

## Human Resources & Compliance Courseware Descriptions

Leadership Development	2
Employee Development	7
Harassment	10
Diversity	14
Substance Abuse	17

# Human Resources & Compliance Courseware Descriptions

## Leadership Development

### **LIF000** 40 HOURS: INVEST IN YOURSELF

40 hours a week. At the very least, that's how much time your employees spend at work. It's one-third of their waking hours, which is quite a lot. So shouldn't they get the best return on such an important investment? This course will give your employees at all levels the tools to help maximize their workdays while inspiring them to take ownership of their job satisfaction. It provides just the right "jump start" to all levels of employees in every work environment.

#### **Learning Objectives:**

##### **Invest In Yourself**

- ▶ Use Time Wisely

##### **Connect and Belong**

- ▶ Build a Sense of Community

##### **Take Pride and Earn Respect**

- ▶ Pride and Respect

##### **Have Some Fun**

- ▶ Positive Work Attitudes

##### **Seek Growth**

- ▶ Personal and Professional Growth

##### **Find Purpose and Meaning**

- ▶ Impact on Others

### **MLLD02 - MLLD03** FELT LEADERSHIP (OFFICE & INDUSTRIAL)

"Felt leadership" is the name given to a style of leadership in which management wants employees to feel that their supervisors respect them and are deeply invested in their well-being. Felt leadership is about showing, not telling.

Felt Leadership: Office and Felt Leadership: Industrial explain how managers who use felt leadership lead by example, are visible to their employees, and engage with their staff on both a professional and personal level.

#### **Learning Objectives:**

##### **Examples of Felt Leadership**

- ▶ Overview And Objectives
- ▶ Lead by showing, not telling
  - » Lead by example
  - » Show you are committed to your beliefs
  - » Act the way you want employees to act
- ▶ Engage employees on a professional level
- ▶ Engage employees on a personal level
- ▶ Be visible to employees
- ▶ Spend time with and listen to employees
- ▶ Develop employee skills
- ▶ Remember to celebrate success

# Human Resources & Compliance Courseware Descriptions

## **LDR008** LEADERSHIP: 5 KEYS TO SUCCESS

Leadership entails nuances and skills that vary from field to field, but by talking to real-life managers, employees and experts on the subject, one can distill the essence of good leadership.

Explore the five skills of great leaders with Leadership: 5 Keys to Success. Featuring conversations with real-life leaders, the program helps managers—experienced or newly promoted.

### **Learning Objectives:**

- ▶ Communicate well
- ▶ Understand their workplace better
- ▶ Practice ethical leadership
- ▶ Build relationships
- ▶ Cultivate innovation.

## **LDR005** LEARN TO LEAD: LESSONS WITH CAPTAIN "SULLY" SULLENBERGER

Each of us can learn to be a leader. By examining the five principles of leadership in this course, you will discover what it takes for ordinary Americans to foster and develop leadership traits in our daily lives and learn to lead through personal example.

### **Learning Objectives:**

#### **Introduction**

- ▶ We're All Leaders

#### **Five Principles Of Leadership**

- ▶ Have A Clear Set Of Values
- ▶ Care Deeply
- ▶ Create A Shared Sense Of Responsibility
- ▶ Make A Commitment To Learn And Grow
- ▶ Be A Realistic Optimist

## **SUP023** SUPERVISOR ON THE SCENE: COACHING FOR PERFORMANCE

This course helps supervisors make the right play by showing them how to create a positive and productive environment, understand the importance of constructive feedback and follow key guidelines for giving constructive feedback.

### **Learning Objectives:**

#### **Introduction**

- ▶ Identify and describe the elements of coaching and how to establish a proper coaching environment within the workplace.

#### **Creating a Positive Coaching Environment**

- ▶ Identify the benefits of coaching and describe the 6 elements of creating a positive coaching environment.

#### **Giving Constructive Feedback**

- ▶ Define constructive feedback and how it relates to successful coaching.

#### **Guidelines for Constructive Feedback**

- ▶ Identify the attributes of constructive feedback and the tips to help it along.

# Human Resources & Compliance Courseware Descriptions

## **SUP021** SUPERVISOR ON THE SCENE: COMMUNICATION

This course will show supervisors the four simple principles of effective communication; Plan – Select – Deliver – Respond.

