

Manager HR Training – How to Handle Incidents of Employee Misconduct

Producer: Pre-work	There are 2 breakout room activities scheduled for this session on Slide 8 (page 6 of this guide) and Slide 15 (page 10 of this guide.) Collaborate with the Facilitator to decide if participants should be put into specific groups or if the groups can be chosen at random. There will be 3 groups of participants placed into 3 different rooms. Decide whether to keep the same groups for activity 1 and activity 2 or devise new groups.
	Monitor the chat and answer questions as they come up throughout the session.

Facilitator Pre-Work:	- This guide was developed for the purposes of delivering this course via virtual training, but it can also be used for classroom training with the following considerations: - Breakout room activities will need to be adapted to fit the classroom environment. - Questions will be made directly to learners, rather than by using virtual training tools.
	This session contains 2 breakout room activities, where participants will need to be divided into 3 groups. Collaborate with the Producer about whether you feel those groups should be formed a certain way or if the Producer can make them at random.
	Open the PowerPoint file associated with this guide.
	- Share the PowerPoint application and ensure that the Zoom <i>Attendees</i> and <i>Chat</i> panels are visible. - To ensure Zoom Attendees are visible – Click on Participants in the webinar controls. The Participants panel will be on the right side of your screen. The attendees will be listed on the Attendees tab. - To ensure Zoom Chat panel is visible – Navigate to the webinar controls at the top, click on the 3 dots, and click on Chat. The Chat box will appear and can be moved to a more convenient location.
	Some key talking points and questions are included in this guide but be prepared to add your own commentary and questions as well.
	Aim towards generating a response from the learner(s) at least once every five minutes; this will keep learners engaged and will encourage them to follow along closely. Examples of these types of responses have been noted using ASK.

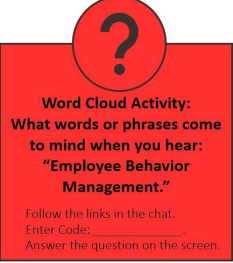
Manager HR Training – How to Handle Incidents of Employee Misconduct

Session # 1		
Slides	Approximate Timing	Topic
1	2 minutes	Welcome
2-5	6 minutes	Introduction
6-9	10 minutes	Examples of Misconduct
10-12	6 minutes	Steps to Address Misconduct
13-16	14 minutes	Disciplinary Actions
17	2 minutes	How to Spot Misconduct
18-19	7 minutes	Summary & Reflection
20-21	3 minutes	What's Next? & Questions
Total:	50 minutes	

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Slide#) Duration	Slide	Facilitator Notes	Producer Notes
1) 2 minutes		DO: – Welcome learners. – Introduce yourself. – Remind learners that the session will be recorded and will be available for their review.	DO: Greet early learners and let them know the session will begin shortly. Answer any early questions. Instruct learners to remain muted unless called upon, and to use the raise hand icon if they have questions. Inform learners that cameras are preferred, but optional.
2) 1 min		DO: – List Learning Objectives SAY: – This session is the start to your journey of becoming trained in handling employee misconduct for Burger Bliss.	DO: – Ensure Mentimeter activity is ready for next slide.

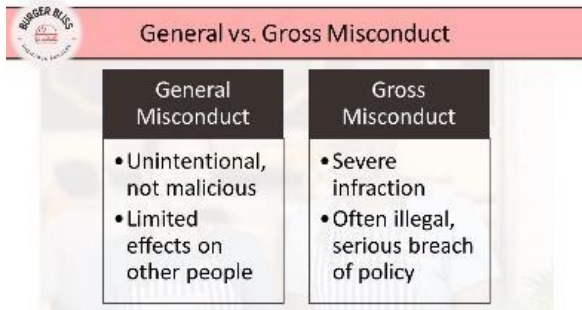
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3) 2 min	 	SAY: We are going to start off by completing a word cloud activity Think to yourselves: What words or phrases come to mind when you hear “Why is it important to manage employee behavior”? DO:	DO: Code for Mentimeter word cloud activity should be put on slide and/or shared in the chat. Share link to activity in the chat.
4) 2 min		DO: – Describe how the 4 different groups benefit from managing employee behavior in a professional manner. – Point out any words / phrases that may have come up in the word cloud activity. SAY: Resolving misconduct is essential for protecting employees, promoting teamwork, and upholding best practices. Managing misconduct in a professional manner reflects your values as a leader and impact’s the company’s mission.	DO: – Answer any questions in the chat.

