



Sensitivity Training

GLOBAL COURSEWARE

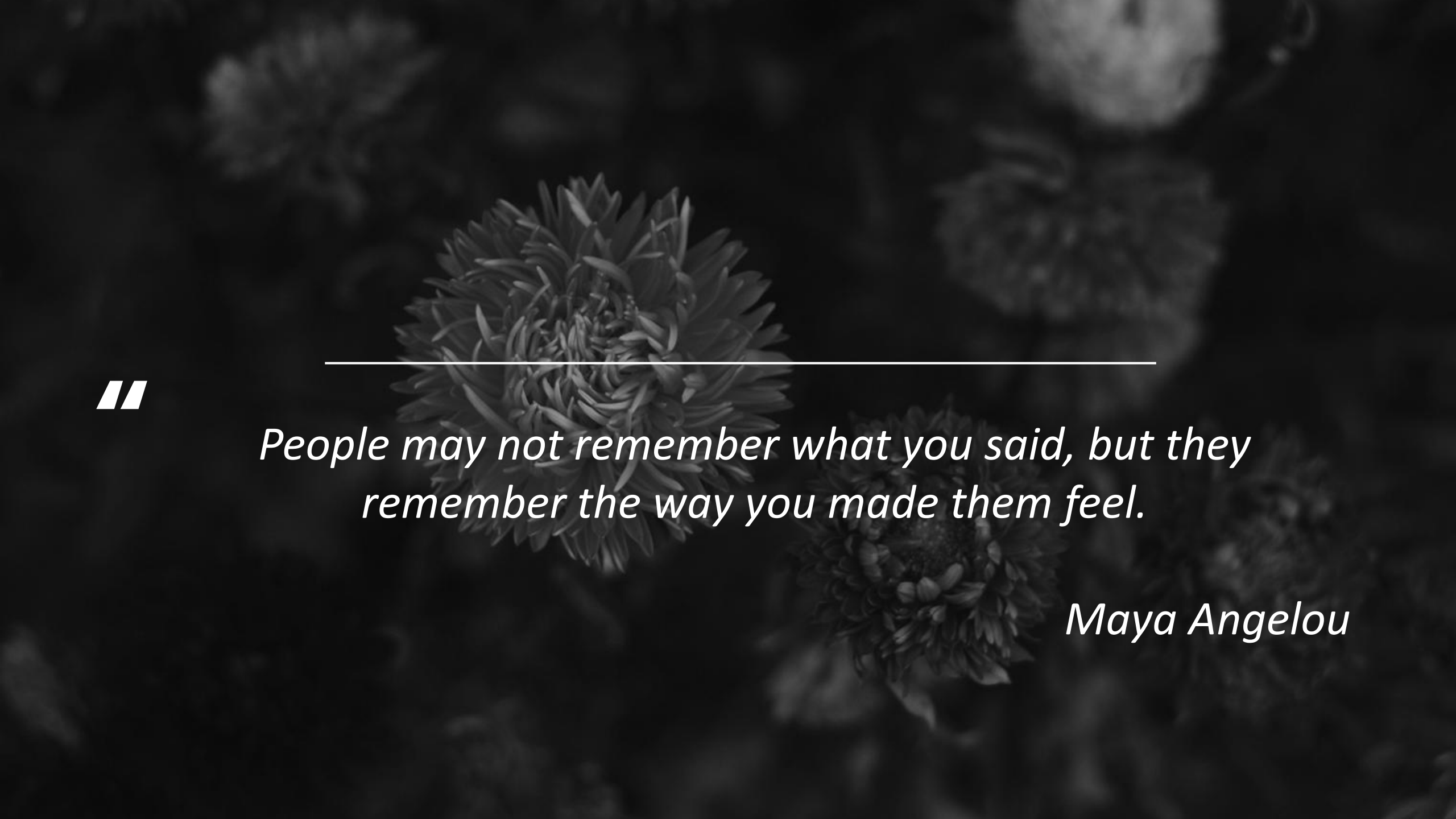
Getting Started

Sensitivity training is crucial in creating a workplace that is an inclusive and safe place for all to work.

Workshop Objectives



- Define sensitivity training and its usefulness and necessity in the workplace
- Successfully raise awareness of others
- Describe the pros and cons of being “sensitive”



//

*People may not remember what you said, but they
remember the way you made them feel.*

Maya Angelou

MODULE TWO

Introduction to Sensitivity Training

This introduction to sensitivity training, and how it relates to the workplace, will show the many benefits to a training of this type, both for individuals and for the workplace culture.



Definition

Race

Gender
identification

Religion

Age

Disability

History

From the business point of view, sensitivity training will keep the work culture positive, and within federal and state guidelines.





Who Needs It?

Everyone can improve their emotional awareness, increase empathy, and develop better social skills.

Goals

It is widely known that a positive work culture will result in a more successful business.



