

CWC Workplace Harassment Script for Voice-Over Talent

Screen Number	Text
1.1	Workplace Harassment, a course in the Compliance in Action series. Click Start to begin.
1.2	Welcome. In this brief course, you'll learn some very important information about how to identify, prevent, and address workplace harassment. At any point throughout this course, you can click the Home button located in the middle of the top of the screen to return to the beginning of the course. Click the Next button in the bottom right of the screen to continue.
1.3	Let's begin by having you consider these two situations. Which one do you think poses the greater risk? Select each item to learn more, then click Next to identify the riskier situation on the next screen.
1.4	Both of these situations violate our workplace conduct standards and policies. They also pose risks, including reducing morale and productivity, and increasing the odds that good employees will leave to work somewhere else. But one of these situations also poses a significant legal risk and could cost us a lot of money and damage to our reputation. Can you guess which one?
1.5	In this course we're going to explain unlawful workplace harassment as if it were a puzzle. If you know what the pieces of the puzzle are and understand how they fit together, you can help us identify, prevent, and address this potentially significant workplace risk.
1.6	If workplace harassment is a puzzle, then its pieces would be: • Conduct • Unwelcome • Based on or because of a protected characteristic • Severe OR pervasive • Subjectively AND objectively offensive
1.7	When all of the pieces of workplace harassment come together, we're at risk of complaints, investigations, verdicts and judgments, and damage to our reputation. These can be summed up in one word – liability. Click each item to learn more about the risks.

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1.8	And the risk of liability isn't limited to just the company itself. The people involved in contributing to this puzzle – or not doing enough to keep it from coming together – are at risk of losing their job, damaging their reputation with future employers, and even harming their standing in the communities where they live.
1.9	Let's take a closer look at each one of these puzzle pieces so we can understand how to prevent it from coming together.
1.10	Under the law of workplace harassment, the "conduct" piece of the puzzle typically takes one of three forms: visual, verbal, or physical. Select each item to learn more.
1.11	The "unwelcome" piece is one of the simplest in the workplace harassment puzzle, but it's also the one that you really can't do much about. Select each item to learn more.
1.12	The next piece of the puzzle is "based on or because of a protected characteristic." So, what does that mean? There are laws prohibiting workplace harassment at local, state, and federal levels. We can't cover every law, but here are the main legally protected characteristics: Race, color, religion, sex (including pregnancy), national origin, age, disability, genetic information, veteran status.
1.13	Let's do a quick check in. Just using the three pieces of the puzzle that you've learned about so far – if the Conduct, is Unwelcome, and Based on or because of, Race, then the puzzle is beginning to look a lot like unlawful racial harassment. And if the Conduct, is Unwelcome, and is Based on or because of, Religion, then the puzzle is beginning to look a lot like unlawful religious harassment. And if all the other puzzle pieces are in place, it doesn't matter what we fill in the blank with from the list of characteristics you just learned about. Each type of harassment is just as inappropriate, and just as unlawful, as the others. Now let's look at the rest of the pieces of the workplace harassment puzzle.
1.14	Severe OR Pervasive The law of workplace harassment recognizes that inappropriate comments and conduct sometimes occur at work and that not all of these inappropriate comments or conduct are unlawful. For the behavior to “cross the line” and become unlawful workplace harassment, it has to be either sufficiently severe, or, pervasive. Let's look at how this “severe, or, pervasive” piece of the puzzle comes together.