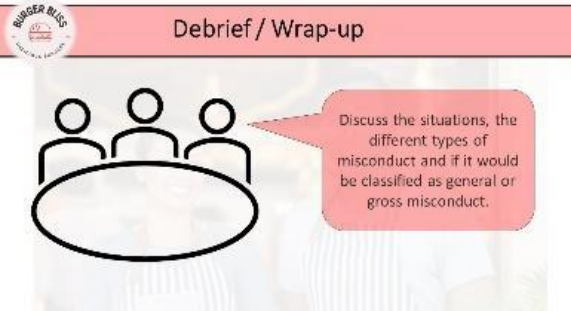
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5) 1 min	BURGER BLISS What is Misconduct? Employee behavior that is inappropriate for the workplace and negatively impacts the employee's work, environment or peers.	DO: Define and describe misconduct.	DO: – Answer any questions in the chat
6) 4 min	BURGER BLISS Examples of Misconduct 1 Insubordination • Consistently late to work • Using inappropriate language 2 Unethical relationships • Preferential treatment 3 Harassment & Discrimination • Bullying & sexual harassment 4 Theft or Fraud • Stealing from company • Stealing from customers 5 Drug Abuse • Being under the influence on the job • Keep drugs or alcohol on them at work	DO: Explain that misconduct can take place in many forms. Be sure to describe the different examples and types of misconduct managers will see in the workplace. ASK: – What are some types and/or examples of misconduct? You may either unmute yourself or write in the chat. DO: After attendees have given their answers, put the example on the slide and be sure to describe the different examples and types of misconduct managers will see in the workplace, if they were not covered by the attendees. ASK:	DO: Continue to manage the chat. Make sure all questions are answered.

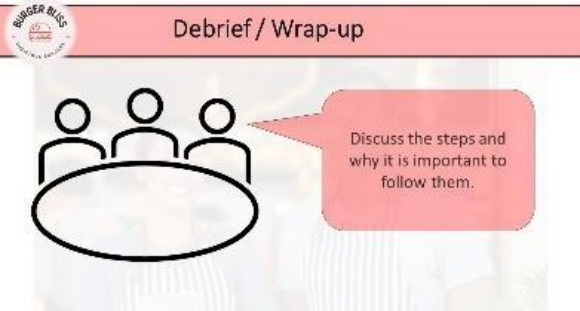
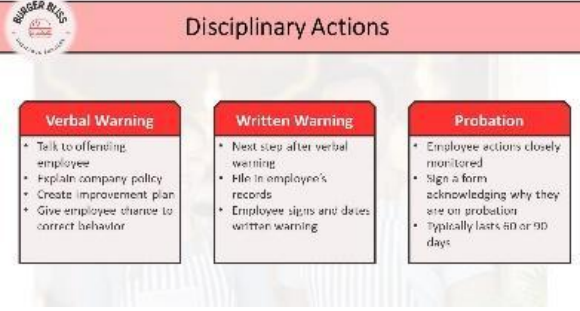
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		Do any of you have experience handling these types of employee misconduct? What steps did you take? Is there anything you would do different?					
7) 1 min	 General vs. Gross Misconduct <table><thead><tr><th>General Misconduct</th><th>Gross Misconduct</th></tr></thead><tbody><tr><td> • Unintentional, not malicious • Limited effects on other people </td><td> • Severe infraction • Often illegal, serious breach of policy </td></tr></tbody></table>	General Misconduct	Gross Misconduct	• Unintentional, not malicious • Limited effects on other people	• Severe infraction • Often illegal, serious breach of policy	DO: Review the difference between general vs gross misconduct. Discuss were the different examples from the previous slide fall.	DO: Ensure Mentimeter activity and breakout rooms are ready for next slide.
General Misconduct	Gross Misconduct						
• Unintentional, not malicious • Limited effects on other people	• Severe infraction • Often illegal, serious breach of policy						
8) 4 min	 BURGER BLISS EST. 2020 DELICIOUS BURGERS ? Identify the type of misconduct. Determine its severity: general or gross. <u>5 minutes</u> Break into groups Follow the link the chat Enter Code: Fill in your responses.	DO: Introduce breakout room activity Instruct learners to navigate to the activity once in their breakout rooms and jot down their responses as they discuss them. Inform learners they will have about 4 minutes.	DO: Code for Mentimeter activity should be put on the slide or shared in the chat. Share link to activity in the chat. Send learners into break-out rooms for 4 minutes after facilitator introduces the activity.				

