

WELCOME

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ABOUT THE EEOC

- Created by Congress with the passage of the Civil Rights Act of 1964.
- Is an independent, federal agency.
- Is a federal law enforcement agency.
- Resolves complaints of employment discrimination.
- The Indianapolis District has offices in Indianapolis, Detroit, Cincinnati, and Louisville
- Has jurisdiction over Indiana, Michigan, Kentucky, and the western half of Ohio.



Equal Pay Act of
1963

Title VII of the Civil
Rights Act of 1964

Age Discrimination
in Employment Act
of 1967

Americans with
Disabilities Act of
1990

Rehabilitation Act of
1973 (federal
sector)

Civil Rights Act of
1991

Genetic Information
Nondiscrimination
Act of 2008 (GINA)

Americans with
Disabilities
Amendments Act of
2008 (ADAAA)

Lily Ledbetter Fair
Pay Act of 2009

LAWS ENFORCED BY EEOC

Protected Bases

It is unlawful to discriminate in employment because of:



race



color



disability



genetic info.



religion



national origin



sex



Pregnancy



age (40+)

A modern conference room with large windows overlooking a cityscape. The room features a long wooden table, several beige chairs, and a laptop on the table. The ceiling has recessed lighting. The floor is covered in a patterned carpet.

HARASSMENT PREVENTION IN A VIRTUAL WORKFORCE

How To Create a Civil Remote Workplace

OBJECTIVES

- Explain why harassment prevention starts with a respectful workplace
- Explain how leadership and accountability can prevent harassment
- Define civility in a virtual workplace
- Understand how an uncivil virtual workplace can lead to an EEOC charge
- Determine if there is a need to create a culture of civility and respect in your virtual workplace
- Develop ideas and plans that would create a culture of civility in a virtual workplace





POP
CORN

POP
CORN

POP
CORN

Rebooting Harassment Prevention

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION



SELECT TASK FORCE
ON THE STUDY OF
HARASSMENT IN THE WORKPLACE

REPORT OF CO-CHAIRS
CHAI R. FELDBLUM & VICTORIA A. LIPNIC

A Bipartisan Effort

JUNE 2016

Harassment continues to be one of the most frequently raised complaint—

- over 30% of all private sector cases
- 43% of Federal sector cases

#solveharassment

Report available at:

www.eeoc.gov/task_force/harassment/report.cfm

“One organization I worked with several years ago asked me if I had new courseware for use with some previously trained managers. When I asked them what they wanted to accomplish, they indicated that several individuals were continuing to tell off-color jokes and make inappropriate comments. While I welcomed the opportunity to be of service, it seemed to me the issue was not what training to do next but rather why these decision-makers hadn’t taken steps to deal with these individuals’ behavior and failure to perform to clear standards.”

-Stephen Paskoff, founder of Employment Learning Innovations, Inc.

8 Fundamentals of a Civil Treatment Workplace

ELEMENTS OF HARASSMENT

Protected Basis

+

Hostile Work Environment

OR

Tangible Employment Acton

+

Liability

= **Illegal Harassment**



WHAT IS HARASSMENT?

Unwelcome
Verbal or Physical
Conduct



Employee did not
invite the conduct
and regarded the
conduct as
undesirable

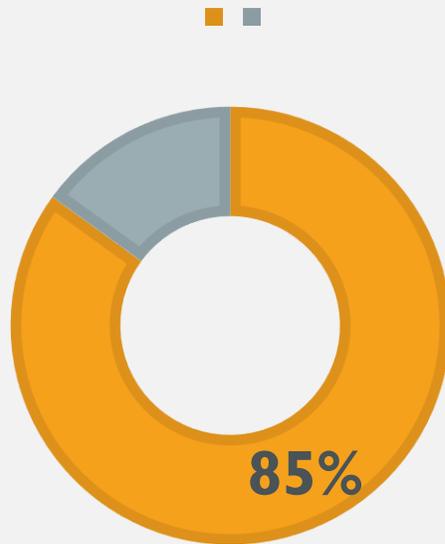
Everyone is just too sensitive!



