

Respectful Workplace

Prevent Harassment/Bullying & Violence



**“respect for self
respect for others
responsibility for all your actions!”**

- the Dalai Lama

Leader Guide

HR PROACTIVE Inc.
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SAMPLE

Workshop Overview

Workshop Objectives

This guide presents a workshop on the topic of harassment, bullying, discrimination and violence. The goal of the workshop is to raise employees' (participants') awareness with respect to key issues related to the topic of harassment, bullying, discrimination and violence. Workshop objectives include:

- Techniques that can help increase awareness of workplace harassment, bullying, discrimination and violence .
- Harmful impact that workplace harassment, bullying, discrimination and violence have on organizations and their workers.
- Potential legal ramifications of workplace harassment, bullying, discrimination and violence.

How to Use the Leader Guide

This guide is intended to be used by the workshop leader(s) and should not be distributed to participants. It includes instructions for organizing and running a successful workshop.

It is recommended that all workshop leaders become familiar with all material related to this workshop, including the Leader Guide, Participant Guide, PowerPoint and video DVD presentation. This guide is indexed so that the workshop leader can refer to corresponding material in the PowerPoint presentation and participant guide.

This guide includes discussion notes on the topic of harassment, bullying, discrimination and violence; however, the workshop leader should have broader background knowledge on the topic. To provide that background, a bibliography of suggested reading and websites is included with this guide. It is strongly recommended that the workshop leader review at least some of this material.

Workshop Design

The workshop offers the following features:

- Experiential learning that concentrates on developing knowledge and abilities through the experiences of the participants;
- Practical techniques that can be used on the job;
- The encouragement of learning from the knowledge and experiences of the workshop leader(s) and participants;
- A participant guide that provides reference material based on workshop concepts and techniques;

- A PowerPoint presentation that can be shown during the workshop; and
- The Prevent Harassment/Bullying & Violence 15-minute video DVD that can be shown as an introduction to workshop content.

The workshop can also be extended by including a lesson on rolling out the employer's anti-violence and harassment policy. See *How to Customize the Workshop* for further information.

PowerPoint Presentation

To use the PowerPoint presentation included with this training kit, you will need:

- A computer with PowerPoint or a PowerPoint viewer installed;
- A projector connected to the computer being used for the training session.

Note: To prevent delays, it is important to test the functionality of your equipment before using the presentation.

How to Customize the Workshop

Customizing the workshop greatly enhances its value to participants. The following suggestions may be helpful:

- Before conducting the workshop, obtain information about the organization and the participants, their jobs and any specific human rights issues that they face;
- Consult co-workers about human rights issues to help build a larger base of knowledge and understanding of the topic;
- Customize the participant guide for the organization and the particular participants attending;
- Alter the workshop outline and/or timing to reflect the needs of the audience. Use examples to which the audience can relate; and
- If it seems useful and time permits, allow discussion to continue beyond the recommended timeframe. Always remember to process each activity thoroughly as it is important that participants are able to fully experience each activity.

A short video can provide an additional form of learning and be an effective change of pace from the experiential learning on which the remainder of the workshop is based. It is suggested that a video be inserted after a 15-minute break and done in Lesson 12.

The workshop can also be customized to include training on the employer's anti-violence and harassment policy. This optional step is best done in Lesson 13.

There are two suggested agenda options outlined in the *Suggested Agendas* section of this document which can be adjusted to suit the needs of the group and workshop leader. If you

would like a more experiential workshop, please contact HR Proactive Inc. to purchase the addendum supplemental material.

There are further tips for compressing the workshops contained in each of the lessons.