Practical Illustration



- Definition
- History
- Who Needs It?
- Goals

Module Two: Review Questions

1. Sensitivity training improves:

A. No one

B. Workplace culture

C. The pay scale of employees

D. The intelligence of management

Module Two: Review Questions

2. Sensitivity training includes all the choices below, except:

A. Age

B. Sex

C. Religion

D. Job title

Module Two: Review Questions

3. Sensitivity training has been studied since:

A. 1940s

B. 1800s

C. 1980s

D. 2000s

Module Two: Review Questions

4. Which of the doctors listed below is credited with first studying sensitivity training?

A. Sigmund Freud

B. Martin Luther King

C. Kurt Lewin

D. Christian Spock

Module Two: Review Questions

5. When sensitivity training was first discussed, it MOSTLY focused on which of the following?

A. Training for educational institutions

B. The values of the training itself

C. Individual behavior

D. Behavior of groups of people

Module Two: Review Questions

6. According to the “History” lesson, what was the main focus of sensitivity training in the 50s?

A. Behavior of groups of people

B. Individual behavior

C. The values of the training itself

D. Training for educational institutions

Module Two: Review Questions

7. According to the “History” lesson, what was the main focus of sensitivity training in the 60s?

A. Individual behavior

B. Training for educational institutions

C. The values of the training itself

D. Behavior of groups of people

Module Two: Review Questions

8. Who should receive sensitivity training?

A. Human resources

B. All of the company's employees

C. All managers

D. All new employees

Module Two: Review Questions

9. From the business standpoint, what is the goal of sensitivity training?

A. To maintain and stay within all federal and state regulations against harassment or discrimination

B. To provide better self-awareness and the effects on others around us

C. To teach a better awareness of inter-social interactions and relationships

D. To increase profits

Module Two: Review Questions

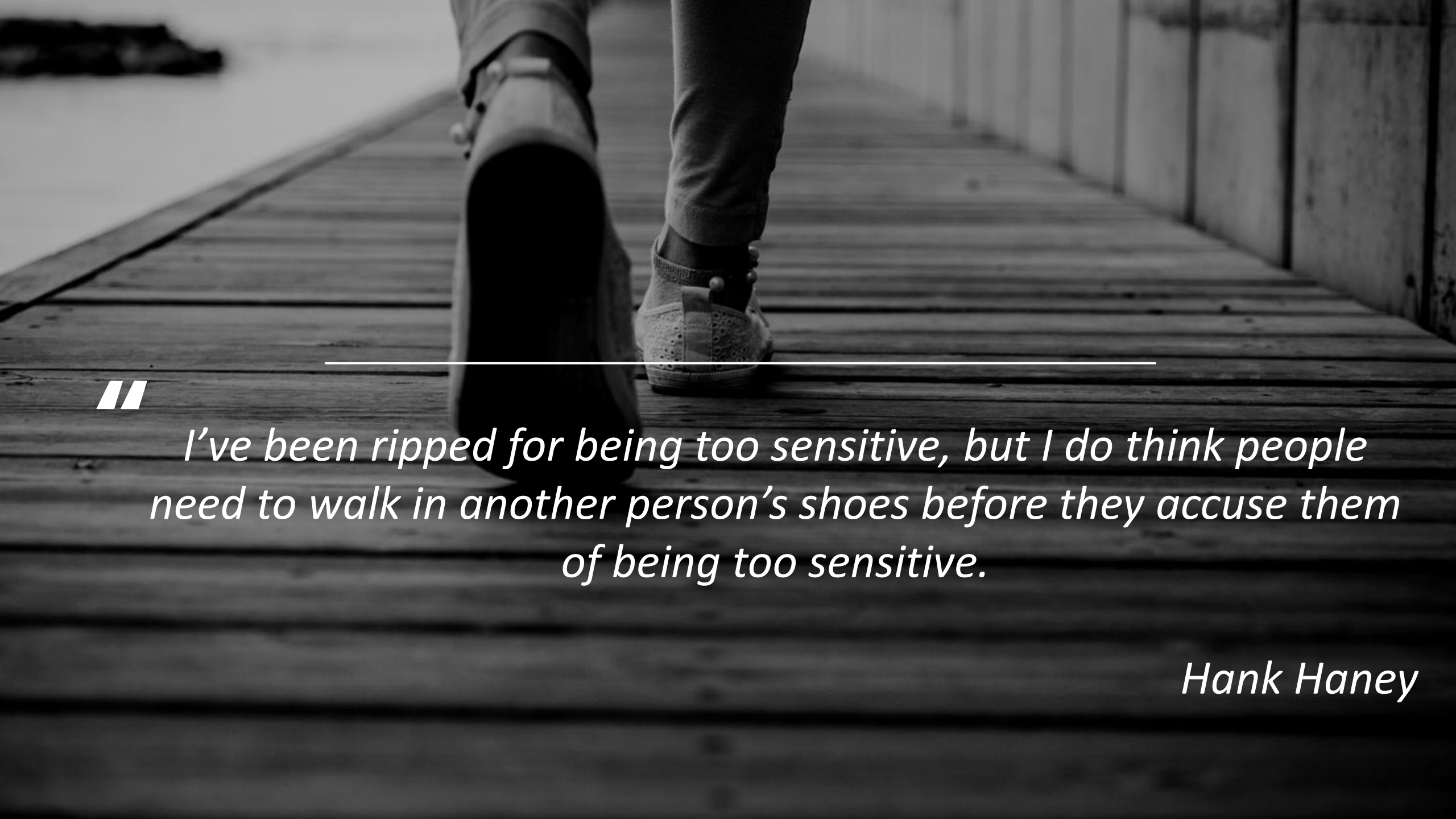
10. What is **not** a goal of sensitivity training, from an individual standpoint?

A. To provide better self-awareness and the effects on others around us

B. To maintain and stay within all federal and state regulations against harassment or discrimination

C. To teach a better awareness of inter-social interactions

D. To teach a better awareness of relationships



//

I've been ripped for being too sensitive, but I do think people need to walk in another person's shoes before they accuse them of being too sensitive.

Hank Haney

MODULE THREE

Benefits

When we think of the benefits of sensitivity training, we tend to consider an employees' ability to identify biases, that when not addressed appropriately, can hinder the productivity of the business.



Raising Awareness

Training is a helpful tool in dispelling myths and garnering accurate information with regard to cultural differences and diversity.

Interaction

One of the most effective ways to learn about others is through interaction.