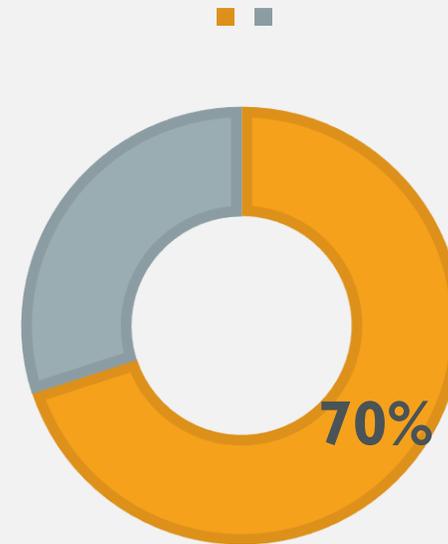
People will complain about every little thing!

HARASSMENT IS HUGELY UNDER-REPORTED

85% OF PEOPLE NEVER FILE A CHARGE



APPROXIMATELY 70% OF EMPLOYEES NEVER COMPLAIN INTERNALLY



“The most reasonable response to harassment in many organizations is not to report it, not to file a complaint, not even to speak to management about the problem.”

Professor Lilia Cortina, University of Michigan
(Testimony to the Select TaskForce)



THE LAW VS CIVILITY

Rule #6

Sleep not when others speak.

Sit not when others stand.

Speak not when you should
hold your peace.

Walk not on when others stop.



A horizontal orange arrow pointing from left to right, representing a spectrum of behavior. The arrow is divided into five segments, each labeled with a type of behavior. From left to right, the labels are: Acceptable Behavior, Rude Behavior, Bullying Behavior, Harassment, and Illegal Harassment. The arrow is positioned above a white rectangular box with a black border, which contains the word CIVILITY. The background is white, and there is a dark grey horizontal bar at the bottom of the image.

