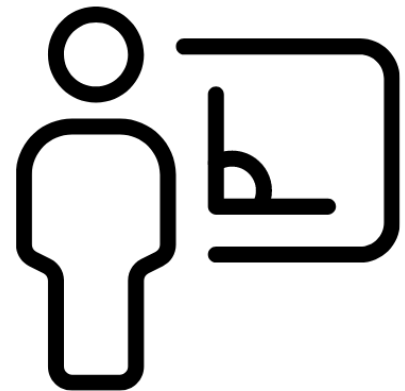


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*I think that....discrimination in the job market is a very important area where work needs to be done.*

**Coretta Scott King**

## Module Two: Discrimination



Let's first define discrimination. Most dictionaries list several definitions, but when used in the workplace connotation, it means to have a prejudicial outlook or action toward others in the organization. Workplace discrimination is illegal, and there are many civil rights regulations that are focused on discrimination in the workplace. These regulations are enforced by the EEOC.

Harassment is considered a form of discrimination toward an individual or group of employees, and perspective employees. There are many forms of discrimination including:

- **Gender**
- **Race**
- **Religion**
- **Disability**

### Gender



Gender discrimination is described as actions against another person due to the victim's gender/identity or sexual orientation. This type of discrimination is a violation of Title VII of the US Civil Rights Act. The EEOC receives over a thousand gender discrimination charges every year. Gender discrimination does not necessarily have to be an action; it can be any derogatory comment that is based on gender or sexual ideas.

Many changes and inclusions have been added in recent years to include several types of violations. Just a few examples of gender discrimination include:

- Refusal of promotion due to the fact the applicant is gay or straight.
- Firing an employee because they are transgender, or in transition.
- Harassing an employee due to the employee's sexual gender or identity.
- Withholding benefits to an employee, due to sexual orientation.

Gender discrimination can be perpetrated by any employee, or even a customer or vendor toward any employee of the organization.

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review gender discrimination.
<b>Topic Summary</b>	<b>Gender</b> Discuss ways that gender discrimination can be stopped.
<b>Materials Required</b>	<b>Flipchart/Whiteboard &amp; markers</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	List and discuss different ways gender discrimination exists and how things can be changed.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is it important to identify these issues?

## Race



Racial discrimination occurs when an applicant or employee is treated unfavorably due to their race, skin tone or other personal characteristics related to a specific race. Discrimination can also occur if someone is treated negatively due to the race of their spouse. Race discrimination is not always white against black; it can also occur among people of the same race.

It is commonly known that racial discrimination is illegal, but what is not well known is that racial discrimination refers to any actions, verbal or physical, even emotional, that create a hostile workplace. Racial discrimination also refers to the segregation of a specific race to an area of the organization, isolating them from the rest of company, etc. Any sort of differential compensation and benefits, due to race or appearance of race is also illegal by US law.

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review race discrimination.

<b>Topic Summary</b>	<b>Race</b> Discuss ways that race discrimination can be stopped.
<b>Materials Required</b>	<b>Flipchart/Whiteboard and markers</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	List and discuss different ways race discrimination exists and how things can be changed?
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is it important to identify these issues?

## Religion



Religious discrimination in the workplace is a very current subject in the US. The expansion of diversity in the country leads to an expansion of diversity within the workplace. All religions have their own practices and requirements, including hygiene rules, clothing restrictions and dietary needs. Discriminating against an employee due to these reasons is illegal and punishable by the EEOC.

Title VII prohibits the negative or hostile treatment of anyone due to their religious beliefs, or the religious beliefs of those with whom an employee associates; spouse, friends, or family. Employers are prohibited from segregating employees; placing them in no-contact positions, due to their religious beliefs. In fact, an employer cannot restrict the religious practices of an employee, unless the organization can show a true hardship for allowing the activity.

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review race discrimination.
<b>Topic Summary</b>	<b>Religion</b> Discuss ways that religion discrimination can be stopped.
<b>Materials Required</b>	<b>Flipchart/Whiteboard and markers</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	List and discuss different ways religion discrimination exists and how things can be changed.

<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is it important to identify these issues?