Behavioral Changes

Communicating in a more positive manner improves our relationships. Better communication equals better relationships.

Productive Workplace

- Working with customers on a global scale
- Decreased employee turnover
- Increased innovation



Practical Illustration



- Raising Awareness
- Interaction
- Behavioral Changes
- Productive Workplace

Module Three: Review Questions

1. What is the first step in promoting change?

A. Meeting new people

B. Raising awareness

C. Sharing stereotypes

D. Spending a lot of time with the people you already know

Module Three: Review Questions

2. Sensitivity training aims to ____ myths of culture and diversity.

A. Agree with

B. Bring out

C. Dispel

D. Cover up

Module Three: Review Questions

3. Which of these is mentioned in the “Productive Workplace” lesson?

A. Lower employee morale

B. Lower employee engagement

C. Various perspectives equal various solutions

D. Only working with customers on a regional scale

Module Three: Review Questions

4. Which of the following is NOT mentioned in the “Productive Workplace” lesson?

A. Greater employee turnover

B. More innovation

C. Higher employee engagement

D. Working with customers on a global scale

Module Three: Review Questions

5. What does this module mention as an effective way to learn about different cultures?

A. Read stories about them

B. Interact with them

C. Watch news programs about them

D. Talk to others about them

Module Three: Review Questions

6. Example 1 in the “Interaction” lesson talks about what country?

A. Ireland

B. Dominican Republic

C. China

D. Nigeria

Module Three: Review Questions

7. In the United States, not making eye contact with someone you are talking to, is generally viewed as:

A. Hiding something

B. Being respectful

C. Being honest

D. Showing that you are upset

Module Three: Review Questions

8. Which of these was NOT mentioned as a method of communication?

A. Verbal

B. Non-verbal

C. Visual

D. Tactical

Module Three: Review Questions

9. According to the “Behavioral Changes” lesson, a benefit of sensitivity training is which of the following?

A. Emotional control

B. Relationship management

C. Greater self-esteem

D. Confidence in others

Module Three: Review Questions

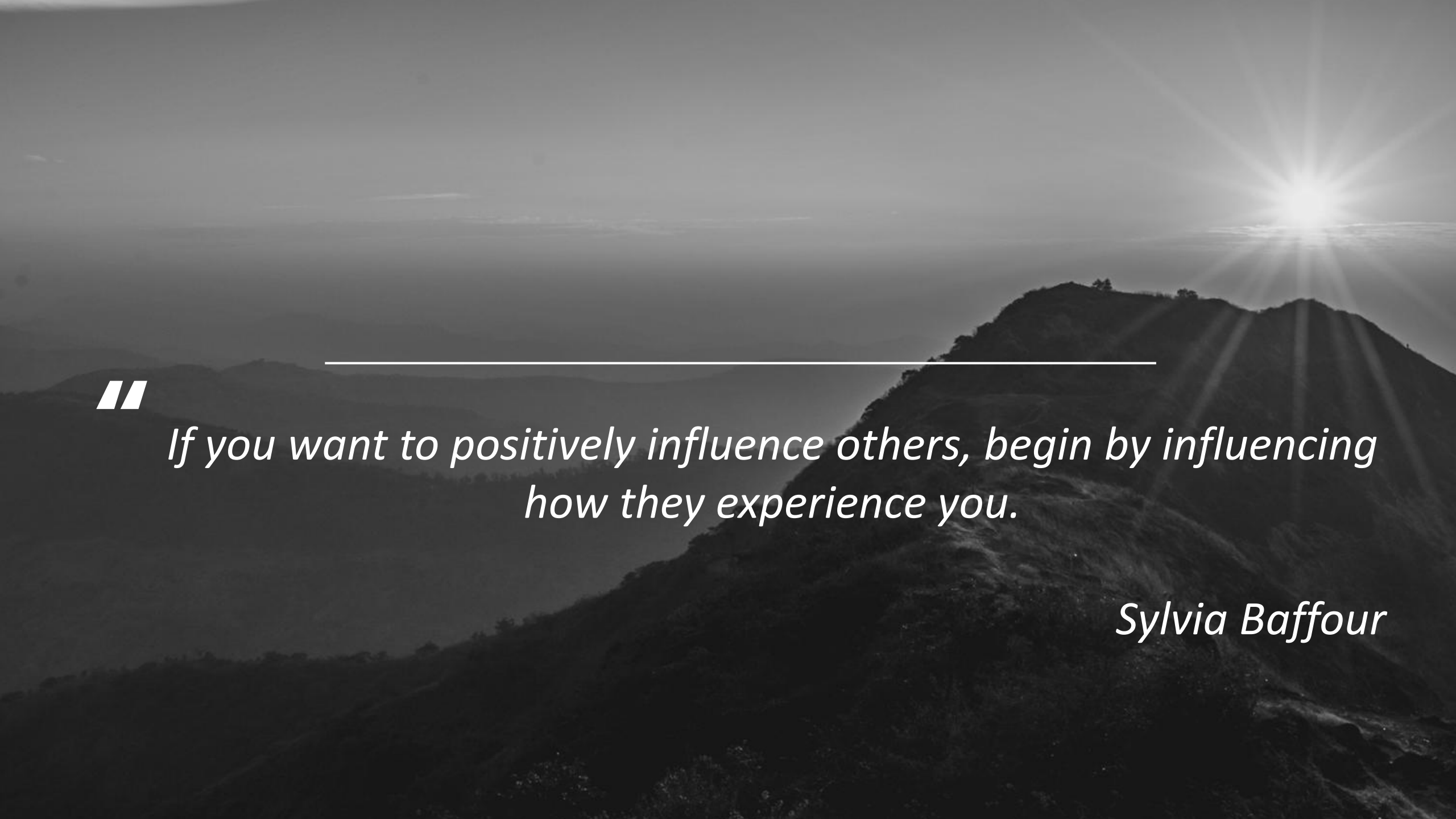
10. The “Behavioral Changes” lesson states:

A. Better communication equals better interaction

B. Better communication equals a stronger sensitivity training

C. Better communication equals better relationships

D. Better communication equals better understanding



//

*If you want to positively influence others, begin by influencing
how they experience you.*

Sylvia Baffour

MODULE FOUR

Stereotypes

Stereotypes can be both positive and negative in the statements, but do not be mistaken; all stereotypes have a negative effect.



