



TRAINING OUTLINE

COURSE TITLE: _____ **DATE:** _____ **INSTRUCTOR:** _____

LOCATION: _____ **TIME:** _____ **COMPANY:** _____

Safety training was conducted on the above date by the instructor indicated. The following line items identify the topics covered during the training session.

SUMMARY OF TRAINING

1) Introduction

- a) Standards
- b) Impact
- c) Emotional
- d) Physical
- e) Financial
- f) Definitions
- g) Discrimination
- h) Harassment
- i) Civility
- j) Incivility
- k) Bullying
- l) Conflict
- m) Instigator & Victim
- n) Hostile Work Environment
- o) Intent is not Necessary
- p) Ignorance is not an Excuse

2) Respect

- a) Workplace Culture
- b) Fairness
- c) Honesty
- d) Integrity
- e) Respect
- f) Focus on Others
- g) Build Bridges
- h) Be Self-Aware
- i) Speak Respectfully
- j) Accountability
- k) Civility
- l) Conflict Resolution



TRAINING OUTLINE

- m) Quickly Relieve Stress
- n) Breathe
- o) Write it Down
- p) Vent
- q) Seek Outside Support
- r) Get Out
- s) Recognize and Manage your Emotions
- t) Using Humor
- u) Monitor Non-Verbal Cues
- v) Avoid Mean-Spirited Humor
- w) Effective Communication
- x) Active Listening
- y) Encourage
- z) Restate
- aa) Clarify
- bb) Reflect
- cc) Validate
- dd) Nonverbal Communication
- ee) Facial Expressions
- ff) Eye Contact
- gg) Mouth
- hh) Posture
- ii) Arms & Legs
- jj) Gestures

3) Derailers

- a) Incivility
- b) Harassment
- c) Verbal Harassment
- d) Rumors & Gossip
- e) Jokes & Teasing
- f) Name-Calling
- g) Visual Harassment
- h) E-mails
- i) Images
- j) Gestures & Body Language
- k) Physical Harassment
- l) Sexual Harassment
- m) Discrimination



TRAINING OUTLINE

- n) Sex
- o) Pregnant or Nursing Mothers
- p) Age
- q) Disability
- r) Bullying
- s) The Screamer
- t) The Critic
- u) The Two-Faced Snake
- v) The Gatekeeper
- w) Cyberbullying
- x) Persistence
- y) Permanence
- z) Crossing the Line

4) Recourse

- a) Zero Tolerance
- b) Speak Up
- c) Document
- d) Crossing the Line
- e) Reporting
- f) Three C's of Hesitation
- g) Confidentiality
- h) Comradery
- i) Concern
- j) Retaliation
- k) Administrative Investigations

5) Conclusion