### **Learning Objectives:**

#### **Introduction**

- ▶ Describe the importance of clear and effective supervisor-related communication by using the four steps of communication.

#### **Plan Your Communication**

- ▶ Explain the benefits of planning your communication.

#### **Select How to Communicate**

- ▶ Recognize the importance of choosing an appropriate media for the communication. Recognize the need to choose an appropriate location based on the communication medium and purpose.

#### **Deliver the Communication**

- ▶ Discuss the characteristics of delivering successful communication.

#### **Receive and Respond to Feedback**

- ▶ Discuss the importance of providing the opportunity for feedback and responding to it.

#### **Communicate Effectively**

- ▶ Review the importance of effective supervisor-related communication. Revisit the four steps of communication.

## **SUP022** SUPERVISOR ON THE SCENE: CONFLICT RESOLUTION

This course gives supervisors a solid grounding on conflict management that helps them to recognize the conflict, manage the conflict and resolve the conflict.

### **Learning Objectives:**

#### **Introduction**

- ▶ To provide the necessary knowledge you need to recognize, manage and resolve conflicts in the workplace.

#### **Recognizing the Conflict**

- ▶ Describe common and potential sources of conflict in the workplace.

#### **Managing the Conflict**

- ▶ Identify common steps for the management phase of conflict resolution in the workplace.

#### **Resolving the Conflict**

- ▶ Identify the differences between resolving a conflict by collaboration or by compromise.

# Human Resources & Compliance Courseware Descriptions

## **SUP024** SUPERVISOR ON THE SCENE: DECISION MAKING

This course presents and describes a systematic, four-step approach to making decisions that can help improve supervisors' problem solving skills: Gather Information, Develop Alternatives, Select the Best Alternative and Following Up.

### **Learning Objectives:**

#### **Introduction**

- ▶ Present and describe a systematic, four-step approach to making decisions that can improve your problem solving skills.

#### **Decisions**

- ▶ Recognize the supervisor's role in making decisions on the job and demonstrate an understanding of the decision making process.

#### **Decision Making Process**

- ▶ Identify the four-steps of the decision making process in the workplace.

## **SUP025** SUPERVISOR ON THE SCENE: MEETING EFFECTIVENESS

This course will help supervisors conduct productive, timely and relevant meetings by showing them how to plan the meeting and execute the plan.

### **Learning Objectives:**

#### **Introduction**

- ▶ Identify the importance of conducting an effective meeting and the methods required to reach that objective.

#### **Planning the Meeting**

- ▶ Identify items to consider when planning a meeting.

#### **Conducting the Meeting**

- ▶ Recognize the elements for conducting an effective meeting.

# Human Resources & Compliance

## Courseware Descriptions

### **SUP042** SUPERVISOR ON THE SCENE: TEAMWORK

This course shows supervisors how to strengthen teamwork that synergizes employees' efforts, and helps increase productivity, efficiency and effectiveness.

#### **Learning Objectives:**

##### **Introduction**

- ▶ Demonstrate how to develop and maintain teamwork.

##### **Developing Teamwork: Goals**

- ▶ Describe the steps for setting team goals.

##### **Developing Teamwork: Roles, Rules and Trust**

- ▶ Recognize the elements for conducting an effective meeting.

##### **Maintaining Teamwork: Communication and Conflict Resolution**

- ▶ Discuss guidelines for clear communication and how to resolve team conflict when it arises.

##### **Maintaining Teamwork: Celebrating Success**

- ▶ Describe the importance of celebrating team success and establish ways to celebrate.

### **SUP026** SUPERVISOR ON THE SCENE: TRAINING JOB SKILLS

This course presents information and techniques on preparing and conducting effective on-the-job training with four critical steps: Preparation, Presentation, Performance Trial and Follow Through.

#### **Learning Objectives:**

##### **Introduction**

- ▶ Present information and techniques on preparing and conducting effective on-the-job training.

##### **Preparation**

- ▶ Identify how to establish learning goals for on-the-job training.

