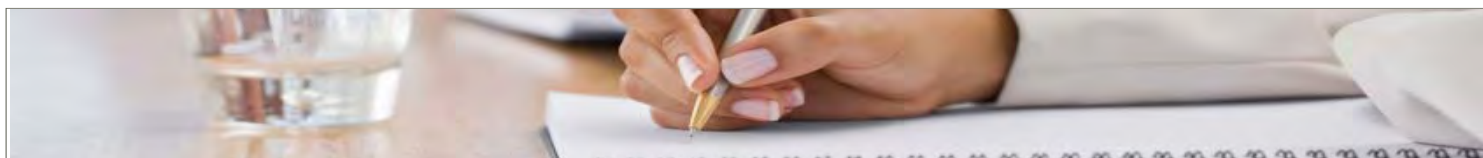


Awareness/Sensitivity Sessions for Canadian Workplaces

Sample - Multiple Sessions: Training can be customized with content from any of the sample agendas to roll-out half-day or full-day training.



Session One

Agenda

0 - 15 min.	Introductions, General Discussion of Situation: Where are we at, comfort levels, why am I here (venting)? How to proceed – getting buy-in.
15min. - 1:15hr.	General Overview of Harassment (racial and other forms): <ul style="list-style-type: none"> • definitions • the dynamics/nature of • types, examples, language issues • the parties • the legislation (Code) • managerial responsibility and legal liability (use of Human Rights Tribunals, case law etc.)
1:15 - 1:30 hr.	Break
1:30 to 2:15 hr.	Video "Everyone's Problem": Viewing followed by discussion.
2:15 to 2:45 hr.	How Common a Problem ? <ul style="list-style-type: none"> • Statistics • Reported Incidents • Impact (quantifiable, emotional) • Case Studies/Examples
2:45 - 3:30 hr.	Discussion: Moving forward. What has been learned? More reading, case studies, prep for next session.

Session Two

Agenda

0 - 30 min.	Review, follow-up from previous session: quiz, case study, reading materials.
30min. - 1:30hr.	Managing Yourself, Diverse Workplaces and Addressing Harassment Issues in the Workplace: <ul style="list-style-type: none"> • awareness, sensitivity • dealing with diverse workplaces • recognition • responsibilities (legal) • setting boundaries, limits/ tolerance • being in control/being more professional • seeking assistance – from whom, why and when
1:30 - 1:45 hr.	Break
1:45 to 2:30 hr.	Video "Prevent Harassment & Bullying by HR Proactive" <ul style="list-style-type: none"> • Discussion • Quiz • Workbook
2:30 - 3:00 hr.	Case Studies: What could/should be done. (Time permitting or homework)
3:00 hr.	Discussion: Moving forward. What has been learned? More reading, case studies, prep for next session.

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Session Three

Awareness Training: Managing Workplace Conflict

Agenda	
0 - 15 min.	Review of Materials, Homework, Levels of Understanding and Awareness – Discuss
15min. - 1:15hr.	Workplace Conflict: <ul style="list-style-type: none">• definitions• inappropriate behaviours• language• anger• abusiveness• bullying, etc.• impact of workplace conflict
1:15 - 1:30 hr.	Break
1:30 - 2:15 hr.	A More Positive Workplace/Approach: <ul style="list-style-type: none">• when conflict happens• being in control• improving interpersonal skills• conflict management and communication skills (12 steps)• Respectful workplaces, codes of conduct - management, leadership roles, inclusiveness
2:15 - 2:45 hr.	Video and/or Case Studies dealing with Workplace Conflict (time permitting)
2:45 - 3:30 hr.	Wrap-up: Discussion – Where do I go from here? (expectations, behavioural issues, identification of any additional supports that may be needed)