

PERFORMANCE LEADERSHIP INSTITUTE, LLC

REAL-WORLD WORKPLACE CIVILITY TRAINING

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Throughout the United States human resources professionals and organizational leaders are frequently engaged in conversations that include phrases like...

“How can we stop harassment in our organization?”

“What can we do to protect our employees and our business?”

“Why can’t people just be nice to each other?”

Harassment in the workplace is a serious problem. This problem is pervasive, growing and will not go away on its own. The response by the business world has not been enough so our State Governments are taking aggressive action.

Several State Governments have enacted legislation that mandates Harassment Training for all businesses with 50 or more employees. This is a trend that is gaining momentum throughout the United States. California has recently enacted legislation requiring Harassment Training for businesses with 5 or more employees.

In most cases, the new laws require businesses to train all employees by Jan. 1, 2020, and to repeat the training every two years. Employers must schedule several hours (2-8) of instructor led training for all supervisors and for all other employees.

According to the legislation, all employee training must cover abusive conduct, prevention, discrimination and retaliation, and it must include instruction on harassment tied to gender identity, gender expression and sexual orientation and all protected characteristics. In some States, even temporary, seasonal and migrant agricultural workers must participate.

Supervisor training must include all the above as well as, their specific responsibility in procedural actions required as a supervisor.



Most of the new legislation requires that employers provide in-person classroom or other effective interactive training and education. Simply delivering a PowerPoint lecture will not do the job. The most effective and lasting training and education utilizes in-person discussions with Real-World case studies to educate employees.

The risk and cost of harassment litigation and/or settlements is enormous. According to the EEOC, in 2018 businesses nationwide paid \$46.3 *million* in monetary benefits to victims of sexual harassment. In the EEOC's prelitigation period alone, since 2010, employers have paid nearly \$700 *million* to employees alleging harassment. That number does not include fees for litigation or the cost of private settlements.

While State legislation is an important step to help eliminate workplace harassment, it's not enough!

Creation of a Non-Harassment Culture is required if businesses are truly going to address and eliminate this pervasive and growing problem. The creation of a Non-Harassment Culture is not just a leadership responsibility it is an EVERYBODY RESPONSIBILITY.

Therefore, EVERYBODY has a role and responsibility in the creating and sustaining a Non-Harassment Culture. Organizational Leadership can deliver on this by implementing the EEOC recommendation of Workplace Civility Training.

Workplace Civility requires leadership to

- **Set the Civility Standard**
- **Model the Civility Standard**
- **Implement Organization-wide Civility Training**
- **Coach to the Civility Standard**
- **Allocate Sufficient Resources**
- **Embed Civility Standard Accountability**



According to the EEOC, Workplace Civility Training must include behavioral based, in-person training utilizing adult learning principles. The critical topics for successful Workplace Civility Training includes the following.

- **Listening to Understand**
- **Self-Awareness/Emotional Intelligence**
- **Impact of Self-talk**
- **Communication/Personality Styles**
- **Value of Diversity & Different Perspectives**
- **Conflict Modes Analysis & Resolution**

Implementing Workplace Civility Training can be the catalyst to creating, shaping and sustaining the desired Non-Harassment Culture.

Organizations are always working to improve their business performance and future growth with a myriad of organizational effectiveness programs and techniques. Strategy and Culture are usually primary factors as organizations strive to achieve their business goals and ultimately their long-term organizational vision.

Peter Drucker is widely given credit for the statement

“Culture Eats Strategy for Breakfast”.

What this idea is showing is that culture can constrain and limit even the best business strategies. This also tells us that culture can positively impact business strategies. So, organizations must create alignment between the Organizational Culture and Business Strategy.

Culture shapes people’s attitudes and beliefs in the workplace. Culture defines what is encouraged, discouraged, accepted or rejected. Culture is a pervasive, enduring group phenomenon. When leadership, strategy and behaviors are properly aligned to support the organizational values and long-term vision, you can experience outstanding personal fulfillment, accelerated performance improvement & growth and improved long-term business viability.



Performance Leadership Institute, LLC can help your organization create and implement customized Workplace Civility Training aligned to YOUR Core Values and Long-term Vision utilizing our Real-World Culture-Results Model© .

Please contact Bob Vertullo, MS at Performance Leadership Institute, LLC to discuss your unique organizational and workplace needs and solutions.

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Bob Vertullo, MS Biographical Sketch

Bob Vertullo is a successful entrepreneur with a consulting practice that includes Organizational Effectiveness, Leadership & Management Consultation, Compliance and Interpersonal Effectiveness. Bob has both a national and international footprint in a diverse set of Industries. Bob has practical, hands-on experience with Industrial Products & Services, Energy, the Aerospace Industry, Information Technology, Bio-Technology, Adult Education, Healthcare, Consumer Packaged Goods, and the Pharmaceutical Industry.

Bob has over 30 years of successful experience in Organizational Development & Human Resources Management, Leadership Development, Sales Management, Market Research and Marketing for major International Industrial, Pharmaceutical & Consumer Packaged Goods companies. Bob specializes in creating customized organizational and workplace solutions and workshops that enable companies to achieve their strategic and cultural goals and for individuals to grow and develop their interpersonal effectiveness skills to become more diverse and effective leaders.

Bob's diverse background includes Senior Management positions in Organizational Development , Leadership Training and Development, Marketing, Market Research and Sales & Business Management for GlaxoSmithKline Pharmaceuticals, GlaxoSmithKline Consumer Healthcare and The Kroger Co. Bob has earned a B.S. degree in Economics and Management from the University of Pittsburgh, as well as, an M.S. degree in Organizational Development & Professional Leadership from Carlow University.

In his Senior Management, Leadership Development and Organizational Development positions, as well as in his role as an Organizational Effectiveness Consultant, Bob has designed, developed and facilitated large-scale change & continuous improvement initiatives for diverse organizations and personnel including executive-level management throughout the United States, Belgium, Brazil, Canada, China, England, France, Italy, Japan, Mexico, Panama, the Philippines, Russia, Spain, Sweden and Thailand.

Bob is regarded as a master facilitator and an organizational alignment and interpersonal effectiveness expert.

Bob's credible style, expertise and approach have allowed him to work successfully with a diverse set of organizations and individuals at all company levels throughout the world helping them to improve their interpersonal impact and bottom-line profit.