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9) 1 min		DO: Review some of the responses in the Mentimeter activity. Encourage learners to read out / share more about their responses.	DO: Ensure Mentimeter activity screen is shared with learners; then return to sharing slide deck.
10) 3 min		DO: Introduce and talk about the steps that need to be taken when addressing misconduct. SAY: Following these steps provides a structured and professional approach to handling employee misconduct. This will ensure that all conduct is handled in a timely fashion.	DO: Ensure Mentimeter activity is ready for next slide.
11) 2 min		DO: Introduce mentimeter activity. Instruct learners to access the code in the chat and take the quiz. Inform learners they will have about 2 minutes to complete the activity.	DO: Code for Mentimeter activity should be put on slide and/or shared in the chat.

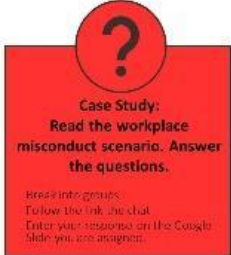
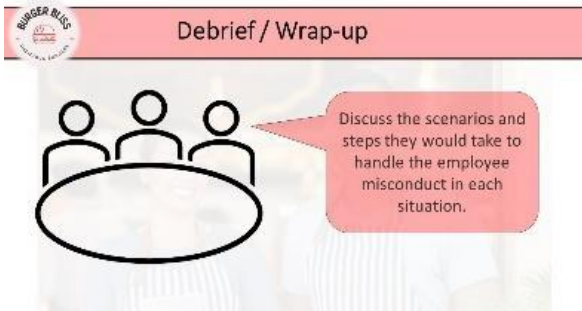
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12) 1 min		DO: Encourage learners to share thoughts on the steps they will need to take when handling employee misconduct. Ask why it is important to follow the steps. Have student respond in the chat.	DO: Ensure Mentimeter activity screen is shared with learners; then return to sharing slide deck.
13) 4 min		DO: Introduce the disciplinary responses used when handling workplace misconduct. SAY: Gross misconduct may result in terminating the employee immediately; however, many offenses go through a standardized warning process before an employee is terminated. A verbal warning is commonly given to an employee before an official record of misconduct is reported. It is important to talk with the employee, possibly create an improvement plan, and give them a chance to correct their behavior moving forward. A written warning is usually the next step after a verbal warning if the	DO: Continue to manage the chat. Make sure all questions are answered.

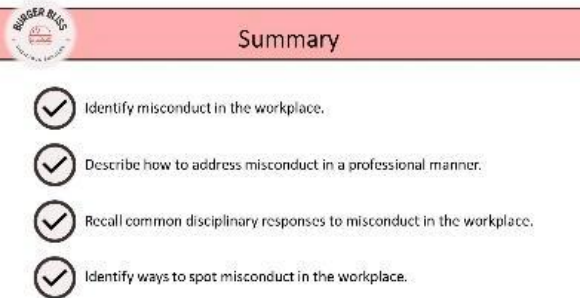
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		employee behavior does not change. This warning is more serious and needs to be filed in an employee's record. It is important to share the next steps if the behavior continues. Probation will typically last for 60 or 90 days and is a period where the employee actions are closely monitored. If there is no improvement, probation may be extended. ASK: Do any of you have experience using any of these disciplinary actions? Do you think they are effective? Why or why not?	
14) 2 min		DO: Continue to discuss the disciplinary responses used when handling workplace misconduct. SAY: Suspension is a more serious discipline action. Suspension includes removing employees from a project, certain privileges, or suspending them from working all together. It is important to explain your expectations while they are	DO: Ensure Google Slide deck and breakout room are ready for next slide.

