

Civil Treatment® for Leaders



Civil Treatment® for Leaders (CTL) provides your leaders with the skills and insights they need to achieve positive business results and engage employees in ways that inspire their best work. Rather than focusing on the law exclusively, CTL focuses on a wide range of behaviors to offer a comprehensive learning solution based on realistic business simulations to spark new insights for your leaders in how “doing what we’ve always done” is affecting results in ways they may not have considered. With simple and sustainable learning models and tools, your leaders will develop skills proven to positively impact your workplace culture and business results.

Course Overview

Civil Treatment for Leaders (CTL) leverages proven adult-learning methodologies to provide a dynamic, diverse and experiential learning.

Civil Treatment for Leaders simulates some of the most important conversations your leaders will have with their people.

Are you interested in a solution that provides insight for leaders at every stage of their careers and at every level of the organization? Civil Treatment for Leaders addresses your organization’s most compelling and urgent priorities for creating and maintaining a civil, productive, and inclusive work environment including: Welcoming concerns, coaching and managing performance, addressing inappropriate behavior, making employment decisions, and modeling the behaviors that ensure an inclusive work environment.

Topics Discussed

CTL emphasizes both leadership and legal responsibilities:

- Harassment
- Discrimination
- Retaliation
- Bullying/Abusive Treatment
- Accountability and Performance Management
- Duty to Act
- Fair Hiring, Selection and Promotion
- Documenting Workplace Events
- Employee Requests for Leave and/or Accommodation (e.g., ADA, FMLA, Religious)

For more information about ELI® Learning Solutions, contact your client representative at (800) 497-7654 or visit eliinc.com

Delivery Options

Civil Treatment for Leaders is available via instructor-led, virtual instructor-led or online delivery. It can be taught by one of ELI’s professional instructors or your own ELI certified instructors. ELI offers an HRCI accredited train-the-trainer certification program.



**INSTRUCTOR-LED
TRAINING**



**VIRTUAL
INSTRUCTOR-LED
TRAINING**



ONLINE

Common Leadership Questions Addressed

- How do your leaders’ behaviors directly impact business results?
- How do your leaders model organizational values and how can they best respond to issues when they come up?
- How do your leaders hold employees accountable and coach effectively for optimal performance?
- How can inappropriate behavior compromise even the most effective leadership practices?
- How do your leaders behave when they learn of an employee complaint?
- How does social media impact today’s workplace, and what is the most effective role for leaders?

What Our Clients Have Said

“I found this [Civil Treatment] class to be much more interesting and stimulating than [our online learning solution] and feel this was a better use of my time than getting this material from a computer.”

“Out of the multiple courses I have taken like this over 25 years, this is absolutely best one! Good course! Good job!”

“As managers . . . we can be more aware of our treatment of others and how other supervisors are treating their employees. We need to be the solution and not tolerate the existing conditions . . .”

“ . . . Real substance to this course – not the standard ‘CYA’ type training. Instructor was excellent – had studied up on how we do things here. [The facilitator] was animated and engaged the class.”