##### **Presentation**

- ▶ Describe the approach to presenting that will lead to more effective interaction and learning.
- ▶ Recognize the need for employees to practice the skills learned from training.

##### **Follow Through**

- ▶ Recognize the steps and importance of providing ongoing follow through of the skills training provided.

# Human Resources & Compliance Courseware Descriptions

## Employee Development

### **CMM028** COMMUNICATION BREAKDOWN

Communication is the foundation for everything we do in the workplace. It happens every day, yet most employees never receive communication training. They thus don't have knowledge and skills to avoid the frequent communication problems. But this unfortunate trend can be reversed. The most common communication potholes can be easily spotted and avoided!

#### **Learning Objectives:**

- ▶ Believing there is one reality
- ▶ Choosing the wrong method
- ▶ Responding defensively
- ▶ Failing to share information
- ▶ Failing to be direct
- ▶ Breaching confidentiality
- ▶ Failing to listen

### **CON003** SOLVING CONFLICT: FOR MANAGERS, SUPERVISORS, AND TEAM LEADERS

Learn to take responsibility for conflict, neutralize emotions, listen and effectively negotiate. Resolve employee conflicts without making enemies, using the effective management intervention techniques dramatized in this course.

#### **Learning Objectives:**

##### **Introduction**

- ▶ Overview And Objectives

##### **Managing Conflicts**

- ▶ Taking Responsibility
- ▶ State the Ground Rules

##### **Productive Meeting**

- ▶ Discover View Points
- ▶ Offer Feedback

##### **Solving the Problem**

- ▶ Create and Action Plan
- ▶ Conflict Resolution in Action

# Human Resources & Compliance Courseware Descriptions

## **CUS009** CUSTOMER SERVICE: BUT I DON'T HAVE CUSTOMERS

If your employees respect internal customers as if they were paying clients, the attitude will carry over to their dealings with external clients. By asking questions, listening and keeping their word, your employees can cultivate a superb customer-service system and create a positive and productive work environment.

### **Learning Objectives:**

- ▶ Respect internal customers by determining their needs
- ▶ Keep internal deadlines
- ▶ How to listen, ask questions and improve relations

## **LGL020** LEAKPROOF: 8 PRIVACY PRINCIPLES

Strengthen customer trust, tighten privacy policies and increase your bottom line with dss+ Leakproof: 8 Privacy Principles. Featuring eight guidelines given by the Organisation for Economic Cooperation and Development (OECD), this program shows your employees how to protect customer data at all times, from collection, specification and usage to storage, security and disposal.

### **Learning Objectives:**

- ▶ Collection Limitation
- ▶ Purpose Specification
- ▶ Data Quality
- ▶ Use Limitations
- ▶ Security Safeguards
- ▶ Openness
- ▶ Individual Participation
- ▶ Accountability

## **RSP001** IT'S NOT WORKING: WORKPLACE ETIQUETTE

The complaints about workspace etiquette vary, but the solutions are the same: mindfulness, consideration, and a little common sense. In other words, the good ol' Golden Rule.

### **Learning Objectives:**

#### **Introduction**

- ▶ Overview And Objectives

#### **Noise – Dial Back Your Voice**

- ▶ Lower your voice
- ▶ Be aware of the loudness of your voice – speak softly
- ▶ Be aware of others on the phone
- ▶ Know if your conversation bothers others

#### **Noise – Don't Abuse Electronic Devices**

- ▶ Turn cell phones off or keep on vibrate
- ▶ Don't use speaker phone
- ▶ Keep your radio low or use earphones
- ▶ Turn down or mute the ringer on your desk phone



# Human Resources & Compliance Courseware Descriptions

## **TMW014** TEAMWORK: 7 STEPS TO SUCCESS

Teamwork involves more than just assembling a group of talented individuals to work on the same project. Effective teamwork involves a "synergy," where the combined and coordinated actions of people produce an effect greater than the sum of its parts.