Explicit

Explicit stereotypes are those opinions and beliefs that are intentional, controlled, and usually communicated.

Implicit

Most of these stereotypes are a product of our upbringing and social interactions.





Purpose

Having these stereotypes gives them a false sense of understanding the group, which can be seen as prejudices or misconceptions.

Effects

- Lower employee morale
- Lowered employee engagement
- Decreased innovation



Practical Illustration



- Explicit
- Implicit
- Purpose
- Effects

Module Four: Review Questions

1. Which of the following does not describe an explicit stereotype?

A. Communicated to others

B. Unconscious

C. Intentional

D. Controlled

Module Four: Review Questions

2. Which of these does describe an implicit stereotype?

A. Intentional

B. Controlled

C. Communicated to others

D. Unconscious

Module Four: Review Questions

3. What does the “Implicit” lesson mention?

A. Names that sound “black” get fewer call backs than names that sound “white”

B. Names that sound “Latino” get fewer call backs than names that sound “black”

C. Names that sound “white” get fewer call backs than names that sound “Asian”

D. Names that sound “Asian” get fewer call backs than names that sound “Latino”

Module Four: Review Questions

4. What sport was mentioned in the “Implicit” lesson?

A. Golf

B. Baseball

C. Basketball

D. Football

Module Four: Review Questions

5. Which of these BEST describes the definition of a stereotype?

A. What one assumes about others

B. What one has learned about others

C. What one reads about others

D. What one writes about others

Module Four: Review Questions

6. What is the main reason for creating stereotypes?

A. To understand other groups

B. To make particular groups feel inferior

C. To not interact with people of different groups

D. To make particular groups feel superior

Module Four: Review Questions

7. Which of these terms is LEAST likely used to define stereotypes?

A. Misconceptions

B. Prejudices

C. Detail

D. Labels

Module Four: Review Questions

8. Which of these is NOT mentioned in the module as an effect of stereotypes?

A. Individuals from a particular group may not reach full productivity, as expectations are lowered

B. Individuals from a particular group can look negatively, or disapprovingly on their own achievements because they have not met the expectations

C. Cultures gaining awareness and ignoring stereotypes directed at them

D. Negatively impact one's long-term mental health

Module Four: Review Questions

9. Which of these is LEAST likely to be an effect of stereotypes?

A. Lower employee morale

B. Greater employee turnover

C. More motivation

D. Less employee engagement

Module Four: Review Questions

10. Of the following, which is MOST likely to be an effect of a stereotype?

A. Greater collaboration between employees

B. Less hostility

C. Lower employee morale

D. More trust in the employer's anti-discrimination policy

A black and white photograph showing the silhouettes of a group of about ten people of various ages and ethnicities holding hands in a line, standing on a beach or shore. The background is a dramatic sky with clouds, suggesting a sunset or sunrise. The overall mood is one of unity and solidarity.

//

I hope that people will finally come to realize that there is only one 'race' – the human race – and that we are all members of it.

Margaret Atwood

MODULE FIVE

Discrimination

Racial discrimination still happens today in the workplace, and it is very unfortunate. It can be a spoken stereotype, or more overt hiring practices.



Employer Responsibility

Candidate offers, such as benefits

Pay scales

Job requirements

HR and Best Practices

The Civil Rights Act of 1964, prohibits any regard for race in the hiring processes of any employer.





Elephant in the Room

The overall message is that it is incorrect to judge any individual in regard to any stereotype.

Overcoming Stereotypes

These procedures must also include policies for regular monitoring and auditing for compliance.



Practical Illustration



- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module Five: Review Questions

1. Employers offering equal employment to all races is guaranteed by which of the following?

A. Economic Opportunity Act of 1964

B. Small Business Act of 1953

C. Civil Rights Act of 1964

D. Comprehensive Employment and Training Act of 1973

Module Five: Review Questions

2. The act that offers equal employment to all races, focuses on all aspects of employment, except:

A. Interview questions

B. Work hours

C. Pay scale

D. Job requirements

Module Five: Review Questions

3. Which stereotype is mentioned in the “Elephant in the Room” lesson?

A. African Americans are better at sports

B. Asians are not smart

C. Latinos are educated

D. Caucasians are not hard workers

Module Five: Review Questions

4. Of the stereotypes below, which is mentioned in “Elephant in the Room”?

A. Latinos complain a lot

B. African Americans work when it is convenient for them

C. Caucasians do not challenge themselves

D. None of the above

Module Five: Review Questions

5. “Elephant in the Room” states which of these as a stereotype?

A. Latinos are lazy

B. Caucasians do not enjoy working with Asians

C. Asians only work with African Americans

D. African Americans like to work with people of all races/ethnicities

Module Five: Review Questions

6. _____ is one of the stereotypes in the “Elephant in the Room” lesson.