CWC Workplace Harassment Script for Voice-Over Talent

1.15	When conduct is severe, it does not have to happen over and over for this piece of the puzzle to fall into place. This is why it's so important to avoid all forms of severe workplace conduct. Click the example first, then click Severe, and Pervasive for an explanation of each.
1.16	Pay close attention to workplace conduct that might seem like “harmless” joking or banter at first. If this seemingly harmless conduct is happening frequently, or in a widespread way throughout the workplace, it's likely become pervasive. Then you'd be looking at another piece of the puzzle falling into place. And by way of reminder, this is a puzzle we never want to see come together here.
1.17	There's one more puzzle piece we need to cover: subjectively and objectively offensive. The law says that the workplace harassment puzzle won't be complete unless the unwelcome conduct is both subjectively, and, objectively offensive. Let's take a minute to talk about what this means.
1.18	The subjective test is really simple: if the person who is complaining about the conduct found it to be offensive, then the conduct was subjectively offensive. That's all it takes. No one else's opinion matters about whether the conduct was offensive.
1.19	The objective test is a little more complicated, but it's still clear enough for everyone to understand. Click each item to learn more.
1.20	Now you'll have a chance to practice what you've learned. Your goal is to decide if the workplace harassment puzzle comes together in each situation. Let's begin.
1.21	Paul is a new manager. In order “to get more and better work” out of his team, Paul thinks it's ok to regularly call people derogatory names based on their race and sex. He does this on a daily basis. Belinda, a Latina employee on Paul's team, went to Human Resources. She finds his comments rude and unprofessional and filed a complaint. The other three people on the team have told Belinda just to ignore his remarks. Are the workplace harassment puzzle pieces all there? Choose Yes or No and then click the Submit button to check your answer.
1.22	Here is a breakdown of why Paul's behavior IS workplace harassment. Click each item to learn more.

CWC Workplace Harassment Script for Voice-Over Talent

1.23	Try another one. Sandra says good morning to all her coworkers as they arrive at the rental office in the morning. She usually tells a few different individuals each morning “that outfit is stunning,” “that’s a great color shirt for you,” or “what a great dress!” Gerald told the regional manager that he thinks Sandra is “hitting on him.” Are the workplace harassment puzzle pieces all there? Choose Yes or No and then click the Submit button to check your answer.
1.24	Here is a breakdown of why Sandra’s behavior is NOT workplace harassment. Click each item to learn more.
1.25	Try one more. You overhear several employees talking about a recent terror attack. A couple of the employees are making derogatory remarks about people of a certain religious faith and from certain countries. Are the workplace harassment puzzle pieces all there? Choose Yes, No, or Probably and then click the Submit button to check your answer.
1.26	Here is a breakdown of why we can only say the employees’ behavior is “probably” workplace harassment. Click each item.
1.27	Before we wrap up, it’s important to understand that the information covered here addresses unlawful workplace harassment. But it’s also important to remember that even when unprofessional or inappropriate conduct doesn’t rise to the level of being illegal, it does violate our workplace conduct standards and policies. It could result in disciplinary action, up to and including termination.
1.28	Remember Roger, the supervisor at the beginning of the course? He makes derogatory comments to everyone who works for him. Roger may be what some people call an “equal opportunity harasser” – in other words, someone who mistreats everyone. While Roger might not – yet – have engaged in unlawful workplace harassment, he has violated our workplace conduct standards and policies, and he could – and probably will – be subject to disciplinary action.
1.29	Learn more about our workplace harassment policy by selecting each item below.
1.30	Take a moment now to review the key concepts we’ve covered. Click each concept to read the explanation.

CWC Workplace Harassment Script for Voice-Over Talent

1.31	So, in terms of the puzzle, if there is: <i>Conduct</i>, that's <i>Unwelcome</i>, and that's <i>Based on or Because of a Characteristic Protected by Law Such as Race, Sex, Age, Religion, Etc.</i>, and that conduct is either, <i>Severe or Pervasive</i>, and it's also both <i>Subjectively and Objectively Offensive</i>, then the workplace harassment puzzle is complete, and we are going to be at risk.
1.32	There may be explanations, arguments, or legal defenses that might help us explain the circumstances and avoid liability, but that is never a position we want to be in if we can avoid it.
1.33	And that's why we're glad you took this course. Because with this basic information about workplace harassment, you're in a much better position to help us prevent it. You're also in a better position to help us identify and address it. By recognizing situations where the pieces of the workplace harassment puzzle seem to be coming together, you can help us take quick and effective action to make sure that the conduct is addressed according to our policy and the law.
1.34	Click the links to access supporting resources about workplace harassment. If you have questions about harassment or other workplace compliance policies, please contact your Human Resources representative or other appropriate individual.
1.35	Thank you for completing this course!