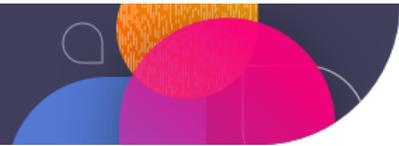




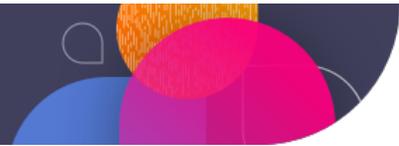
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2019 Course Lessons	2020 Course Lessons
<p>Developing Your Workplace Respect Skills (536) An introduction to the purpose and goals of this course.</p>	<p>Developing Your Workplace Respect Skills (1812) New Video: Introduction to our course.</p>
<p>What Gets in the Way of Respect? (537) Examining four root causes that can lead to disrespect in the workplace: power disparity, us vs. them, low social radar, and unhealthy work culture.</p>	<p>What Gets in the Way of Respect? (1813)</p>
<p>The Workplace Color Spectrum® Tool (782) Explaining what the Workplace Color Spectrum is and how it can help managers and employees understand and categorize their conduct - and the conduct of others.</p>	<p>The Workplace Color Spectrum® Tool (1814)</p>
<p>What's Unlawful Harassment? (475) Workplace harassment and sexual harassment are terms that people often throw around. But what are their actual definitions?</p>	<p>What's Unlawful Harassment? (1816)</p>
<p>What Are Protected Characteristics? (478) Workplace harassment always involves conduct or comments relating to "protected characteristics." But what are "protected characteristics?" Where do they come from? Which ones apply in my workplace?</p>	<p>What Are Protected Characteristics? (1815) New Video: Typhoid Tommy. Are protected characteristics implicated when someone complains about the potential Covid 19 risk created when a co-worker's child returns to public school.</p>
<p>Types of Harassment (783) Workplace Harassment always involves conduct that meets certain legal criteria and is unlawful. What kind of conduct is that? What is Quid Pro Quo harassment? What is a Hostile Work Environment?</p>	<p>Types of Harassment (2034)</p>



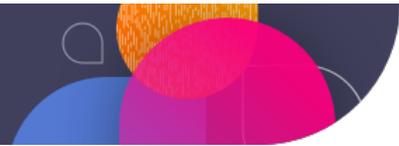
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2019 Course Lessons	2020 Course Lessons
<p>What Makes Conduct Unwelcome? (543) A hostile work environment always involves "unwelcome conduct." What is it and how do you know when your words or actions are "unwelcome?"</p>	<p>What Makes Conduct Unwelcome? (1817) New Video: Blindsided. A co-worker offers her opinions on the value of breast-feeding without picking up on the social cues indicating that she was making the new mother and other people in the room uncomfortable.</p>
<p>What Makes a Culture Toxic and Red? (784) A hostile work environment always involves words or actions that are either "severe" or "pervasive." What does that mean? How do you know when your conduct crosses the line? And aside from harassment issues, how does that kind of conduct impact work culture?</p>	<p>What Makes a Culture Toxic and Red? (1818)</p>
<p>Who Can Be a Harasser? (545) Explaining the reach of workplace harassment laws, who is protected, and who can be an offender.</p>	<p>Who Can Be a Harasser? (1820)</p>
<p>Forms of Disrespectful and Harassing Conduct (785) Giving examples of the kinds of verbal, visual and physical conduct that violate laws and impact a healthy workplace culture.</p>	<p>Forms of Disrespectful and Harassing Conduct (1819)</p>
<p>Retaliation (547) Employees have a right to raise a concern or complaint without fear of retaliation. But what is retaliation - and when do work decisions cross the line?</p>	<p>Retaliation (1821) New Video: One Step Forward, Two Steps Back. A salesperson discloses that a prospective client is harassing her. So the sales manager takes her off the sale. He thinks he's protecting her - but she loses the potentially lucrative commission.</p>



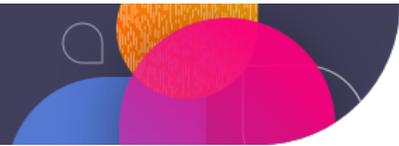
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2019 Course Lessons	2020 Course Lessons
<p>The Manager's Role (786) Managers play a key role in ensuring a healthy work culture. They set the tone. They are the eyes and ears of the employer. And they are the ones who often navigate tricky people and harassment issues.</p>	<p>The Manager's Role (1822) New Video: You're Kidding Me! A recruiter receives salacious text messages from a potential candidate. It's so ridiculous the hiring manager laughs it off – and really needs to hire someone. New Video: I Didn't Even Notice. A manager discounts a younger, female worker in meetings. He assumes she has nothing to offer. She feels like he doesn't want to hear what she has to say.</p>
<p>Mistaken Identity (550) Matters relating to our personal lives - including sexual orientation - are bound to come up from time to time at work. But undue or unwanted attention to them can create conflict and lead to problems.</p>	<p>Part of the Club (1823) New Video: Part of the Club. A male co-worker's husband walks through a room without a shirt – unaware that he was interrupting a work video call. Other co-worker's catcall and tease – making the co-worker uncomfortable.</p>
<p>The Son (551) Comments and actions relating to someone's race and ethnicity can be particularly difficult. They can create harassment issues - and, as importantly, destroy trust, camaraderie and inclusion.</p>	<p>The Son (1824) New Lesson Content. The Son was one of our most impactful videos when the original course version was released. We have reworked lesson content to better reflect current conversations around racism.</p>
<p>My Name Is Jennifer (787) Issues related to transgender co-workers have hit the news and are new to some people. But the basics of respect are the same and help create a healthy workplace for everyone.</p>	<p>My Name Is Jennifer (1825)</p>



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<p>Awkward Missteps (788) Everyone eventually puts their foot in their mouth. That's human. But knowing you did it and knowing how to fix it can stop a misstep from creating conflict and harassment claims.</p>	<p>Just Say No? (1834) New Lesson: By definition, the title of manager comes with authority. Sometimes managers forget that "they're the boss" - but employees rarely do. That makes it hard for employees to say "no" to a manager - even in casual situations. New Video: Cutting Loose. A manager insists her team go out drinking and dancing after a day at a trade show. She just wants to have to fun – but doesn't realize her “suggestion” carries a manager’s authority.</p>
<p>The Dancing Machine (791) After hours or offsite work events can be a great way to build teams and celebrate success. But they are still work events - and forgetting that can lead to conflict and change the way your co-workers view you.</p>	<p>Just the Way We Do Things (1830) New Lesson. Everyone wants a healthy workplace - but what does that mean? We're all human, so a healthy workplace isn't perfect and doesn't mean nobody will ever misstep. But being able to give and receive feedback is a key skill that can help us build a work culture that works for everyone. New Video: Message Sent and Receive. One co-worker gives another co-worker a gentle redirect when potential offensive language is used. The feedback is respectfully given – and respectfully received.</p>
<p>The Bully at Work (772) Bullying behavior is different from harassment - but can really hurt our ability to work together. What is bullying - and what does it do to our work culture?</p>	<p>The Bully at Work (2033)</p>
<p>Bystanders to Upstanders (790) In most harassment situations, someone outside the situation often knows what's going on. What is the role of the bystander. And how do you go from being a passive bystander to someone who takes action?</p>	<p>Bystanders to Upstanders (1828)</p>



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2019 Course Lessons	2020 Course Lessons
Reporting, Investigations and Workplace Policies (794)	Reporting, Investigations and Workplace Policies (1831)
Post-Program Survey (796)	Post-Program Survey (1832)