A. Asians only treat other Asians fairly

B. Latinos like to start work early

C. Caucasians work hard

D. African Americans do not like to work overtime hours

Module Five: Review Questions

7. What is true of employers requiring employee candidates to list their race on the job application?

A. This is legal if the company is considered a small business

B. This is only illegal if the company does not currently have a diverse employee population

C. This is legal for the state of New York

D. This is illegal

Module Five: Review Questions

8. Setting an employee's salary based on race:

A. Is acceptable when a mass hiring is taking place

B. Is never acceptable

C. Is not acceptable only in the states of California and Texas

D. Is acceptable if the company has less than 50 employees

Module Five: Review Questions

9. A non-discriminatory work culture begins at the:

A. CEO/owner level

B. HR level

C. Department Manager

D. Employee

Module Five: Review Questions

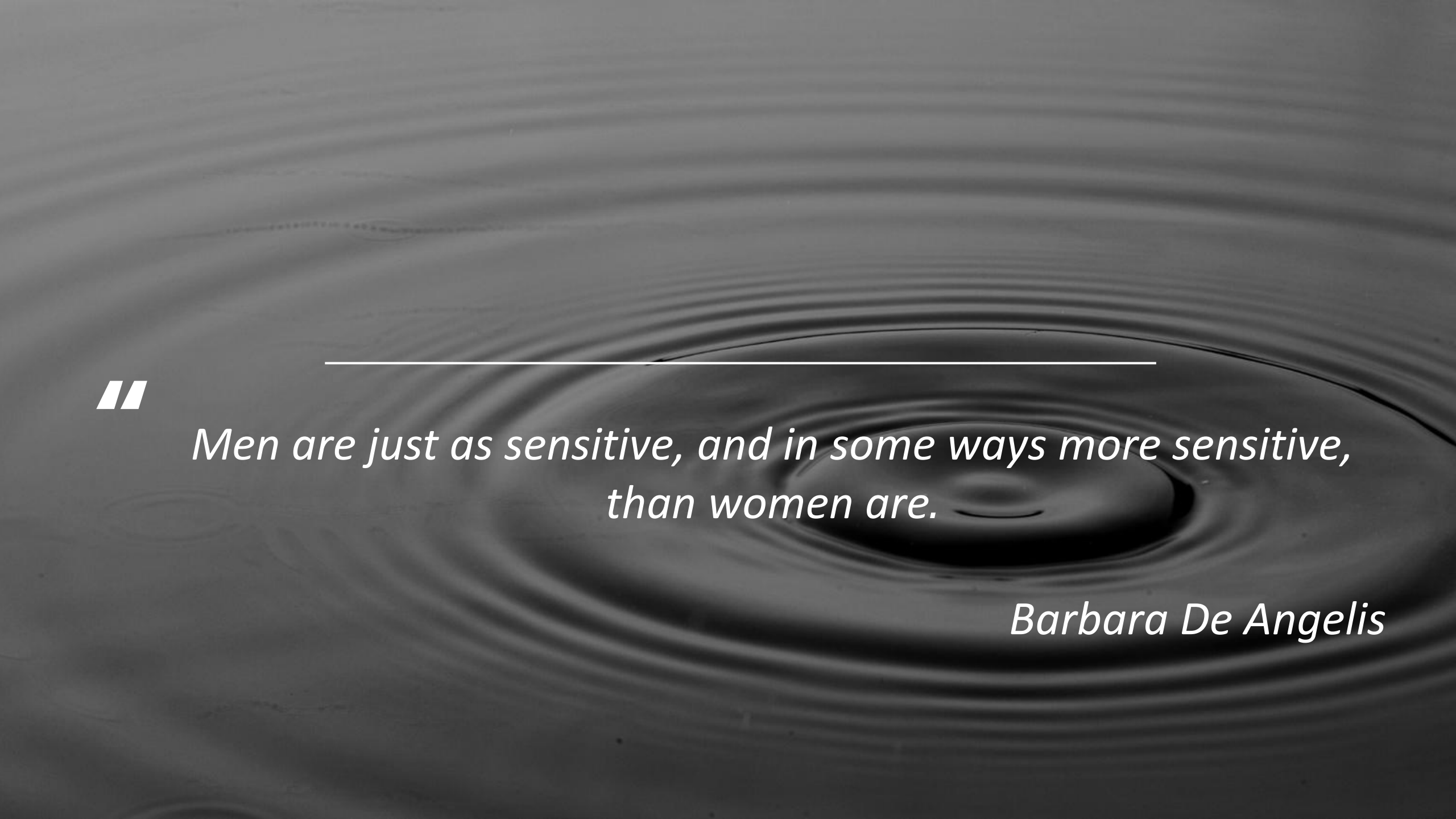
10. Who is generally responsible for designing and enforcing a non-discrimination policy for a company?

A. Department managers

B. Owner

C. CEO

D. Human Resources



“

*Men are just as sensitive, and in some ways more sensitive,
than women are.*

Barbara De Angelis

MODULE SIX

Sex and Gender Stereotypes

From hiring processes and job descriptions that are gender based, to the work culture, to the rate of pay, there are still many areas that have insensitive wording and policies.



Employer Responsibility

Job descriptions
and hiring
processes

Salaries and
later
promotions

Quotas and
responsibilities
of the position

HR and Best Practices

One gender or the other should not be discouraged from applying for any position.





Elephant in the Room

- Men are stronger and better at manual labor.
- Men are smarter and better with finances.
- Women are more sensitive and better at socially active jobs.

Overcoming Stereotypes

Employing all genders is a step toward a positive work culture.



Practical Illustration



- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module Six: Review Questions

1. The “Employer Responsibility” lesson states that sexual stereotypes lead to what?

A. Sexual knowledge

B. Sexual discrimination

C. Sexual acts

D. Sexual harassment

Module Six: Review Questions

2. The act mentioned in the module that stands against sexual discrimination, went into effect in what year?

A. 1995

B. 1987

C. 1972

D. 1964

Module Six: Review Questions

3. Which of these was not mentioned in the module as an area in which employers must consider when ensuring sexual discrimination is not taking place?