Guide Format and Intent

The workshop presented in this guide highlights the major areas of identifying and preventing harassment, bullying, discrimination and violence in the workplace. This guide is divided into four parts:

Title	Description
Part I - Workshop Overview	Provides an overview of the workshop design, workshop preparation instructions, evaluations techniques and tips to facilitate the session.
Part II - Introduction Workshop Activities	Provides the following: <ul style="list-style-type: none"> • Detailed instructions on how to conduct each of the workshop activities • All reference materials required to explain activities and to conduct lectures • 15-minute video DVD • All associated participant handouts, and handouts including final quiz, and PowerPoint templates.
Part III - Glossary of Terms	Provides a glossary of relevant topic-specific terms.
Part IV - Participant Guide	Provides workshop reference materials for reproduction and distribution to participants. The PowerPoint slides included in this kit may be printed out as a handout. Select the option to print handouts and request 3 slides per page.

Although the workshop is complete, the design is flexible and can be customized to various groups and timeframes. Its primary focus is to provide an environment that promotes learning through experience and encourages the transfer of these experiences and knowledge to the job.

Workshop Activity Outline

The workshop activities presented in Part II are divided into 14 lessons:

Lesson	Title	Description
1	Workshop Orientation	Sets out the framework of the workshop, discusses the workshop objectives and agenda, describes responsibilities and provides an opportunity for the participants to identify their workshop expectations.
2	Introduction	Participants will gain a general overview of the course material and why it's important to learn about harassment in the workplace.
3	Responsibilities and Liabilities	Participants will study the responsibilities and liabilities under provincial and federal human rights laws, and how they can be protected from threats of harassment, discrimination and violence.
4	The Workplace – Where is it?	Participants will broaden their understanding of the physical boundaries that can constitute a workplace.
5	Harassment	Participants will further examine the definition of harassment, and the laws that prohibit harassment and discrimination.
6	Discrimination	Participants will review the meaning of discrimination and examples they may encounter in the workplace.
7	Sexual Harassment	Participants will gain a general overview of sexual harassment and be able to recognize what constitutes unwelcome sexual or gender-related remarks.
8	Bullying: Psychological Harassment	Participants will examine the definition of psychological harassment through the examples provided.
9	What's Not Harassment or Bullying?	Participants will gain an understanding of what is not considered harassment in terms of performance management.
10	Impact of Harassment	Participants will examine the impact of harassment, specifically the psychological impact, and how a poisoned work environment can affect their co-workers and what to do if they are being harassed,

		bullied, or threatened.
11	Last Words on Harassment and Discrimination	Participants will gain an understanding of the aspects that contributes to a healthy and respectful workplace. They will learn tips and warning signs to help them determine if their or another person's behaviour has crossed the line.
12	Violence in the Workplace	Participants will learn what impact violence in the workplace can cause through the examples and statistics provided. Video clip of the Pierre Lebrun shooting will provide additional discussion material.
13	What to do if you are Harassed, Bullied or Target of Violence?	Participants will discover the important steps to take if they believe they are targets of harassment, bullying, discrimination and violence and the warning signs.
14	Wrap-up and Evaluation	Provides an opportunity to summarize workshop contents, answer participant's questions, and distribute handouts, including course evaluation sheet.

Target Audience

This workshop is intended for all participants to understand the legal aspect of harassment, bullying, discrimination and violence and its impact, and what steps they can take if they believe they are being subject to this treatment. The course content within this workshop is a general overview and can be used for annual retraining of employees and for new hires. Ideal classroom size for Instructor-led training is no more than 25 participants.

Workshop Preparation

Contacting Participants

Participants should be notified of the following information well ahead of the scheduled workshop date:

- Workshop leader's name and position or trainer's name and professional history;
- Workshop location;
- Date(s) and times;
- Workshop goals and objectives; and
- A brief outline of the topics to be covered.

Participants should also be advised the workshop is based on an experiential learning model and will involve active participation of the group. They will be encouraged to work with new ideas and approaches and will be given an opportunity to practice what they have learned. (Refer to document – Workshop Details and Agenda)

Location Requirements, Materials and Equipment

It is important to choose a location that has access to the following:

- Ample wall space for posting group information (optional);
- Space that can accommodate a number of round tables and chairs;
- Extra tables for workshop leader materials;
- Refreshments;
- Laptop with media player; and
- Audio/visual equipment including overhead projector and PowerPoint projection system.

