

HR & Training News

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Developing People
Creating A Competitive
Advantage

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ANNOUNCING E-LEARNING: THE GREY FACTOR HARASSMENT PREVENTION



Partnering with ROI Learning Services, Treasure Associates has developed an internet based e-learning solution for ongoing training. It is:

- A course to keep your organization protected.
- A course to help managers and employees remain current with what is expected of them.
- E-learning with the same quality as our seminars.
- Easily customized to your organization.
- A companion course for Shades of Grey and Grey Factor seminar participants.

As you know, understanding and preventing harassment in the workplace is not a luxury, it is essential.

This course is designed as a refresher for managers and employees who have completed our harassment prevention seminars.

We anticipate the release of our full e-learning solution later this Spring.

Course Goals

1. To stop and prevent harassment.
2. To enable participants to recognize and assess

3. problematic behaviors.
3. To foster personal accountability and responsibility.
4. To encourage support for the employer's harassment prevention policies and procedures.
5. To update participants on recent legal developments.

As with our seminars, people will be talking about the grey factor long after the training has been completed.

Stay compliant and consider an e-learning solution for your ongoing training obligation.

Seven Steps To Stop and Prevent Harassment

By Linda Treasure

Sexual harassment can be a pervasive problem. Despite all the attention, it is not going away. While high profile cases get attention, studies continue to show more than 50% of women and 14% of men are sexually harassed on the job.

It is a real and costly work-related problem which impacts morale and productivity. This affects not only the individuals involved but entire work groups. It can tarnish an organization's public image.

To stop and prevent all kinds of harassment, including sexual harassment, employers need to take seven very important steps.

ment as a legal and business problem. Top management influences the way people throughout the organization approach the problem.

2. Post a written policy statement. It needs to be visible and communicated throughout the organization.
3. Establish procedures for receiving and handling complaints.
 - Effective procedures allow organizations to handle problems themselves, before complaints are made to (continued)

1. Leaders of organizations must view harass-

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Seven Steps to Stop and Prevent Harassment (continued)

- an external agency.
 - The procedures should be designed and communicated so that employees understand that complaints and questions are welcomed and not discouraged.
4. An important way for an organization to stop and prevent harassment, as well as limit their liability, is to take prompt, remedial action on complaints.
 - The first step in the process is a thorough investigation to gather information about the victim, the alleged harasser, the incident and the work environment.
 - This information is carefully evaluated before any judgment is made, action is taken or discipline is given.
 5. Systemically educate the entire work force. Education is the key to preventing sexual harassment and other forms of harassment as well.
 - The purpose of educational programs for all employees is to communicate the same message to everyone. This also enables employees to distinguish between behaviors and determine whether it is appropriate, inappropriate or illegal.
 6. **A small but sometimes costly mistake that organizations make is to assume that once they've completed their education program, they have fulfilled their responsibility. However, employee training needs to be continued on an annual basis.**
 7. Stop and prevent any and all forms of retaliation. In 2006, the Supreme Court raised the bar for employers for preventing retaliation.
 - It provides employees a clear picture of their rights and responsibilities, and enables them to change their behaviors if necessary.
 - It is the perfect forum to effectively communicate the organization's policies and procedures.

Mars and Venus in the Workplace: Fact or Fiction

Understanding workplace behavior is helpful with today's diverse workforce. How people communicate at work is a perpetual challenge. One question that often comes up is do gender differences influence communication styles?

When it comes to the workplace, gender is not a good predictor of communication styles, according to Inscape Publishing, an international publisher of research based learning instruments.

Inscape's DiSC communication style instrument, which has been validated internationally, reveals that the mean scores of women and men on each of the 4 dimensions are almost equal. In other words, there are just as many women exhibiting Dominance behavior as there are men. Similarly, there are as many men with high Supportiveness dimensions as there are women.

According to Jeffrey Sugerman, President of Inscape Publishing,

"The data from DiSC tell us that rather than encouraging a gender dichotomy, training and development professionals can best help a workforce be effective and productive by focusing on understanding the individual person and how that person's communication style best relates to the styles of others."

The DiSC instrument is a self-directed, self-scoring behavioral tool with scientific validity and reliability. It has been used for nearly three decades by more than 40 million people worldwide to:

- Foster personal insight
- Improve interpersonal communication
- Enhance teamwork
- Increase productivity
- Reduce tension
- Minimize conflict

Today the DiSC instrument is available in 17 languages. According to the DiSC model, every indi-

vidual possesses a combination of four behavioral dimensions. Typically, one dimension is more prominent than the others.

DiSC is a universal language, a way of exploring behavioral issues, not only between genders but also across cultures, in a non-judgmental manner. When individuals are allowed to assess their behavioral styles and then adapt them for various situations, the results are impressive.

The result is more productive teams, more effective managers, more successful sales people, and a higher level of customer service. All obtained with less frustration and conflict.

Treasure Associates is an authorized distributor of DiSC and related products from Inscape Publishing.