Harmonize the diverse talents of your team and help your organization surpass its goals with Teamwork: 7 Steps to Synergy. Covering the seven building blocks of successful teamwork, the program helps employees:

- ▶ Understand why teams fail
- ▶ Apply the notion of synergy
- ▶ Appreciate the importance of setting goals and assigning roles
- ▶ Establish rules and build trust
- ▶ Communicate clearly
- ▶ Resolve conflict
- ▶ Celebrate success

## **TIM008** TIME MANAGEMENT: PLANNING FOR SUCCESS

Pressed for time and urged to be more productive than ever, twenty-fours does not seem enough for many people. Even so, it is how we use those hours that largely determines our success at work.

Help employees work smart, plan better, get organized, and be more productive with Time Management: Planning for Success. The program helps them avoid time wasters, understand the causes of poor time management, and explains the following time-management measures:

## **VIO013** WORKPLACE VIOLENCE: LOOKING OUT FOR EACH OTHER

In this program, Workplace Violence: Looking Out for Each Other, we will explain what workplace violence is, what the causes are, and how to prevent violence. We'll also discuss the importance of reporting any incidents of workplace violence.

### **Learning Objectives:**

#### **Introduction**

- ▶ This module provides an overview of the course and lists the course objectives.

#### **Awareness**

- ▶ In this module we identify the types, sources and causes of workplace violence.

#### **Workplace Violence**

- ▶ This submodule discusses why awareness is important to stopping violence.

#### **Sources of Workplace Violence**

- ▶ This submodule describes internal and external sources of workplace violence.

#### **Causes of Workplace Violence**

- ▶ This submodule explains the causes of workplace violence.

# Human Resources & Compliance Courseware Descriptions

## Harassment

### **HAR010 HARASSMENT IS... GOVERNMENT VERSION**

Your employees may be making jokes and "harmless" comments on race, color, national origin, religion, gender, disability, age and others. There are many examples of harassment, but the outcome is the same: legal liability, profound emotional stress, lower employee morale and reduced productivity. Ensure that your employees are toeing the line and creating a respectful work environment. Through this course, your employees will learn the various forms of harassment, understand their negative impact, apply preventive guidelines, and know appropriate response measures if they witness or become victims of harassment.

#### **Learning Objectives:**

##### **What Is Harassment?**

- ▶ Recognizing Harassment
- ▶ Protected Groups
- ▶ Hostile Environment
- ▶ Reasonable Person Standard

##### **Negative Effects Of Harassment**

- ▶ Subtle Harassment
- ▶ Impacts Of Harassment
- ▶ Unintended Harassment

##### **Preventing Harassment**

- ▶ Offer Respect
- ▶ If You Feel Harassed
- ▶ If You Think You've Offended
- ▶ If You've Witnessed Harassment

##### **Sexual Harassment**

- ▶ Hostile Environment
- ▶ Quid Pro Quo

##### **The Bottom Line**

- ▶ The Bottom Line

### **HAR023 IT'S ABOUT RESPECT II**

Discrimination and disrespect do not simply manifest in blatant racism or outright ridicule. They can happen even in the most ordinary circumstances, sometimes without us meaning to.

It's About Respect II looks at four examples of workplace discrimination: two cases of ridiculing colleagues because of their religion and gender, and two less obvious yet no less harmful scenarios: sidelining a pregnant woman even if she insists she's fit to work, and interrupting a coworker during conversations and excluding them from the team.

#### **Learning Objectives:**

##### **Common Examples of Harassment and Discrimination**

- ▶ Sidelining a pregnant woman without good cause
- ▶ Ridiculing a transgender colleague
- ▶ Poking fun at a colleague's religion
- ▶ Interrupting and excluding colleagues

# Human Resources & Compliance Courseware Descriptions

## Impact of Harassment on Victims

- ▶ Perspective of the victims
- ▶ Views of other colleagues

## Creating a Culture of Respect

- ▶ Understanding — and avoiding — attitudes behind harassment
- ▶ Commitment from management and HR departments

## MLSX02 HOSTILE ENVIRONMENT HARASSMENT

Promote a culture of respect and create a safe workplace with Sexual Harassment: Hostile Environment, a program that alerts employees to everyday forms of harassment such as vulgar comments and other unwanted behaviors. It covers severity and pervasiveness, and stresses that this type of harassment can involve workers of the same rank and gender.

Imagine someone making you so uncomfortable at work you can't focus on your job. That's what targets of sexual harassment often experience.

