassment.
- Make no mistake, anytime a manager, supervisor or other person with authority over an employee offers advancement, job security or a positive performance review in exchange for sexual favors, that is considered sexual harassment.

- It is important to keep in mind that sexual harassment is not limited to a male harassing a female. There have been many cases of sexual harassment involving females in positions of authority harassing a male.
- Reports of same-sex sexual harassment cases have been on the rise in recent years. The gender or sexual-orientation of the harasser really doesn't matter. Inappropriate and unwelcome conduct of a sexual nature is considered sexual harassment and should not be tolerated.
- If a manager's or supervisor's unwelcome conduct results in a tangible change in a worker's employment status or benefits such as a denial of a promotion, a demotion, suspension or termination, it is also considered harassment. You cannot be punished for refusing an unwelcome sexual advance.

HOW TO RESPOND TO UNWELCOME BEHAVIOR

- All workers need to understand what action they should take when they are a witness to, or a victim of, unwelcome harassing behavior.
- When you feel harassed or witness harassment, stand up for yourself and your co-workers. Don't ignore it or tolerate it; instead, explain to the person exhibiting the unwelcome behavior that you are offended by their comments or actions.
- Express your desire to work in a professional, respectful workplace. It may be hard to believe, but harassers often don't realize their conduct is offensive until somebody spells it out for them.
- By speaking out against unwanted conduct, you will be setting an example for others who may be hesitant to speak up. As more people become willing to speak out against inappropriate conduct, it will become clear to everyone that this type of behavior is unacceptable in the workplace.
- Of course, simply asking for the conduct to stop will not always work. If the abuse continues after you have challenged the disrespectful behavior, do not let it escalate.
- Do not engage in a verbal or physical confrontation. Instead, stop communication with the individual, leave the area and report the situation to your supervisor.
- As a matter of fact, you have the responsibility of reporting any type of harassment immediately, no matter how the situation evolved or whether you were the victim or a witness. Hostile work environment harassment can only be controlled if management is aware of such behavior so the necessary steps can be taken to put a stop to it.

AVOIDING HAVING YOUR OWN BEHAVIOR INTERPRETED AS HARASSMENT

- To prevent your own behavior from being construed as harassment, you must adopt an attitude that recognizes the differences among all people and be willing to accept the diversity among your co-workers. These differences are actually advantageous to the workplace in that they provide an array of strengths and viewpoints.
- Keep in mind that everyone at your workplace has an equal right to work and to do so without unwanted interference from co-workers.
- Always be aware that individuals interpret things differently and may be offended by comments that are not intended to offend.
- It's always a good idea to think before you act. Imagine if your words and actions were on public display for all to see, would you be proud of them?
- If your behavior was on center stage and your parents, spouse, children or clergy were in the audience would your performance be well received? If the answer is no, then you shouldn't do it and you shouldn't say it.
- When you display unwelcome behavior, even if it was not your intention to do so, it is still unwelcome behavior. Harassment often starts as an unconscious act or innocent statement not intended to offend; however, once someone objects to your conduct, and that conduct is repeated, it may be interpreted as harassment.
- If anyone informs you that your behavior is unwelcome, no matter what your feelings are on the matter, stop it immediately.
- Do not assume that your behavior is acceptable simply because nobody has directly confronted you about it. Ask yourself if your behavior would be acceptable to everyone in your organization. If you have any doubts that it would, don't do it and don't say it.
- Don't interpret someone's objection to your undesirable behavior to mean that you can repeat the conduct later or do it again in a slightly different manner. Recognize a protest for what it is and understand the boundaries co-workers want you to respect.

THE IMPORTANCE OF MAINTAINING A HARASSMENT-FREE WORKPLACE

- Keep in mind that not only is this type of harassing behavior disrespectful, it is also illegal. Various laws and statutes guarantee a workplace free of harassment.
- The workplace should be a refuge where people go to enjoy their jobs and earn a living. Good communication and respect for others creates a beneficial work environment where employees feel safe and productive.
- When the workplace is disrupted by someone disrespecting one or more co-workers, anger and resentment can destroy morale. Workplace harassment can damage relationships and destroy lines of communication among employees.
- Harassment victims are often reluctant to report such behavior because they feel the situation will worsen. In fact, victims of harassment can suffer from severe stress and other related illnesses.
- No matter what type of environment you work in, people should respect each other and be able to work in a place free of harassment.

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ANSWERS TO THE REVIEW QUIZ

1. a

2. b

3. c

4. b

5. a

6. a

7. b

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REVIEW QUIZ

The following questions are provided to determine how well you understand the information presented in this program.

Name _____ Date _____

1. Harassment doesn't have to be sexual in nature to be illegal.
 - a. True
 - b. False

2. Because visitors, contractors and vendors aren't company employees, their behavior cannot constitute workplace harassment.
 - a. True
 - b. False

3. Making negative comments about a co-worker's age when referring to people over _____ years old is a form of harassment.
 - a. 30
 - b. 35
 - c. 40

4. Staring at another employee in a sexually-suggestive manner is not sufficient grounds for a sexual harassment complaint.
 - a. True
 - b. False

5. You cannot be punished for refusing a unwanted sexual advance by your manager or supervisor.
 - a. True
 - b. False

6. You have the responsibility of reporting any type of harassment immediately, even if you were just a witness.
 - a. True
 - b. False

7. If your conduct is not intended to offend anyone, it cannot be considered harassment.
 - a. True
 - b. False