All of the activities in Part II specify the materials that are required for each activity. The Preparation Checklist lists on the following page lists the materials and equipment required for the workshop. Other equipment and materials not itemized may be necessary if the workshop leader alters the workshop design.

The workshop leader should arrive early to allow sufficient time for workshop preparation and set-up including checking materials, arranging the room and ensuring that equipment is functioning properly.

Preparation Checklist

1. Prevent Harassment/Bullying & Violence Leader Guide _____
2. Reproduced Participant Guide(s) _____
3. Workshop Sign-in Sheet _____
4. Evaluation/Feedback Forms _____
5. Prevent Harassment/Bullying & Violence video DVD _____
6. Overheads/PowerPoint Presentation _____
7. Computer and projection system
If using PowerPoint presentation and/or video DVD. ¹ _____
8. Participant Name tags _____
9. Two or more newsprint flipcharts (Optional) _____
10. At least one flipchart easel (Optional) _____
11. Two packages of non-bleeding felt markers (Optional) _____
12. Masking tape (Optional) _____
13. Prepared flipcharts for activity instructions and workshop orientation (Optional) _____
14. A watch or clock for timing activities _____
15. Refreshments for breaks
(if appropriate) _____
16. Water and glasses on tables _____

¹ Note that PowerPoint/DVD software or viewer/media player must be installed on the presentation computer.

Suggested Agendas

Option 1:

This material can be used as part of an employee orientation.

Use this version to show to all of your new hires. It is therefore non-instructional. They can go through the video at their computer, and read the participant guide at their own pace. You then can follow up with the Post Assessment Quiz and correct with participant(s).

The video is approximately 15 minutes in duration. The employer should have the employee read and sign-off on their related policies at that time.

Option 2:

The material can be used as a workshop format and can be made interactive by showing the video and facilitating a general discussion and answer period following the video.

The following agenda is provided as an example, and should be modified to fit the individual needs of the group. Participants should be provided with an agenda approximately one week prior to the workshop.

Prevent Harassment/Bullying, Discrimination and Violence
September XX, 20XX
Boardroom A, ABC Company

(Half-Day Version)

Activity	Estimated Time Requirement
Lesson 1 – Orientation	8:30 to 8:45
Lesson 2 – Introduction	8:45 to 8:55
Lesson 3 – Responsibilities and Liabilities	8:55 to 9:05
Lesson 4 – The Workplace Where is it?	9:05 to 9:10
Lesson 5 – Harassment	9:10 to 9:30
Lesson 6 – Discrimination	9:30 to 9:35
Lesson 7 – Sexual Harassment	9:35 to 9:45

Lesson 8 – Bullying: Psychological Harassment	9:45 to 9:50
Lesson 9 – What’s Not Harassment or Bullying?	9:50 to 10:00
<i>Break</i>	10:00 to 10:15
Lesson 10 – Impact of Harassment	10:15 to 10:25
Lesson 11 – Last Words on Harassment and Discrimination	10:25 to 10:30
Lesson 12 – Violence in the Workplace	10:30 to 10:55
Video	10:55 to 11:25
Lesson 13 – What to do	11:25 to 11:50
Lesson 14 – Wrap Up and Evaluation	11:50 to 12:00

Total

3.5 hours

Measuring the Effectiveness of the Workshop

Measuring Participant Learning During the Workshop Session

Participant learning will be measured at the conclusion of the session, and will be evaluated by peers and self.

Using the Evaluation/Feedback Form

The Evaluation/Feedback Form measures participants’ response to various elements of the workshop including workshop location, content, workshop leader or trainer, and activities.

Measuring Participant Learning After the Workshop Session

While the Evaluation/Feedback Form gives participants an opportunity to comment on elements of the workshop, it does not provide the employer or the workshop leader with any indication of whether or not what has been learned is actually being applied in the workplace.

The following are some suggested ways in which the workshop leader and/or the employer can measure or evaluate the transfer of learning from the workshop to the workplace.