A. Job descriptions

B. Salaries

C. Firing

D. Quotas

Module Six: Review Questions

4. Of the following, what area was not mentioned in the module as something employers must consider to make sure sexual discrimination is not taking place?

A. Hiring process

B. Promotions

C. Responsibilities of the position

D. First interview

Module Six: Review Questions

5. In the “Elephant in the Room” lesson, which one of these is mentioned as a stereotype?

A. Men are less capable of physical labor

B. Women are smarter and better with finance

C. Women are smarter and better with finances

D. Men are stronger and better at manual labor

Module Six: Review Questions

6. Which of these is mentioned in “Elephant in the Room” as a stereotype?

A. Men are not as well-equipped as women to work in customer service

B. Women are better at jobs that require data entry

C. Men are smarter and better with finances

D. Men are better at dealing with upper management

Module Six: Review Questions

7. _____ is a stereotype talked about in the “Elephant in the Room” lesson.

A. Men thrive more in leadership roles

B. Women are more sensitive and better at socially active jobs

C. Men are not productive when they serve in a role that is subordinate to women

D. Women are more productive when they serve in a role that is subordinate to men

Module Six: Review Questions

8. Choose the item that was spoken of as a stereotype in “Elephant in the Room”.

A. Men are not as emotionally invested in their jobs as women

B. Women are too emotionally invested in their jobs

C. Men have higher IQs

D. Women are less capable of physical labor

Module Six: Review Questions

9. Which of these is **not** mentioned in the module as something that will promote a message of equality?

A. Employing all genders

B. Avoiding teams that consist of only one gender

C. Allowing the men of the company to have a male representative that speaks on their behalf, and vice versa

D. Same pay scale for all employees performing the same duties

Module Six: Review Questions

10. “Overcoming Stereotypes” says that a way to ensure an inclusive work culture is to:

A. Educate all male employees on how women employees operate, and vice versa

B. Educate all those in management positions on how to interact with female employees according to their needs, and male employees, according to theirs

C. Educate all employees on the consequences of participating in any type of discrimination or harassment

D. Educate all employees on how to interact with their counterparts



//

Ageism is as odious as racism and sexism.

Claude Pepper

MODULE SEVEN

Age

Ageism is defined as “the act of discriminating against someone based on their age.”

A magnifying glass with a black handle and frame is positioned on a piece of light brown cardboard. The cardboard is placed on a white wooden surface. The magnifying glass is angled towards the bottom left, with its lens pointing towards the top right.

Employer Responsibility

- An employer cannot reduce the benefits or life insurance coverage.
- An employer cannot discriminate during a downsizing period.
- An employer cannot force an employee to retire early.

HR and Best Practices

An excellent way for HR to curb the chances of ageism is to start with the hiring processes of the company.





Elephant in the Room

On the way out of the door of the company.

Unable to learn new ideas and processes.

More apt to take sick leave.

Overcoming Stereotypes

HR can assist with changing these ideas, by educating new hires to the facts about older workers.



Practical Illustration



- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module Seven: Review Questions

1. When was the Age Discrimination in Employment Act passed?

A. 1961

B. 1967

C. 1963

D. 1969

Module Seven: Review Questions

2. According to the “Employer Responsibility” lesson, ADEA covers all of the following, except:

A. An employer cannot force an employee to retire early

B. An employer cannot discriminate during a downsizing period

C. An employer cannot fire an employee over the age of 40 because the job is not being satisfactorily performed

D. An employer cannot reduce the benefits or life insurance coverage

Module Seven: Review Questions

3. All of the following, except ____, are terms used in a job posting that can be viewed as discriminatory, based on age?

A. Young

B. Up and coming

C. Millennial

D. Experienced

Module Seven: Review Questions

4. Which of these is a stereotype mentioned in the “Elephant in the Room” lesson?

A. On the way out of the door of the company

B. Able to learn new ideas and processes

C. Underqualified for entry level positions

D. Less apt to take sick leave

Module Seven: Review Questions

5. Of the following, which is a stereotype in “Elephant in the Room”?

A. They are more productive

B. Unable to learn new ideas and processes

C. Don't understand technology

D. Aren't creative

Module Seven: Review Questions

6. Which of these is a stereotype mentioned in “Elephant in the Room”?

A. Overqualified for entry level positions

B. Can't handle stress

C. Are unhappy employees

D. Burn out quickly

Module Seven: Review Questions

7. _____ is a stereotype discussed in the lesson, “Elephant in the Room”.

A. Do not socialize with colleagues

B. More apt to take sick leave

C. Poor performance

D. Older people are too sensitive

Module Seven: Review Questions

8. It is most product to hire someone based on:

A. One who worked for their former employer the longest

B. Years of overall experience

C. Merit

D. How soon they can begin the new job

Module Seven: Review Questions

9. Embracing all aged employees must begin with whom?

A. Workers who have been with the company for at least 5 years

B. Department managers

C. Human resources

D. The top of the organization

Module Seven: Review Questions

10. What does “Employer Responsibility” say about hiring individuals of varied ages?

A. It creates a more flexible workforce

B. It creates a more restrictive workforce

C. It creates a workforce that is harder to train

D. It creates a workforce that is not likely to succeed long-term

A black and white photograph of a dense forest. The trees are tall and thin, with bare branches, suggesting a winter or late autumn setting. The ground is covered in fallen leaves and twigs. The atmosphere is misty or foggy, with light filtering through the trees. A horizontal white line is positioned across the middle of the image, just above the quote.