With Sexual Harassment: Hostile Environment, you can alert employees to this particular form of harassment, which can involve workers of the same rank and gender, and even third parties such as suppliers or customers.

### The program discusses:

- ▶ Examples of hostile environment
- ▶ The notion of severity and pervasiveness
- ▶ Impact of harassment on witnesses or bystanders
- ▶ Speaking out and reporting to harassment

## MLSX01 QUID PRO QUO HARASSMENT

Empower employees to speak out against harassment with Sexual Harassment: Quid pro Quo. The program defines quid pro quo, helps them understand its impact on victims, morale, and productivity, and notes that it happens between employees of the same gender.

More people than ever are talking about sexual harassment in the workplace. But even though awareness is on the rise, harassing behaviors continue.

This program defines quid pro quo and empowers employees to speak out against harassment. It helps them understand the impact sexual harassment has on victims, morale, and productivity, and notes that it happens between employees of the same gender.

### Learning Objectives:

- ▶ Examples of quid pro quo
- ▶ Impact of sexual harassment on morale and productivity
- ▶ Reporting sexual harassment

# Human Resources & Compliance Courseware Descriptions

## **SXH038** SEXUAL HARASSMENT: THE UNTOLD STORY

As sexual harassment allegations involving celebrities occupy the headlines, it is easy to forget that sexual harassment happens every day—across industries—to ordinary people. However, despite its pervasiveness, many cases go unreported because of, among other reasons, uncertainty as to what actually constitutes harassment.

Sexual Harassment: The Untold Story outlines the two major types of harassment—quid pro quo and hostile environment — and provides guidelines that help employees determine whether a particular behavior is considered harassment. The program stresses the role of the Reasonable Person Standard in defining harassment, and describes the key elements of effective anti-harassment policies.

### **Learning Objectives:**

#### **Definitions and Examples Quid Pro Quo**

- ▶ Colleague-to-colleague
- ▶ Supervisor-to-subordinate
- ▶ Man-to-woman, or vice versa, or even within same gender
- ▶ Cases that do not involve sexual favors
- ▶ Subtle or explicit demands for sexual favors

#### **Hostile Environment**

- ▶ Single instance vs severity and pervasiveness
- ▶ Common examples
- ▶ Legal yet unwelcome behavior

#### **New York Anti-Sexual Harassment Policy Outline**

- ▶ Reasons why speaking up or reporting is difficult
- ▶ Common shortcomings of organizations
- ▶ General guidelines for effective policies
- ▶ Involvement of all employees
- ▶ Creating a culture of respect

## **SXH040** SEXUAL HARASSMENT: THE UNTOLD STORY (CALIFORNIA)

As sexual harassment allegations involving celebrities occupy the headlines, it is easy to forget that sexual harassment happens every day—across industries—to ordinary people. However, despite its pervasiveness, many cases go unreported because of, among other reasons, uncertainty as to what actually constitutes harassment. Many states, counties and cities have separate legislation that extends the scope of federal law on discrimination. California has enacted the most comprehensive of such laws.

Sexual Harassment: The Untold Story (California) explains sexual harassment as outlined by the California Fair Employment and Housing Act (FEHA).

### **Learning Objectives:**

#### **Definitions and Examples Quid Pro Quo**

- ▶ Colleague-to-colleague
- ▶ Supervisor-to-subordinate
- ▶ Man-to-woman, or vice versa, or even within same gender
- ▶ Cases that do not involve sexual favors
- ▶ Subtle or explicit demands for sexual favors

# Human Resources & Compliance Courseware Descriptions

## Hostile Environment

- ▶ Single instance vs severity and pervasiveness
- ▶ Common examples
- ▶ Legal yet unwelcome behavior

## California Sexual Harassment Regulations

- ▶ The California Fair Employment and Housing Act (FEHA)
- ▶ California senate bill 396 requirements
- ▶ California senate bill 1343 requirements
- ▶ Equal employment opportunity commission's sexual harassment definition
- ▶ Delegation
- ▶ Division of tasks
- ▶ Cleanliness and organization
- ▶ Smart meetings
- ▶ Setting goals and priorities
- ▶ RAFT System
- ▶ 80/20 Rule
- ▶ Eliminating unnecessary visits

## **SXH039** SEXUAL HARASSMENT: THE UNTOLD STORY (NEW YORK STATE VERSION)

As sexual harassment allegations involving celebrities occupy the headlines, it is easy to forget that sexual harassment happens every day—across industries—to ordinary people. However, despite its pervasiveness, many cases go unreported because of, among other reasons, uncertainty as to what actually constitutes harassment.

