



Training Solutions, Delivered!

# **THE MANY FACES OF HARASSMENT AND DISCRIMINATION**

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

**Item Number: 5244**

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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.

## 5244 THE MANY FACES OF HARASSMENT AND DISCRIMINATION FACT SHEET

**LENGTH: 20 MINUTES**

### **PROGRAM SYNOPSIS:**

Harassment and discrimination not only decrease productivity and lower morale, they are also forms of workplace abuse. The effects can be emotional, physical and social. Whether intentional or not, destructive behaviors undermine the constructive work employers put into their company and it can run rampant in many organizations. For this reason, companies need to repel abuse in all forms. This program discusses the various types of unwelcome conduct found in our workplaces, including racial discrimination, sex discrimination, bullying and sexual harassment. More importantly, it explains how a victim should respond to these forms of abusive behavior.

### **PROGRAM OBJECTIVES:**

After watching the program, the viewer will be able to explain the following:

- What discrimination and harassment are;
- What types of behavior constitutes racial discrimination, sex discrimination and bullying and how to respond to it;
- What unwelcome conduct or contact is considered sexual harassment;
- How and why companies need to repel abuse;
- How and why biases must be kept out of the hiring process.

### **PROGRAM OUTLINE:**

#### **BACKGROUND**

- It takes a lot of talent and a lot of work to build a successful company and it only takes one person to take it apart, brick by brick.
- There are employees who are attracted to a hostile work environment. If the work culture is abusive, they will manipulate and devalue the staff, one by one.
- They take what functions and make it dysfunctional. Instead of good employees finding ways to be effective, they're finding ways to cope and survive.
- Who is responsible for workplace conflicts, low productivity and high turnover? What's more, who hired this person? Who enabled this person?
- Organizations need to build an open company culture that takes time and extensive training. Ongoing education should be viewed as company support and not punishment. It is time to shine a light on abuse in the workplace.

#### **DISCRIMINATION AND HARASSMENT**

- Discrimination is treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people.
- Harassment is the act of an instance of harassing, or disturbing, pestering or troubling repeatedly.
- To begin, we all have prejudices that are based on a myriad of factors. Discrimination is dislike and comes from prejudice.
- Harassment is an action or comment an employee finds offensive.
- Harassment and discrimination are forms of workplace abuse. Whether intentional or not, destructive behaviors undermine the constructive work you put into your company and it runs rampant in so many organizations.
- Though it seems obvious and is written in most manuals, we should never treat a group of people less favorably than others.
- If we're not aware of our behavior, it is the responsibility of management to train and insist on respectful and civil engagement.

#### **TYPES OF DISCRIMINATION**

- Now while all Americans have freedom of speech and expression, a company has every right to maintain an environment of decency free from offensive symbols and remarks and more forms of abuse.
- According to the law, it is illegal to discriminate in any aspect of employment in the workplace.
  - Hiring and firing.
  - Compensation or pay range of assignment or classification of employees.
  - Job transfers.

- Promotions or layoffs.
- Job postings.
- Recruitment practices.
- Job or promotion testing or assessments.
- Use of company facilities such as bathrooms or conference room.
- Training in apprenticeship program.
- Employee benefit eligibility.
- Vacation, sick and other paid and unpaid leave arrangements.
- Harassment on the basis of any protected class like national origin or race.
- Retaliation against an individual for filing a charge of discrimination.
- Employment decisions based on stereotypes or assumptions about the abilities, traits or performance of individuals of protected classes.
- Denying employment opportunities to a person because of marriage to or association with an individual of a protected class, like being married to someone who is disabled.

## **RACIAL DISCRIMINATION**

- Racial discrimination is unacceptable illegal and a drain on company morale and resources. Common examples include treating an employee differently based on race, limiting employees of a certain race to particular jobs, making decisions based on race and not hiring a qualified person based on their race.
- It is useful to know the qualities of a racist. They think some races are better than others. They think all members of a race have specific qualities. They make snap judgements when they meet someone. They treat certain races differently than others. They talk differently about races when they're not present.
- Take a moment and recall a time you may have acted racist towards someone. Educate yourself by noticing stereotypes when you encounter them, crushing your use of snap judgements and be aware of racial injustice.
- If someone at work uses a racial slur, take these steps. Stay calm and don't show you're upset. Take a deep breath and silently count to 10.
- Ignore the comment with a blank expression and change the topic. Avoid editorializing and if they persist; say excuse me and walk away slow.
- Document the incident. Let management train the abuser. Keep a healthy self-image and find constructive ways to relieve tension.

## **SEX DISCRIMINATION**

- Sex discrimination or gender discrimination is when an employee is treated differently from other employees due to his or her sex or gender identity. Making a presumption based on one's sex, whether intentional or unintentional, is called gender stereotyping.
- Legally, when joining an organization, people do not have to inform anyone of their sexual orientation. Let their merits speak for themselves.
- It's been shown that diverse and inclusive workplaces are more innovated and profitable.
- Show customers that your company is about progress. It's about the inclusion of all cultures. It's about maintaining the highest standards and breaking the glass ceiling to promote minorities and women to the highest positions.
- As we will discuss later, you can start by providing staff policies, handbooks and procedures, reevaluate your hiring process, its biases and the questions you ask. That's just for starters; there's more.