## Disability



Disability discrimination is prohibited in the US, according Title VII. Disability discrimination can present itself in a number of ways, and can create a hostile workplace for the applicants or employees that have physical, emotional, or any certifiable disability. This type of discrimination does not just pertain to long term or permanent disabilities. It can also include negative actions toward those with perceived disabilities, or short- term disabilities.

Not only do the regulations include any behaviors that create a hostile workplace, such as demotions, segregation, or withholding of benefits due a disability, but employers are also required to provide accommodation, within reason, for the employee’s disability. This can include, regular breaks due to health requirements, or providing an interpreter, such as sign language provider.

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review disability discrimination.
<b>Topic Summary</b>	<b>Disability</b> Discuss ways that disability discrimination can be stopped.
<b>Materials Required</b>	<a href="#">Worksheet 1: Disability Discrimination</a>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually. Share your answers with the rest of the group.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is it important to identify these issues?

## Practical Illustration



Jennie is the new employee experience manager at the local amphitheater. She oversees the employee morale and the working environment that is provided. Ella, her assistant has been tasked with creating the posters educating the employees on harassment in the workplace. The two discuss what needs to be included in this display.

Ella has several ideas already, and suggests that the poster include the definition and examples of religion and race discrimination. These are very current issues and need to be clearly addressed. Jennie agrees and suggests that the poster also include gender discrimination with up-to-date definitions. Also, they decide, disability discrimination needs to be included. Jennie also suggests that the EEOC regulations and laws be cited at the bottom of the poster for reference purposes. This will also establish credibility of the information.

## Module Two: Review Questions

1.) Which of the below choices is **not** considered discrimination?

- a) The company is unable to provide a wheelchair ramp to the quality control area due to cost
- b) Muslim religious garb always puts everyone on edge in the airport
- c) Any employee hired before a certain year is not eligible for life insurance coverage
- d) Providing microwaves for certain groups of people, because of the odors of their native food

Companies that can show “hardship” are allowed to not provide the necessary accommodations for a disabled worker.

2.) Which of the statements below is correct?

- a) Discrimination is a form of harassment
- b) Discrimination and harassment are not related
- c) Harassment is illegal, but discrimination is not
- d) Harassment is a form of discrimination

Harassment is an action that is part of the discrimination against an employee due to religion, age, sexual identity, race, or disability.

3.) What is not an example of racial discrimination?

- a) Actions against an employee who has a Native American last name
- b) Actions against an employee who is Muslim
- c) Actions against an employee who is married to an African
- d) Actions against an employee who has the same facial features of a Middle Easterner

Muslim is a religion, not a race. Racial discrimination is related to acts against those of a specific race. This includes being married to someone of a specific race, or having physical features typically found in a specific race.

4.) What is the federal regulation against racial discrimination in the workplace?

- a) The FBI
- b) The House of Representatives
- c) The Department of Health and Human Services
- d) The EEOC

The EEOC is responsible for the enforcement of Title VII, the regulations against all discrimination including racial discrimination. This department can assess very tough penalties for violations.

5.) Which of the statements below is **not** true?

- a) Religious discrimination can include acts against individuals who are married to those of a specific religion
- b) Religious discrimination can include acts against individuals who have a particular diet or wear specific apparel due to religion
- c) Religious discrimination is only a problem overseas
- d) Religious discrimination can include acts against individuals who have required holy days observed throughout the year

Religious discrimination is a problem that is very much a problem in the US. This type of negative activity has been in the fore front of our news, and need to be erased.

6.) Disability discrimination is \_\_\_\_\_.

- a) Illegal for both employees and customers of a business
- b) Illegal when more than ten occurrences are recorded
- c) Illegal when involving physical disabilities only
- d) Illegal when involving mental disabilities only

Disability discrimination is illegal for everyone, both employees and customers. Includes physical, mental, emotional, and all disabilities. It is illegal the first time that it occurs and every time after that.

7.) Religious discrimination is \_\_\_\_\_.