Acceptable
Behavior

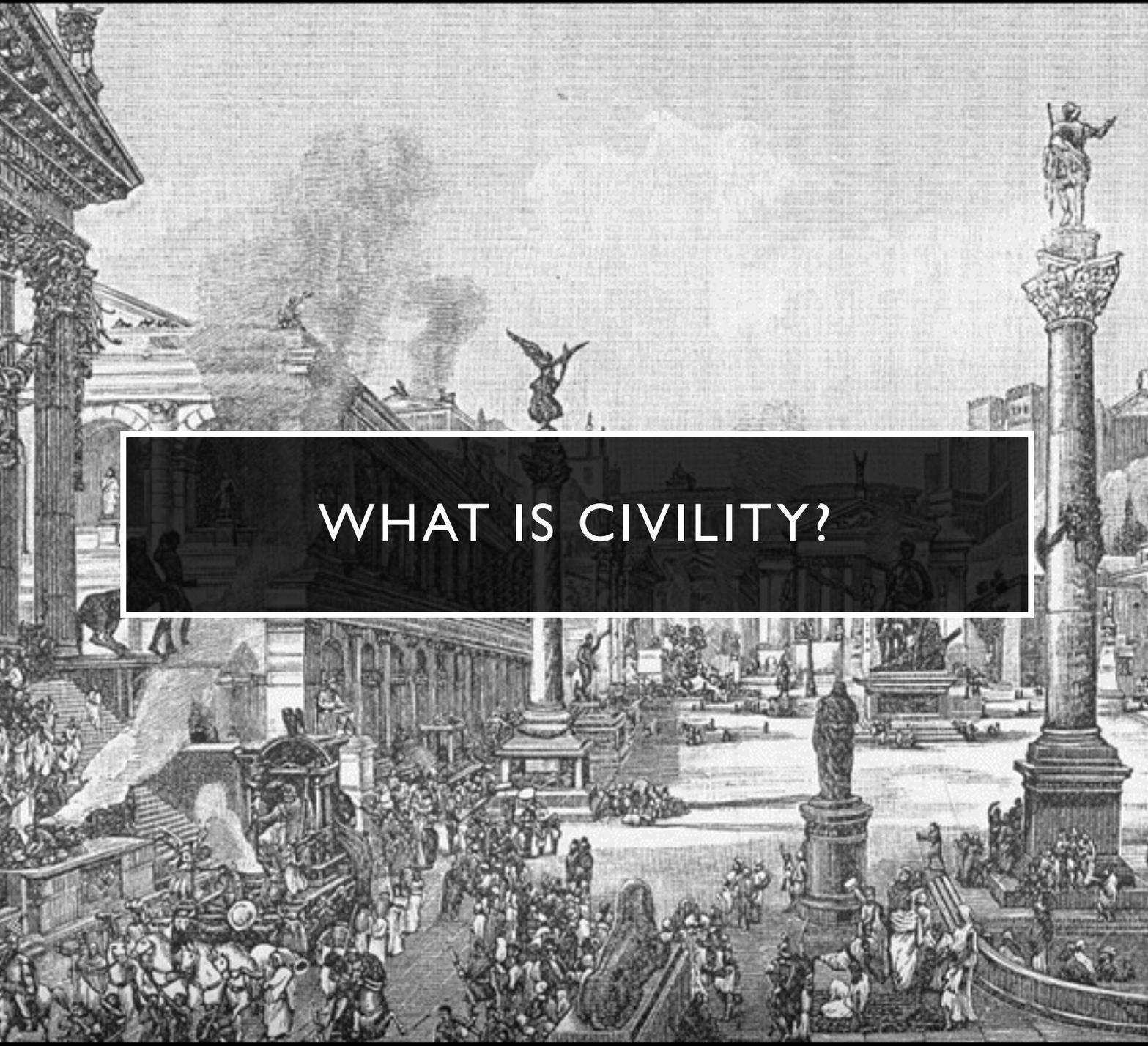
Rude
Behavior

Bullying
Behavior

Harassment

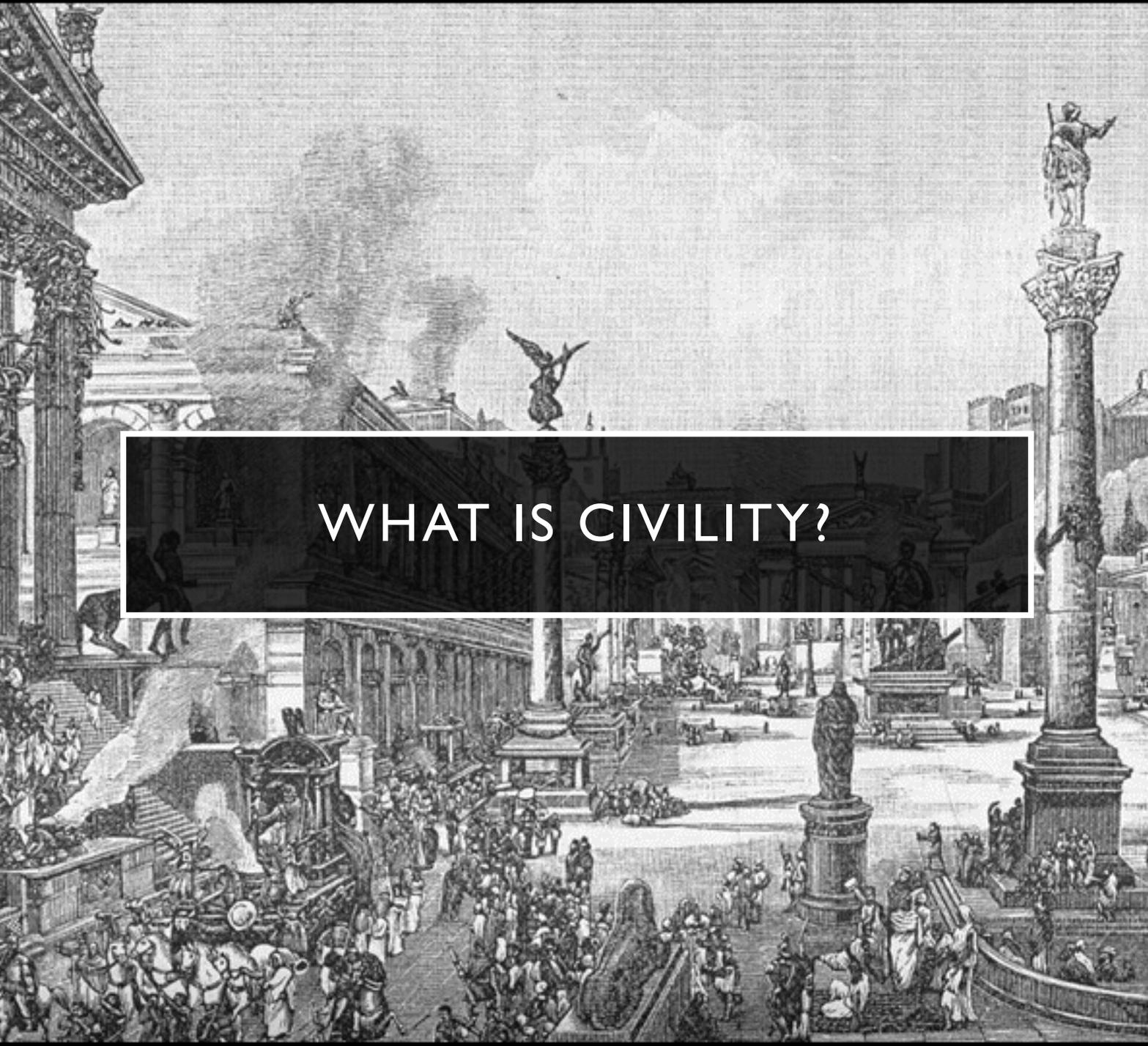
Illegal
Harassment

CIVILITY



WHAT IS CIVILITY?

Community
Respect
Restraint
Consideration



WHAT IS CIVILITY?

It is how
employees
behave within
your
organization

EFFECTS OF WORKPLACE INCIVILITY

- ❖ Lower morale of the employees
- ❖ Reduced workplace citizenship behaviors
- ❖ Reduced team effectiveness
- ❖ Being uncivil to customers, clients or others outside the immediate organization