//

The only disability in life is a bad attitude.

Scott Hamilton

MODULE EIGHT

Disabilities

When it comes to disabilities and stereotypes about disabilities, many of them are with regard to the level of one's physical, mental, or emotional capability of performing a specific task.



Employer Responsibilities

Firing

Promotion

Benefits

Training

HR and Best Practices

It is unlawful for HR to ask an applicant whether or not they are disabled, or the extent of a disability.





Elephant in the Room

Disabled people do not want sympathy, rather a fair chance at the same lives that everyone else enjoys.

Overcoming Stereotypes

- A well-designed compliance and anti-harassment program.
- Sensitivity or diversity training for all employees, including management.



Practical Illustration



- Employer Responsibilities
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module Eight: Review Questions

1. “Employer Responsibilities” does NOT mention which of the following as an area to be considered when making sure there is no discrimination against those with disabilities?

A. Firing

B. Promotion

C. Benefits

D. Salary

Module Eight: Review Questions

2. Of the following, which was not stated in “Employer Responsibilities” as a topic in which disability discrimination should not exist?

A. Training

B. Job assignments

C. Lay-off

D. Retirement

Module Eight: Review Questions

3. When interviewing a candidate, what percentage of questions can be formatted in a way that asks about the candidate's disabilities?

A. 15%

B. 0%

C. 5%

D. 10%

Module Eight: Review Questions

4. When is it acceptable to require a job candidate to undergo a health exam?

A. Once the candidate completes the first interview, and his offered a second interview

B. Never

C. Once a job offer has been made to the candidate

D. At the time of completing the application

Module Eight: Review Questions

5. Which of the following is **not** true?

A. Disabled people need our sympathy

B. Disabled people should be given a fair chance at doing a job

C. Disabled people should be paid the same as non-disabled people for doing the same job

D. Disabled people may require certain accommodations to complete a job

Module Eight: Review Questions

6. Creating a culture that fosters the inclusion of employees with disabilities, starts with:

A. Human Resources

B. Employees who have been with the company for at least 5 years

C. The top of the organization

D. Department managers

Module Eight: Review Questions

7. When is it acceptable to **not** hire a person with disabilities?

A. When a project can be completed faster without a person with disabilities

B. Where state law permits it

C. When more than 50% of your employee population is made up of women

D. Never

Module Eight: Review Questions

8. Sensitivity training that includes a section on people with disabilities, must be completed by whom?

A. Employees that have been with the company for a long time and Human Resources

B. New employees and management

C. Management and Human Resources

D. All employees of the company

Module Eight: Review Questions

9. Employee educational items are useful in reminding employees how to create an inclusive work culture. Of the items listed below, which was NOT mentioned in the module as one of these items.

A. Handbook

B. Pamphlet

C. Poster

D. Video

Module Eight: Review Questions

10. It is ____ acceptable for an employer to require a job candidate to disclose a disability.

A. Rarely

B. Always

C. Sometimes

D. Never

//

Religion is like a pair of shoes... find one that fits for you...

George Carlin



MODULE NINE

Religion

Stereotypes concerning religion have grown since the globalization of the business world. Never before has the workforce been so diverse.



Employer Responsibilities

An employee's religion should not have any reflection on their work performance.

HR and Best Practices

- Hiring practices
- Promotion policies
- Reasonable accommodation policies





Elephant in the Room

Religion is usually a deeply personal issue, but can differ greatly between employees.

Overcoming Stereotypes

Because a religious preference is a deep belief, it is hard to overcome false ideas about other religions.



Practical Illustration



- Employer Responsibilities
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module Nine: Review Questions

1. What year did the act that prohibits workplace discrimination of religion come into place?

A. 1974

B. 1984

C. 1964

D. 1970

Module Nine: Review Questions

2. What did the Civil Rights Act of 1964 ensure, according to the lesson?

A. Forbidding employers from any disparate treatment

B. Allowing Discrimination

C. Hiring applicants based solely on religion

D. Allowing unequal treatment

Module Nine: Review Questions

3. What is disparate treatment?

A. Treating employees differently

B. Treating employees the same

C. Treating employees with respect

D. Hiring very few employees

Module Nine: Review Questions

4. Who is responsible for fair treatment in the workplace?

A. HR

B. The person who is oppressed

C. All employees

D. Supervisor/manager

Module Nine: Review Questions

5. Who has to inspect the policies for a case involving disparate wording?

A. HR

B. Managers

C. Employees

D. The CEO

Module Nine: Review Questions

6. According to the text, who has the ultimate responsibility to accommodate all religious beliefs and ideas in the workplace?

A. Employers

B. Human Resources

C. Employees who practice religions
that did not originate in the United
States

D. All employees

Module Nine: Review Questions

7. As per “Elephant in the Room”, how do stereotypes come to be?

A. Media

B. Opinions

C. Ignorance

D. Job performance

Module Nine: Review Questions

8. What caused an increase in targeted discrimination against Muslims?

A. Events of 9/11

B. Personal disbelief

C. Lack of education

D. TV

Module Nine: Review Questions

9. How can religious stereotypes be overcome, according to “Overcoming Stereotypes”?

A. Watch television programs

B. Make informational pamphlets

C. Have a religious parade

D. Show positivity

Module Nine: Review Questions

10. Finding common ground when communicating with others is perceived as _____.

A. Negative

B. Manipulative

C. Positive

D. Indifferent



//

*It takes the same energy to complain as it does to
compliment.*

Harbhajan Singh Yogi

MODULE TEN

Handling Complaints (I)

It is critical that HR is committed to providing a safe and diverse workplace for everyone.