Sexual Harassment: The Untold Story (New York State Version) explains sexual harassment as outlined by the New York Department of Labor and the Division of Human Rights. Along with a strong policy, organizations must train their workers on sexual harassment prevention at least once a year.

### Learning Objectives:

#### Definitions and Examples Quid Pro Quo

- ▶ Colleague-to-colleague
- ▶ Supervisor-to-subordinate
- ▶ Man-to-woman, or vice versa, or even within same gender
- ▶ Cases that do not involve sexual favors
- ▶ Subtle or explicit demands for sexual favors

#### Hostile Environment

- ▶ Single instance vs severity and pervasiveness
- ▶ Common examples
- ▶ Legal yet unwelcome behavior

#### New York Anti-Sexual Harassment Policy Outline

- ▶ Examples of prohibited, unlawful sexual harassment
- ▶ Federal and state laws regarding sexual harassment
- ▶ Complaint form and investigation procedure
- ▶ Employee victim rights and misconduct penalties
- ▶ Mandatory interactive training

# Human Resources & Compliance Courseware Descriptions

## Diversity

### **DIV021** DIVERSITY: RESPECT AT WORK

Just as each instrument in a band is needed to weave a rich harmony, so does every employee in an organization contribute to its goals. Employees must work together and create a unity that raises productivity and improves the bottom line. Deliver this powerful lesson to your organization and develop a more diversity-friendly culture with Diversity: Respect at Work, a program that helps employees understand, accept, and value differences.

#### **Learning Objectives:**

- ▶ Realize how open-mindedness can benefit the bottom line
- ▶ Understand, identify, and manage biases
- ▶ Recognize that disrespect can happen even without their knowing it
- ▶ Create a more inclusive workplace
- ▶ Adopt a "think before you speak" mindset
- ▶ Resolve conflicts respectfully

### **DIV023** A SEAT AT THE TABLE: EMBRACING DIVERSITY

More and more businesses talk about diversity and inclusion these days, and they sometimes seem to use the words interchangeably... but that's a mistake. "Diversity" simply refers to differences between people (age, gender, etc.), but true inclusion is involvement, empowerment and respect.

A Seat at the Table: Embracing Diversity helps organizations create an inclusive workplace that values differences, encourages innovation, and boosts performance.

#### **Learning Objectives:**

##### **Diversity and Inclusion**

- ▶ Visible and unseen types of differences
- ▶ Distinction between diversity and inclusion

##### **Characteristics of an Inclusive Workplace**

- ▶ Embrace of differences
- ▶ Openness to employees' contributions
- ▶ Source of fresh ideas and new perspectives
- ▶ Respect for colleagues and higher morale

##### **Integration Across the Workplace**

- ▶ Inclusion as part of workplace culture
- ▶ Inclusion as everyone's responsibility

# Human Resources & Compliance Courseware Descriptions

## MLDV01 DIVERSITY AND INCLUSION

A diverse workforce — composed of different cultures, races, ages, and backgrounds — is only the beginning. Unlock the transformative potential of diversity with this program, which identifies the hallmarks of an inclusive, participatory workplace.

**Diversity and Inclusion explains the need to:**

**The program helps employees**

- ▶ Take advantage of different skills and understandings
- ▶ Understand the benefits of an inclusive workplace: an engaged, productive, and innovative employees
- ▶ Integrate inclusion across the entire organization

## DIV025 DIVERSITY AND INCLUSION: UNLEASHING INNOVATION

Diversity refers to the mix of different races, genders, ages, abilities, and backgrounds. Inclusion pertains to the extent at which this variety is welcomed at every level of the organization. Its opposite, exclusion, can hurt morale and productivity.

Inspire employees to transcend stereotypes, value differences, and create a respectful workplace. Featuring several clips, this program discusses the three concepts—diversity, inclusion, and exclusion—and shows how diversity and inclusion boost productivity, innovation, and morale.