CIVILITY

COMMUNICATION
IS KEY TO CIVILITY
IN A VIRTUAL
WORKPLACE



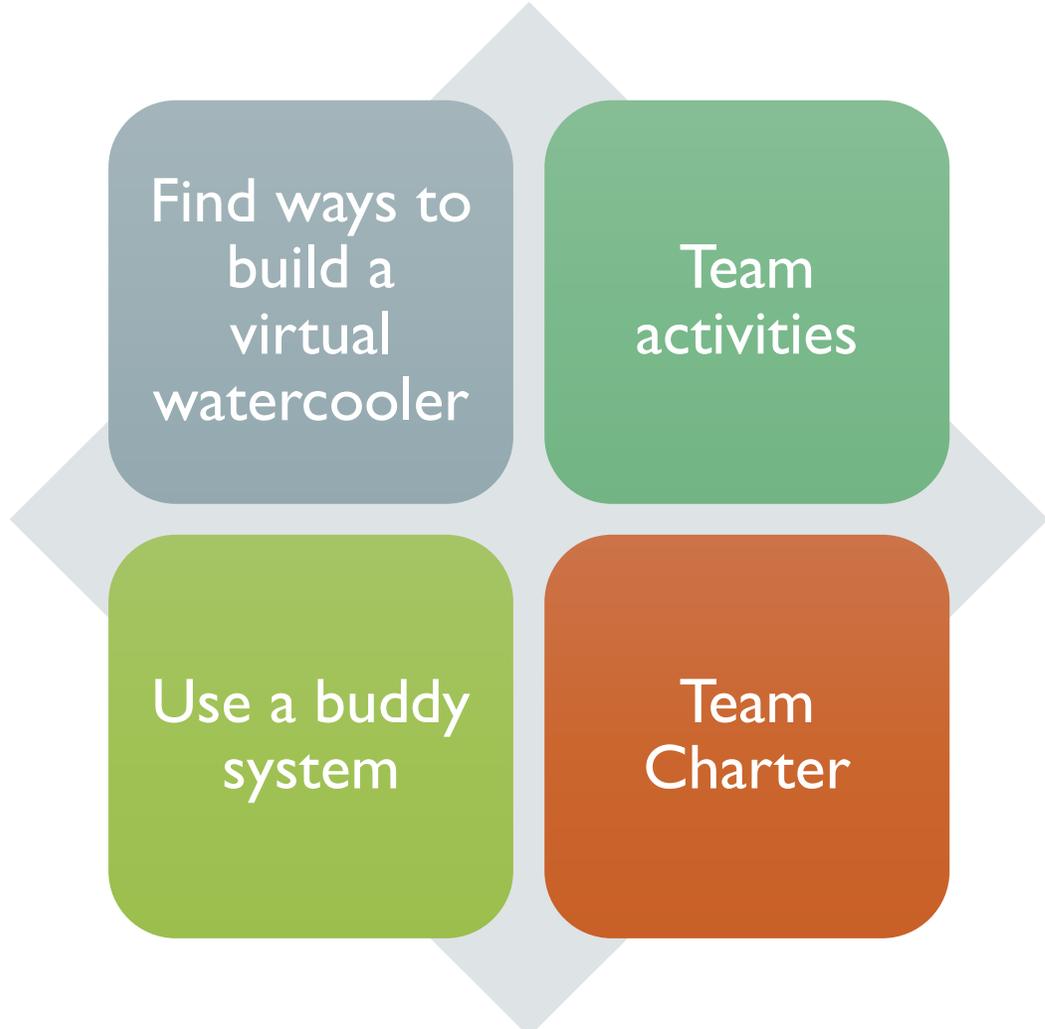
MISCOMMUNICATION IN A REMOTE WORKPLACE

- Use video conference or the preferred communication of the employee
- Address issues right away
- Check in regularly
- Continuous clarification of the objective





LACK OF PERSONAL CONNECTION



Find ways to
build a
virtual
watercooler

Team
activities

Use a buddy
system

Team
Charter

LACK OF
PERSONAL
CONNECTION

HOW TO CREATE A CIVIL VIRTUAL WORKPLACE

Create

- A Vision

Develop

- A systematic plan of action

Make

- The case

Involve

- Employees

Use

- Core Values

Write

- Policies and codes of conduct

IMPLEMENTATION

Leaders model civility for others

Continual communication

Put it in writing

Reward the right behavior

Performance management



COACHING FOR A CHANGE

Educate Motivate Support



CONSIDER HOW YOUR WORDS &
ACTIONS WILL IMPACT OTHERS
BEFORE YOU SPEAK OR ACT

Respect Restraint Consideration



**BE INTENTIONAL IN YOUR
COMMUNICATIONS**

Educate Motivate Support



**UNDERSTAND THAT A COMPLAINT
IS A GIFT**

Thank you, I know just what I'm
going to do with this



**APPRECIATE THE VALUE OF
DIVERSE OPINIONS**

Develop new approaches to
varying situations



UNDERSTAND THAT CONFLICTS
WILL OCCUR IN THE WORKPLACE

Take responsibility for your actions



**GUARD AGAINST ACTING
IMPULSIVELY**

Implicit Bias can lead to negative
assumptions about intent



**AVOID NEGATIVITY IN DAY TO DAY
INTERACTIONS**

Avoid gossip



VIEW DIFFICULT SITUATIONS FROM A
BROADER MORE REALISTIC
PERSPECTIVE

How will I look back on this a year
from now?



**BE SUPPORTIVE OF YOUR
ORGANIZATION IN YOUR
COMMUNICATIONS**

Both inside and outside the workplace



PAY ATTENTION TO HOW RESPECTFUL
YOU ARE IN YOUR ACTIONS ON AN
ONGOING BASIS

Self reflection

A CIVIL REMOTE WORKPLACE WILL...

Help create productive and engaged employees

Build strong relationships

Facilitate addressing issues before they escalate

Help dissect problems, not people

Prevent Harassment



PLAYING NICE WITH OTHERS

- ❖ Share everything
- ❖ Play fair
- ❖ Don't hit people
- ❖ Put things back where you found them
- ❖ Clean up your own mess
- ❖ Say you're sorry when you hurt somebody
- ❖ Wash your hands before you eat
- ❖ Flush

All I Needed to Know I learned in Kindergarten by Robert Fulghum

CONTACT INFORMATION

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