Transfer of learning can be measured by:

- Observation

- Follow-up interviews
- Questionnaires

Sources of the above information may include:

- Workshop participants
- Participants' supervisor(s)
- Persons who interact with workshop participants on the job

Time Frame

The evaluation of transfer of learning to the workplace usually is completed six weeks to six months after the workshop.

Workplace Leader Tips

A good workshop leader contributes both process and structure to group interactions. A workshop leader assists and enables the group by providing support in functioning effectively.

The following tips will help you prepare for and facilitate this session.

1. **Know the participants.** Gather as much information as you can about the participants and the organization.
2. **Stay neutral.** Focus on the process. Use questions and suggestions to offer ideas but do not impose opinions on the group.
3. **Active listening.** Use active listening skills to facilitate group participation.
4. **Paraphrase.** Use paraphrasing to clarify and reinforce ideas.
5. **Ask questions.** Effective questioning can invite participation, gather and probe for information. This is your most important tool.
6. **Provide participants with meaningful feedback.**
7. **Use a flipchart.** The flipchart is an effective tool for ensuring that participant ideas are documented completely and accurately.
8. **Keep time.** Time guidelines have been established for each lesson and activity. Enforcing time guidelines keeps the group focused.
9. **Redirect.** When you are asked a question, redirect it to another participant to get an answer. This stimulates group interaction.
10. **Clarify assumptions.** Participant assumptions should be understood and sometimes challenged by the group.

11. **Build on ideas.** Don't just record individual ideas; get participants to build on each other's comments and ideas so that the recorded points represent the collective thinking of the group.
12. **Have the group evaluate the process.** Tell the group how they look to you and ask them how they think they are doing. Have participants interpret their own and each other's actions as well as provide solutions to problems when necessary.
13. **Summarize.** Workshop leaders summarize to start, revive and to end a discussion.
14. **Let the group decide whether to pursue sidetracks.** Let the group know when they are off track. They should decide whether to pursue the discussion or get back to the agenda (with consideration for timing).
15. **Use a parking lot.** Record questions and sidetracks for further discussion or other agendas on flipchart and post.
16. **Process each activity thoroughly.** It is important that participants are able to fully experience each activity.
17. **Practice, practice, practice!**

Workshop Orientation

Timing:
15 Minutes

Introduction

Workshop leader introduces self and provides a brief outline of his or her background.



Icebreaker

Option 1:

Workshop leader asks participants to introduce themselves using an alliterative adjective such as, "I am jumpy Jane." The next person repeats the previous person's name and adds his/her own alliterative name.

The exercise continues with each person repeating each person's name that was said before until all participants have been introduced.

Option 2:

Workshop leader asks participants to say their name and the place they would most like to visit in the world. Other participants can then ask them what it is about that particular place that appeals.



Workshop Leader Note: The following information will assist you in facilitating the Ice Breaker session.

Ice Breaker - Ground Rules:

- **Time it.** Workshop icebreakers are meant to introduce the workshop itself. They shouldn't be too short or over run. The length should be proportionate to the time allocated to the orientation session itself.
- **Be considerate.** Having a light hearted workshop icebreaker is fine. Ensure that no one feels awkward though. That would not set the tone well.
- **Keep dignity.** Make sure nothing compromises the dignity of anyone, particularly if participants don't know one another.

Participant Expectations

Workshop leader asks each participant to state one expectation for the workshop. Responses are recorded on a flipchart and posted on the wall.

If one or more participants give the same response, the workshop leader places a check mark beside the response.

Housekeeping

Workshop leader gives participants information regarding breaks, lunch, washroom facilities and reminds participants that no cell phones are permitted during the session.

Notes:

Learning Objectives

At the end of this training, participants should be able to:

Slide
1

- Describe a respectful and safe workplace and why this training is so important.
- Identify harassment, sexual harassment, discrimination and violent behaviours.
- Describe the rights and responsibilities of employees (“workers”) and the employer.
- Differentiate between harassment and non-harassment behaviours.
- Summarize the steps to take if you are being harassed, discriminated against, bullied or threatened with violence.
- Identify ways to create and promote a safe and respectful workplace.