

Equal Opportunity Training Video

Notes for training

This video provides an opportunity for discussing race discrimination, inappropriate behaviours and their impact, and your workplace policies and complaints process.



Questions:

Question 1: What was Richard referring to at the end of the scenario when he tells Greg: 'Most of the time you blokes don't cross the line, this time you have'?

Question 2: Does Mick have any rights in this situation?

Question 3: What does Mick stand to gain by complaining to Richard?

Question 4: What are Greg's responsibilities in this matter?

Question 5: What were Richard's responsibilities in relation to Mick's complaint?

Question 6: Why does Richard ask Mick to keep this matter to himself?

Ideas for training staff, managers (anyone in a supervisory position) or contact officers:

Staff (10 - 20 mins)

- Stop the scene at the first break [warn that the scene is very short] and ask the group whether any laws and or organisational policies have been affected by the behaviour of Greg towards Mick. Discuss the merits of each point of view. Finish the exercise with a statement that this would constitute racial discrimination and Greg's behaviours constitute a breach of workplace policy.
- Before showing the video test participant knowledge of race discrimination, or your complaints process and after viewing the video revisit earlier points made by the group.

- Use the questions from the package (see above) for discussing in groups or a large group after viewing the video.
- ‘Self help’ or trying to resolve the problem yourself by talking to the person or people involved is often the quickest and most successful in stopping unwanted behaviour, however the Mick opts to go to his supervisor. Discuss ‘self help’, it’s value and ideas for how to.
- The scene is based on an actual complaint received at the EOC. The complaint was not settled at conciliation and was referred to the Equal Opportunity Tribunal by the Commissioner; case was settled out of court for an undisclosed amount. Discuss your complaints procedure including external options.

Managers (30 - 45 mins)

- The video presents an excellent opportunity to discuss Richard’s response to Mick’s complaint. You might show the scene in its three parts. Discuss the first scene as for staff [above]. You might also talk about power relationships evident in the first scene.
- Discuss Richard’s questioning and what motivates him to take a particular approach in his interview. For example, ask why Richard tells Mick to ‘keep this to yourself’.

- You might ask managers the question: 'If you were dealing with this matter, what would you do 'differently from' and then 'the same' as Richard?' Talk about Greg's response that he knew nothing about the policy referred to by Richard.
- Another focus to take with group discussion 'This scene presents some negative and positive ideas which might be useful to you as managers. Richard displays at least five principles for nipping problem behaviours in the bud. What were they?' - 1) Richard was prompt, 2) took the matter seriously, 3) interviewed the parties in a sensitive environment, 4) impartial, and 5) kept the matter contained.
- Before showing the second and third scenes ask participants to think about the way Richard responds to Mick, then Greg, particularly the questions he puts to them and his responses.
- Discuss Richard's response and link with your workplace policies and procedures.
- Discuss how Managers can support staff with 'self help'.

Contact Officers [15 mins]

- Small group exercise inviting contact officers to describe how they would interview Mick if he had approached one of them. What information would they want from Mick and what would they provide?
- Pose a question to the whole group: what are the key differences between your role and Richard's?
- Discuss how a contact officer can support staff with 'self help'.