## **BULLYING**

- Harassment in the workplace is unwelcome conduct from a manager, coworker, vendor or customer whose actions, communication or behavior mocks, demeans, disparages or ridicules an employee. Several forms of harassment are threats, intimidation and physical assaults.
- Harassment can be discriminatory and becomes unlawful when the words or actions become so severe that it creates a hostile work environment for the victim. This behavior is more commonly known as workplace bullying.
- Bullying is defined as "unwelcome behavior intended to harm someone who feels powerless to respond."
- It is not true that all victims of bullies are loners or outcasts. Actually, they're usually popular employees who are creative, ethical and honest and pose a threat to the bully status, social standing and being in control.
- You may be targeted because of your gender, age, race, sexual orientation or religion, but they especially enjoy ridiculing one's physical appearance and thrive on isolating employees and making verbal threats.
- Chaos, social cliques and the destruction of teams is the goal. The result is a broken team dealing with anxiety, depression, fear and post traumatic symptoms.

- It is the responsibility of the employer to ensure all employees are treated fairly, but what if the bully is the manager? Do you remain silent or do you handle it directly?
- Being mean and bullying in and of themselves are not necessarily unlawful unless they are discriminatory. So, if an event occurs, take a moment to consider if you're being too sensitive or perhaps took it the wrong way.

### **ADDRESSING A BULLYING EXPERIENCE**

- People's reputations and livelihoods are at stake so please be cautious and consider if the abuse was severe enough to take action. If so, take these steps.
- Accept that you are upset, but why act rationally? Consider the costs and benefits of reacting.
- Explain in measured words how their comments make you feel. Engage the person in a brief, but amiable discussion. Express appreciation if they would stop that behavior. Change the subject or leave slowly without emotional words.
- Document your bullying or discrimination experience. Email your second request for the behavior to stop. If it persists, report the incident and include documentation.
- If the behavior continues, elevate your situation by filing an EEO complaint if management does not resolve the conflict.
- There is incentive for companies to take this matter seriously. Workplace bullying impacts 60.3 million Americans every year, diminishes mental efficiency up to 50 percent and adversely affects your customers. Simply, it can poison your company culture. The bigger question is who deserves this type of treatment?

### **SEXUAL HARASSMENT**

- Sexual harassment knows no gender and occurs whenever unwelcome conduct on the basis of gender affects a person's job.
- There are two categories: harassment that results in a tangible employment action or quid pro quo caused by a supervisor or one that can influence employment actions, a hostile environment resulting from the gender-based unwelcome conduct of supervisors, coworkers, customers, vendors or anyone else with whom the victimized employee interacts on the job.
- Some people are not aware of their actions and mean no harm; however, there are those very skilled at making their action seem accidental.
- Despite one's intentions, no employee has to tolerate unwelcome contact or conduct: discussing sexual activities or commenting on sexual attributes, telling off-color jokes or using demeaning and offensive language, caressing or massaging someone without their consent, unnecessary touching or using indecent gestures, standing too close so as to cause contact with someone, brushing against another person's body as if pretending to squeeze by, sabotaging the victim's work, engaging in hostile physical contact, granting job favors to those who participate in consensual sexual activity.
- Because the victims are fearful of losing their job, the perpetrators never face the consequences of their actions. Does this seem right to you?

### **ABUSE**

- At the core of harassment and discrimination is abuse, and if unchecked, the workplace could be a breeding ground for jealousy, insecurity, pettiness, envy and over competitiveness.
- Often, the result is emotional or physical harm and has no place in a civil and respectful environment, but it is important to understand why people abuse. You can't change the abuser, but by broadening your view of the problem, you can control your own behavior when in an abusive situation.
- There are seven forms of abuse: mental, verbal, emotional, physical, sexual, financial and spiritual.
- Abusers were once children and perhaps wounded by events. Some took it to heart, internalized and reacted. Others were able to let it go, but now they are adults who can take the necessary steps to heal.
- In the meantime, they should not be allowed to disrespect the rights of another and cause emotional or physical harm, pain that can cause permanent scars.
- It must also be said that every employee must not let abuse affect their self-esteem with feelings of guilt or shame nor live in a state of fear. Use the energy of controlled anger to right a wrong.
- Lift up the employee manual and tell the abuser how it affects you and you would like it to stop. Document the incident and meet with your manager if the situation doesn't improve. Remember, true leadership is void of abusive actions.

### **THE NEED TO REPEL ABUSE**

- Discrimination is prohibited by federal and state laws. Discriminatory behavior treats workers unfairly because of their race, ethnicity, gender, age, sexual orientation, disability or religion. Unfair actions include harassment, retaliation, hiring, firing, job assignments, promotions, disciplinary actions, pay and benefits.
- Harassment and discrimination decrease productivity and lower morale. The effects can be emotional, physical and social.