- a) Only against Islam
- b) Against every religion
- c) Only against Buddhism and Confucianism religions
- d) Against no one in the US

The laws and regulations against religions discrimination, protect all religions. Every religion around the world, no matter the size, is protected by Title VII. Violations will be punished.

8.) Which of the below listed examples is not an accommodation required by law for an employee with a disability?

- a) Personal refrigerator space for a diabetic's supplies
- b) Parking spot next to the ramp on the sidewalk for wheelchair users
- c) Personal driver for an employee on crutches for two weeks
- d) Refrigerator space for medical items, medications, etc.

Although accessibility accommodations must be made, providing a personal driver is not one of them.



9.) Which of these is **not** mentioned in the module as something that is discriminated against?

- a) Gender
- b) Disability
- c) Marital status
- d) Religion

Although marital status is something that can be discriminated against, this module discusses discrimination against gender, disability, race, and religion.

10.) In which of these cases is racial discrimination not possible?

- a) Caucasian against African American
- b) Native American against Asian
- c) African American against African American
- d) None of the above

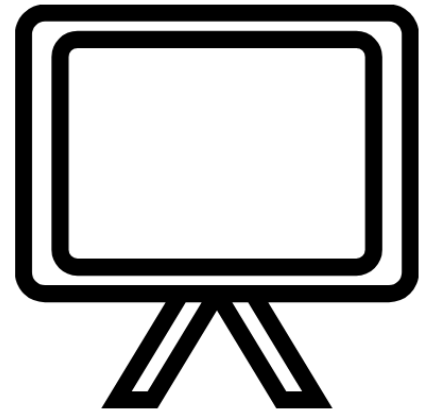
Racial discrimination is not only perpetrated by a person of one race against a person of a different race. It can occur between two people of the same race.

# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





“

*I think that...discrimination in the job market is a very important area where work needs to be done.*

*Coretta Scott King*

## MODULE TWO

# Discrimination

Workplace discrimination is illegal, and there are many civil rights regulations that are focused on discrimination in the workplace. These regulations are enforced by the EEOC.



## Gender

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- Refusal of promotion due to the fact the applicant is gay or straight.
- Firing an employee because they are transgender, or in transition.
- Harassing an employee due to the employee's sexual gender or identity.

## Race

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Race discrimination is not always white against black; it can also occur among people of the same race.





## Religion

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We often overestimate the time that it takes to complete tasks, but the 15 minute rule allows you to accurately time your tasks.

## Disability

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It can also include negative actions toward those with perceived disabilities, or short-term disabilities.



## Practical Illustration



- Gender
- Race
- Religion
- Disability

## Module Two: Review Questions

1. Which of the below choices is **not** considered discrimination?

A. The company is unable to provide a wheelchair ramp to the quality control area due to cost

B. Muslim religious garb always puts everyone on edge in the airport

C. Any employee hired before a certain year is not eligible for life insurance coverage

D. Providing microwaves for certain groups of people, because of the odors of their native food

# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed.

They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



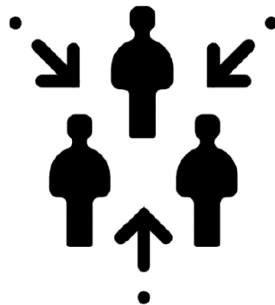
# Managing Workplace Harassment Quick Reference Sheet



## Disability

Much like the other types of discrimination, disability discrimination is prohibited in the US, according to Title VII. Disability discrimination can present itself in a number of ways, and can create a hostile workplace for the employees that have physical, emotional, or any certifiable disability. This type of discrimination does not just pertain to long term or permanent disabilities. It can also include negative actions toward those with perceived disabilities, or short- term disabilities.

Not only do the regulations prohibit any behaviors that create a hostile workplace, such as demotions, segregation, or withholding of benefits due to a disability, but they also require the employer to provide accommodation within reason, for the employee's disability. This can include regular breaks needed for health requirements, or interpreters, such as sign language providers, etc.



## Gender

Gender discrimination is described as actions against another person due to the victim's gender/identity or sexual orientation. This type of discrimination is a violation of Title VII of the US Civil Rights Act. The EEOC receives over a thousand gender discrimination charges every year. Gender discrimination can be any negative action that is based on gender or sexual ideas.