**The program helps employees**

- ▶ Understand the differences between diversity and exclusion
- ▶ Avoid subtle and overt forms of exclusion and discrimination
- ▶ Take part and sustain inclusivity in the workplace

## MLDV02 DIVERSITY: THE EMPOWERED WORKFORCE

Diversity refers to the variety of people who work for your organization—a mix of different races, genders, ages, abilities, and backgrounds.

Stress how diversity is as much about age and ethnicity as about religion, education, sexual orientation, social background, and political beliefs. The program features a clip that encourages employees:

**Learning Objectives:**

- ▶ Look beyond stereotypes
- ▶ Value and welcome differences
- ▶ Understand how diversity improves morale and performance

# Human Resources & Compliance Courseware Descriptions

## **DIV024** DROP BY DROP: UNCONSCIOUS BIAS

Microinequities refer to tiny, subtle digs, innocent comments, and offhand remarks that seem inconsequential, but slowly kill morale and hurt productivity.

Drop by Drop: Unconscious Bias alerts employees to the unexamined prejudices behind these microinequities. It brings to light unconscious biases—the stereotypes that affect our understanding and treatment of the people around us. The program shows how disrespect can lurk behind “innocent” remarks, and helps employees speak with more sensitivity and respect.

### **Learning Objectives:**

#### **The Nature of Bias and Prejudice**

- ▶ Harmless biases and prejudices
- ▶ Hurtful stereotypes

#### **Microinequities: Definitions and Examples**

- ▶ The Devastating Power of Suggestion
- ▶ The Sudden Silence
- ▶ Throwaway Remarks
- ▶ ‘Harmless’ Jokes and Teasing

#### **Managing Biases**

- ▶ Consideration
- ▶ Respect
- ▶ Learning

## **MLDV04** ELIMINATING EXCLUSION

Exclusion—keeping people out and making them feel unvalued and unwelcome—can be obvious. But some of its most toxic forms are subtle and hard-to-notice. Either way, if exclusion continues, it can have devastating consequences.

**Explain what exclusion is and its impact on morale and performance with a clip that:**

### **Learning Objectives:**

- ▶ Understanding reasonable suspicion before reporting
- ▶ The role of HR and supervisors
- ▶ The importance of a substance abuse pro

## **MLDV03** INCLUSION: DIVERSITY EVERYWHERE

Inclusion refers to the extent that individuals from a diverse workforce are invited and welcomed to contribute at every level of an organization.

**Show employees what an inclusive workplace looks like and inspire them with a short illustration of how inclusion:**

- ▶ Transcends from diversity
- ▶ Boosts morale and camaraderie
- ▶ Enhances productivity
- ▶ Transforms a workplace culture



# Human Resources & Compliance Courseware Descriptions

## Substance Abuse

### **DRG004** RECOGNIZING DRUG AND ALCOHOL ABUSE FOR EMPLOYEES

Do you know an alcoholic or an illegal drug addict? Chances are good that you do – chances are good that you work with one, too. This important program will help employees recognize alcoholism and drug abuse in the workplace and show them what to do about it when they do.

#### **Learning Objectives:**

- ▶ Physical appearance
- ▶ Behavior and job performance
- ▶ Enabling and denial
- ▶ Drug testing

### **DRG008** DRUG AND ALCOHOL AWARENESS

The statistics on substance abuse and addiction in the United States is staggering. There are 12 million heavy drinkers and around 23 million illegal drug users in the country, 70 percent of whom have a steady job. Sixty-five percent of workplace incidents involve people who test positive for drugs or alcohol. And opiates kill more than 40,000 every year, with alcohol claiming 60,000.

**Drug and Alcohol Awareness** raises awareness and shows how to recognize the symptoms and effects of substance abuse and addiction, and discusses the delicate question of how, and to whom, suspected cases are to be reported.