- How can a company condone such behavior? How can a manager look the other way, hoping it will go away? How can employees be expected to perform at their best when an abuser is violating their dignity?
- Companies need to repel abuse in all its forms. Everyone should know the law. What you don't know can hurt you.
- Companies should want a unified workplace instead of daily strife or an ongoing legal battle. Simply put, if the behavior is not stopped, it will continue and perhaps accelerate.
- Good behavior role modeling starts at the top. Inexperienced or inefficient managers must be trained. Cliques must not be allowed in any organization. The goal is to value everyone in your employ.
- It's as simple as making a list of your problems, make appropriate changes, lead by example and hold everyone accountable from the top down. All this begins with the hiring and training practices.

### **KEEPING BIASES OUT OF THE HIRING PROCESS**

- We're now going to create a set of practices that address the many faces of harassment and discrimination. It all begins with the hiring process, especially the potential bias of the interviewer.
- Unconscious bias is when individuals make judgments influenced by gender, race or other prohibited factors. These biases include tendency to connect with an applicant who share similar interests (you are looking for a qualified worker, not a personal friend), tendency to draw conclusions about an applicant based on your own personal beliefs and prejudices, tendency to put an applicant on a pedestal after learning their impressive achievements, tendency to prefer an applicant of one gender over another, tendency to have a poor view of applicants that are older people, tendency to judge an applicant with certain names or accents, tendency to believe an attractive applicant is more successful, tendency to judge an applicant who is significantly shorter or taller than most of their staff.
- Keep these biases in mind when creating job descriptions, job postings, reviewing resumes, interviewing applicants, evaluating applicants and hiring applicants.
- If your hiring is based on a gut feeling, you may be hiring on the basis of unconscious bias. It can pose a legal risk if you are unwittingly discriminating against those who are different from you.
- Ensure your employee manual and policies have a documentation process for performance evaluations and compensation and have a progressive discipline policy.
- Conduct a survey to learn about the conflicts and disparages in your workplace. Create policies that fully address harassment and discrimination.
- Ensure your employee manual lists federal and state laws as well as company statements on diversity and inclusion. Keep current labor law posters posted on bulletin boards.
- Create ongoing civility and diversity training programs for every manager and employee. Consider hiring a diversity coach or lecturer. Peruse online training resources and engage the workplace with productive relationships.

### **SUMMARY**

- Your well-thought policies can actually be more protective of employees than the law. Monitor workplace interactions to ensure employees are not unconsciously perpetuating stereotypes or making judgments based on knee-jerk reactions.
- The goal is to expand your perspective, keep open your impressions and make decisions based on correct data, information that is verifiable. To keep the company sustainable, humane measures must be taken to correct behavior unbecoming of a collaborative and kind workplace.
- We are all human beings with attributes and flaws. There are those who want to get along and there are those who want conflict and chaos. Common decency is the key to good relations and mutual respect. When we miss the mark, it is up to our colleagues to speak up and support corrected behavior.

## THE MANY FACES OF HARASSMENT AND DISCRIMINATION

### ANSWERS TO THE REVIEW QUIZ

1. a
2. d
3. a
4. c
5. a
6. c
7. b
8. a
9. b
10. b

**THE MANY FACES OF HARASSMENT AND DISCRIMINATION**  
**REVIEW QUIZ**

Name \_\_\_\_\_ Date \_\_\_\_\_

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

1. \_\_\_\_\_ is an action or comment an employee finds offensive.
  - a. Harassment
  - b. Discrimination
  - c. Bias
2. Which of the following is a quality of a racist?
  - a. They think some races are better than others
  - b. They make snap judgments when they meet someone
  - c. They treat certain races differently than others
  - d. All of the above
  - e. None of the above
3. When joining an organization, people do NOT have a legal obligation to inform anyone of their sexual orientation.
  - a. True
  - b. False
4. Bullies especially enjoy ridiculing another person's \_\_\_\_\_.
  - a. Gender
  - b. Race
  - c. Physical appearance
  - d. Sexual orientation
5. If you're the victim of a suspected bullying event, you should take a moment to consider if you're being too sensitive or perhaps took it the wrong way.
  - a. True
  - b. False
6. Workplace bullying diminishes mental efficiency up to \_\_\_\_\_.
  - a. 20 percent
  - b. 40 percent
  - c. 50 percent
7. Unwelcome contact or conduct should only be tolerated if the perpetrator was unaware of his or her actions or meant no harm.
  - a. True
  - b. False
8. Employees must NOT let abuse affect their self-esteem with feelings of guilt or shame nor live in a state of fear.
  - a. True
  - b. False
9. \_\_\_\_\_ bias is when individuals make judgments influenced by gender, race or other prohibited factors.
  - a. Conscious
  - b. Unconscious
  - c. Subconscious
10. If you are unwittingly discriminating against those who are different from you during the hiring process, it cannot pose a legal risk.
  - a. True
  - b. False