Many developments and revisions have been made in recent years to include several different types of violations. Just a few examples of gender discrimination include:

- Refusal of promotion based on sexual orientation
- Firing an employee because they are transgender, or in transition.
- Harassing an employee due to the employee's sexual gender or identity.
- Withholding benefits to an employee, due to sexual orientation.

Gender discrimination can occur in any business, and can be perpetrated by any employee, or even a customer or vendor, toward an employee of the organization.



## Race

Racial discrimination occurs when an applicant or employee is treated unfavorably due to their race, skin tone or other personal characteristics related to a specific race. It is also considered discrimination when someone is treated negatively due to the race of their spouse. Race discrimination is not always one race against another; it can also occur between people of the same race. It is commonly known that racial discrimination is illegal, but what may not be well known is that racial discrimination refers to any actions, verbal or physical, even emotional, that can create a hostile work environment. Racial discrimination also refers to the segregation of a specific race to an area within the organization that isolates them from the rest of company, etc. Any sort of differential compensation and benefits, due to race, or appearance of race, is also illegal by US law.

## Religion

Religious discrimination in the workplace is a very current subject. The expansion of diversity in the country leads to an expansion of diversity within the workplace. All religions have their own practices and requirements, including hygiene rules, clothing restrictions and dietary needs. Discriminating against an employee due to any of these reasons is illegal and punishable by the EEOC.

Title VII prohibits the negative or hostile treatment of anyone due to their religious beliefs, or the religious beliefs of those with whom the employee associates; spouse, friends, or family. Employers are prohibited from segregating employees; placing them in a no contact position, due to their religious practices. In fact, an employer cannot restrict the religious practices of an employee, unless the organization can show a true hardship for allowing the activity.

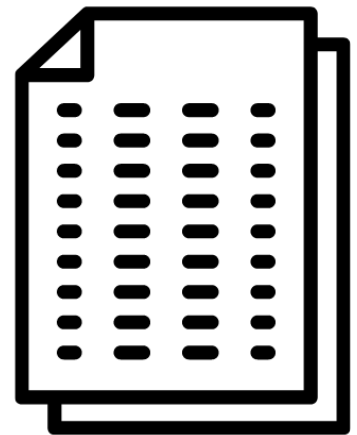
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



## Sample Worksheet 1

# *Disability Discrimination*

Use this worksheet to examine disability discrimination and what it includes.

**In the US, disability discrimination is illegal and punishable by the EEOC. What types of disabilities are included in these regulations?**

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**What types of accommodations are employers required to provide for employees and applicants in the organization?**

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## Icebreaker: Related Topic

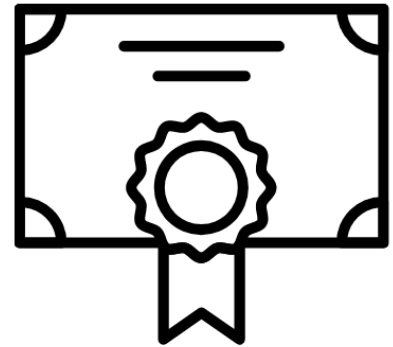
Include a short activity here that is related to the topic of the workshop. You can use the one below if you like.

1. Have the participants at each table answer the following questions:
  - a. Why are they here?
  - b. What is their level of experience with managing workplace harassment?
  - c. What they hope to get from this class?
  - d. What was their most memorable vacation or trip?
2. Designate a scribe and have them jot down the answers to question C above.
3. On a separate piece of paper, have the scribe write down the most interesting or exotic vacation or trip from only one table member.
4. Have the scribe hand the note with the answers to question C to you.
5. Have the scribe stand and introduce the table to the class.
6. Then have the scribe share the most interesting vacation or trip from their group.
7. Have the class guess the person that had the most interesting or exotic trip or vacation.
8. Go around to each table until all have given you their answers to question C and shared their most interesting trip or vacation.
9. Debrief by sharing all the answers to question C with the class.
10. Thank participants for sharing.

# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course  
Managing Workplace Harassment*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_