



## St. John Ambulance

### Course: **Workplace Harassment Sensitivity Training**

Workplace Harassment Training is a three-unit course designed for both management and non-management workers. Upon completion, individuals should be equipped to recognize and properly address workplace harassment and to prevent such situations when possible.

The course is presented in three units:

**Unit 1-** Understanding the Issue

**Unit 2-** Assessing Problem Situations

**Unit 3-** Responding to Problem Situations

### **Course Objectives**

Upon completion of the course, the participant should be able to:

- \* Define harassment;
- \* Identify the responsibilities of the employer;
- \* Identify the effects of harassment on an individual;
- \* Identify the effects of harassment on a company;
- \* Identify the protected areas under which harassment claims may be accepted;
- \* Understand the terms personal harassment and abuse of power;
- \* Define sexual harassment and provide examples of sexually harassing behaviors;
- \* Describe the reasons an employee may hesitate to report harassment;
- \* Describe various responses to workplace harassment;
- \* Identify the steps involved in filing a formal complaint;
- \* Understand the repercussions of retaliation and / or claims made in bad faith.

### **Evaluation Process**

At the end of each module, there is a quiz that each course participant must challenge and successfully complete with a passing grade before continuing to the next content module.

### **Course Duration**

The course is self paced so course duration will depend on the individual participant and their prior knowledge base with the course subject matter. On average, the course will take between 1.5-3 hours to complete.

### **Who Should Take the Course?**

All employees at all levels as harassment of any type adds no value to the work environment.