

“Diversity Matters” eLearning Non-Supervisory Course Descriptions

Handling Conflict: An Employees’ Guide

Time: **60 minutes**

Summary:

This course focuses on a collaborative approach to conflict resolution, teaching employees how to resolve workplace conflicts so that everyone “wins.” Students will learn how to use good listening and communicating skills to keep conflict constructive, identify natural conflict-handling styles, resolve conflict collaboratively, and when and how to ask for help in the resolution process.

Preventing Employment Discrimination

Time: **40 minutes**

Summary:

In order to properly manage your employees, you must have a basic understanding of the Equal Employment Opportunity Laws. Decisions concerning employees and applicants must be based on their abilities to perform the duties at hand, and not on their race, color, national origin, religion, sex, pregnancy, age, or physical and mental disability. The knowledge you will gain from taking this course will help you manage your current and future employees with confidence and fairness.

Preventing Workplace Violence

Time: **45 minutes**

Summary:

This course is intended to help you understand what workplace violence is indicator of the potential for violence, techniques to help prevent violence and diffuse a violent situation, and what to do following an incidence of workplace violence.

Understanding Sexual Harassment

Time: **30 minutes**

Summary:

This course teaches employees to recognize conduct and circumstances that can give rise to a claim of sexual harassment including those which create a hostile work environment. It also discusses the dangers of engaging in office relationships and the steps to take if one witnesses or experiences sexual harassment.

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Understanding Unlawful Workplace Harassment

Time: **30 minutes**

Summary:

This course teaches employees about the human characteristics that are protected by anti-discrimination laws and the type of conduct related to the “protected classes” that can lead to a claim of unlawful workplace harassment. It also discusses the steps employees can take to prevent workplace harassment and what to do in the event that they witness or experience it.

Valuing Diversity

Time: **30 minutes**

Summary:

In order to realize the greatest competitive advantage and retain the most qualified employees, companies must make an effort to ensure that a diverse population of employees is fully represented and that a culture of inclusion and respect is promoted and maintained. This program explores the realities of working in a diverse environment and discusses strategies to help you recognize, accept, and value individual differences in your workplace.