Develop Process

Ways to
report

Report
necessary
information

Investigation
processes

Review
procedures

Publish Process

- Employee handbook, given to all employee upon orientation
- HR office
- Manager or supervisor





Train Employees

E-learning

Large-group discussions

Small-group discussions

Assess the Effectiveness of the Process

- Verbal, informal feedback
- Focus groups
- Hotlines



Practical Illustration



- Develop Process
- Publish Process
- Train Employees
- Assess the Effectiveness of the Process

Module Ten: Review Questions

1. The chance of conflict in a diverse workplace is_____.

A. Low

B. High

C. The same as a non-diverse workplace

D. None at all

Module Ten: Review Questions

2. What grade level can the processes and policies not exceed?

A. 3rd Grade

B. 10th Grade

C. 8th Grade

D. 12th Grade

Module Ten: Review Questions

3. The smallest font size in which the policies should be written is_____.

A. 14 pt.

B. 12 pt.

C. 18 pt.

D. 16 pt.

Module Ten: Review Questions

4. While training employees, what does the module say is important to ensure understanding?

A. Content is accustomed to most backgrounds

B. There are no outside distractions

C. The training is at an average pace

D. The wording of the training is appropriate for all ages and education levels

Module Ten: Review Questions

5. Training is BEST in the form of_____.

A. Hand-picked groups

B. One-on-one discussions

C. Conference calls

D. Large group discussions

Module Ten: Review Questions

6. What type of feedback can you give to assess the effectiveness of the process?

A. Kind

B. Indirect

C. Informal

D. Authoritative

Module Ten: Review Questions

7. What type of group would help when trying to assess the effectiveness of the process?

A. Informal group

B. Large group

C. Focus group

D. Formal group

Module Ten: Review Questions

8. According to the module, the complaint process is designed to be_____.

A. Easy

B. Thorough

C. Fair

D. Short

Module Ten: Review Questions

9. What is needed in the publishing process?

A. The training needs to be published within a certain number of pages

B. The training needs to be verbally read to all employees

C. The training needs to be published in every language spoken in the company

D. The training needs to be straight to the point without distractions

Module Ten: Review Questions

10. What is NOT a requirement for the complaint process?

A. Review procedures

B. Confidentiality and non-retaliation descriptions

C. Consider wage differences

D. Report information necessary

//

The key to handling problems and conflict within an organization is to keep the channels of communication wide open.

Anita Roddick



Handling Complaints (II)

It is extremely important for the HR department to properly handle all complaints involving stereotypes and discrimination.

A close-up photograph of a person's hand with bright red nail polish, holding a silver ballpoint pen and writing on a white notepad. The person is wearing a dark suit jacket. The background is a soft, out-of-focus grey.

Gather Information from the Complainant

- What was said?
- When did the incident occur?
- Who witnessed the event?

Evaluate the Credibility of the Complaint

- Does the report make sense, is it possible?
- Is the reporter prone to making complaints?





Interview Those Involved

- Do not express any opinions.
- Keep the questions simple and to the point.
- Do they have any other information that may be pertinent to the issue?

Take Action Against the Offender

In the case that there are disciplinary actions, these actions need to be taken as soon as possible.



Practical Illustration



- Gather Information from the Complainant
- Evaluate the Credibility of the Complaint
- Interview Those Involved
- Take Action Against the Offender

Module Eleven: Review Questions

1. When reading the “Gathering the Information from the Complainant” lesson, what question was not asked?

A. What occurred?

B. Where did this happen?

C. What was said?

D. Who witnessed the event?

Module Eleven: Review Questions

2. When gathering information from a complainant, the interaction_____.

A. Must stay confidential

B. Can be shared with the alleged

C. Can be shared with the complainant's supervisor

D. Can be shared with everyone except the alleged

Module Eleven: Review Questions

3. What is the BEST reason for not delaying an investigation?

A. The situation can get worse for the victim

B. The situation can get worse for the culprit

C. No one will think the situation is serious

D. The situation will grow worse

Module Eleven: Review Questions

4. What would you NOT ask yourself when evaluating the credibility of a complainant?

A. The details that are included, are they specific or vague?

B. Is the reporter prone to making complaints?

C. Are there witnesses that can agree with the story?

D. Does the report make sense, is it possible?

Module Eleven: Review Questions

5. When interviewing those who were involved, you should NOT_____.

A. Ask questions straight to the point

B. Express your opinion

C. Get answers from everyone

D. Write what people have to say

Module Eleven: Review Questions

6. When gathering information, what do you record?

A. A summary

B. Information you think is important

C. Conclusions

D. Facts

Module Eleven: Review Questions

7. If there are disciplinary actions that need to be taken, when do you address them?

A. As soon as possible

B. A week later

C. When the victim says so

D. When the problem dies down a little

Module Eleven: Review Questions

8. What type of discipline is LEAST likely in such cases?

A. Written warning

B. Verbal warning

C. Self-discipline

D. Transfer of department

Module Eleven: Review Questions

9. When gathering information, it should reach the supervisor:

A. As soon as reasonably possible

B. Within 24 hours

C. Within two weeks

D. Within one month

Module Eleven: Review Questions

10. What happens if companies don't properly solve problems?

A. It can create more issues for the victim

B. It can create more issues for the culprit

C. It can create more issues for the company

D. All of the above

MODULE TWELVE

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your understanding of Sensitivity Training in the workplace is just beginning



Words From the Wise

People may not remember what you said, but they remember the way you made them feel.

- Maya Angelou

If you want to positively influence others, begin by influencing how they experience you.

- Sylvia Baffour

The only disability in life is a bad attitude.

- Scott Hamilton

It takes the same energy to complain as it does to compliment.

- Harbhajan Singh Yogi