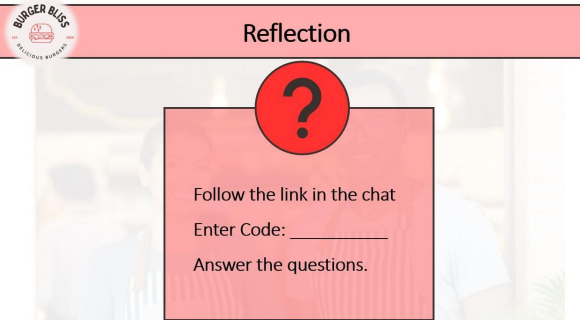
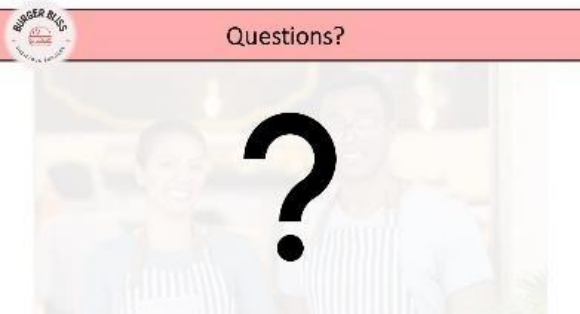
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		suspended. Employee needs to meet with human resources. Dismissal is usually the last resort when an employee is trying to correct behavior. If there is gross misconduct, terminating the employee may be the only appropriate action. It is imperative that you document how you informed the employee and include human resources in this process.	
15) 5 min	 	DO: Introduce the case study activity. Instruct learners to access the Google Slide Deck. Explain that each breakout room will be assigned a scenario to read and answer the questions.	DO: Share Google Slide deck in the chat. Send learners into breakout rooms after facilitator introduces the activity.
16) 3 min		DO: Encourage learners to share thoughts / what was discussed during the activity. Ask the question and review the scenarios each team was given.	DO: Ensure Google Slide deck screen is shared with learners; then return to sharing slide deck.

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17) 2 min	 How to Spot Misconduct - Regular performance reviews and staff meetings - Get to know employees and build trust - Keep other company leaders accountable - Have high standards for behavior	DO: Introduce the best ways managers can spot misconduct in the workplace. SAY: All of these help you catch misconduct before it becomes a serious issue. Build trust and relationships allows you to have an inside perspective on behavior patterns. It is important to have clear steps for employees to confidentially report harassment or discrimination. ASK: Are there any other ways you as the manager can spot workplace misconduct?	DO: Continue to manage the chat. Make sure all questions are answered.
18) 2 min	 Summary - Identify misconduct in the workplace. - Describe how to address misconduct in a professional manner. - Recall common disciplinary responses to misconduct in the workplace. - Identify ways to spot misconduct in the workplace.	DO: Review the learning objectives and the topics discussed in the training.	DO: Ensure Mentimeter activities and breakout room are ready for next slide.

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19) 5 min		DO: Have students take the ungraded reflection quiz.	DO: Code for Mentimeter reflection activity should be put on slide and/or shared in the chat. Share link to reflection in the chat.
20) 1 min		DO: Introduce topics for upcoming sessions.	DO: Continue to manage the chat. Make sure all questions are answered.
21) 2 min		DO: See if learners have any questions. Say goodbyes.	DO: Help monitor chat for questions from the learners.