#### **Learning Objectives:**

##### **Substance Abuse and Addiction: Overview of the Problem**

- ▶ Statistics
- ▶ Impact on work performance and productivity

##### **Definitions**

- ▶ Substance abuse and addiction as a disease
- ▶ Substance use and addiction versus substance abuse
- ▶ Three stages of addiction

##### **Perceptions and Stereotypes**

- ▶ High-functioning addicts
- ▶ Avoiding judgements of people with substance abuse
- ▶ Need for care and sympathy

##### **Managing Substance Abuse and Addiction in the Workplace**

- ▶ Identifying symptoms
- ▶ Understanding reasonable suspicion before reporting
- ▶ The role of HR and supervisors
- ▶ The importance of a substance abuse program

# Human Resources & Compliance Courseware Descriptions

## **DRG009** DRUG AND ALCOHOL AWARENESS SUPERVISORS

The statistics on substance abuse and addiction in the United States is staggering. There are 12 million heavy drinkers and around 23 million illegal drug users in the country, 70 percent of whom have a steady job. Sixty-five percent of workplace incidents involve people who test positive for drugs or alcohol.

**Drug and Alcohol Awareness for Supervisors** e-learning course helps supervisors understand—and avoid misconceptions about—the problem of addiction, stressing the need to see it as a disease, and to approach it with care and understanding.

### **Learning Objectives:**

#### **Overview of the Problem**

- ▶ Statistics
- ▶ Impact on work performance and productivity

#### **Definitions**

- ▶ Substance abuse and addiction as a disease
- ▶ Addiction versus substance abuse
- ▶ Symptoms and effects of substance abuse
- ▶ Three stages of addiction

#### **Perceptions and Stereotypes**

- ▶ High-functioning addicts
- ▶ Avoiding judgements of people with substance abuse
- ▶ Need for care and sympathy

#### **Managing Substance Abuse and Addiction in the Workplace**

- ▶ Identifying symptoms
- ▶ Understanding reasonable suspicion before reporting
- ▶ The role of HR and supervisors
- ▶ The importance of a substance abuse program

#### **Reporting Suspected Cases**

- ▶ Reasonable suspicion
- ▶ How, when and to whom suspected cases are to be reported

#### **The Importance of Having a Substance Abuse Program in Place**

- ▶ Help supervisors identify the basic elements of a substance abuse program in the workplace

#### **How to Address Substance Abuse/Addiction**

- ▶ Let care, sympathy, and understanding be the pillars of your substance abuse program

#### **Marijuana is Legal in Several States**

- ▶ Craft a clear policy on marijuana use that can help you handle situations arising from the legality of marijuana

## MLDA02 HOW TO ADDRESS SUBSTANCE ABUSE/ADDICTION

Substance abuse is a serious problem, and it should be treated as a disease. Disciplinary actions are inappropriate, and the social stigma—moralistic judgments—can discourage victims from seeking help.

This microlearning program explains that since substance abuse is a disease, it should be handled with care, sympathy, and understanding. It does away with misconceptions and discusses the delicate questions of how and when suspected cases of substance abuse are to be reported.

## MLDA03 MARIJUANA IS LEGAL IN SEVERAL STATES

What should your policy be for marijuana use? This microlearning course looks at three complicated scenarios that can help you craft a clear policy:

### Learning Objectives:

- ▶ What to do if an employee uses marijuana in another state where it is legal, and tests positive upon her return to work where it is not
- ▶ Whether and to what extent marijuana use should be treated as cocaine or other illegal drugs and
- ▶ How to deal with medical and recreational uses of marijuana.

## MLDA01 THE IMPORTANCE OF HAVING A SUBSTANCE ABUSE PROGRAM IN PLACE

How important is a substance abuse program in the workplace? A workplace substance abuse program increases recovery rates more than those obtained from friends or family. Also, substance abuse is a safety issue; it can compromise the lives of other employees. A program can help you manage the potential risks.

This microlearning program shows you the key elements of a substance abuse program in the workplace: clear guidelines, penalties for violations, time off, rehabilitation, insurance, and drug testing.



Protect. Transform. Sustain.

[linkedin.com/company/consultdss](https://www.linkedin.com/company/consultdss) 

[twitter.com/DSSLearning](https://twitter.com/DSSLearning) 

[youtube.com/consultdss](https://www.youtube.com/consultdss) 

[www.dsslearning.com](http://www.dsslearning.com) 