

Equal Opportunity Training Video

Notes for training

This video provides an opportunity for discussing bullying, age discrimination, and the responsibility and practice of management.



Generation Gap

Questions:

Question 1: What rights would John have if he complained to the Equal Opportunity Commission about the incident you've just seen?

Question 2: What did you think about the appropriateness of the comments made by Angus and Maria to John?

Question 3: What responsibilities did the employer have in relation to removing John's name from the safety training list?

Question 4: Which of the issues John raised could be appropriately addressed at a staff meeting?

Question 5: What reasonable steps could this organisation take to prevent discrimination or harassment happening in future?

Question 6: Sounds like the culture in this organisation might need a shake up. What role can managers play in this?

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

- Stop the video at the first break and ask the group whether any laws and or organisational policies have been affected by Maria and Angus's behaviour towards John, as John was clearly offended by the comments made by Maria and Angus.
- Before showing the video test participant knowledge of age discrimination and bullying, and or your complaints process and after viewing the video revisit earlier points made by the group.
- The scene is based on an actual complaint of age discrimination received at the Commission. The complainant wanted the behaviours to change and the conciliation agreement included an apology and training for staff and managers. Discuss your complaints procedure including external options.
- Use the questions from the package for discussing in groups after viewing the video.

Managers

- The video presents an opportunity to discuss Carmel's response to John. When is a staff meeting appropriate to deal with an issue and when is a meeting with staff concerned a better approach?
- You might ask managers the question: "If John came to you with his concerns, what would you do differently from Carmel? What are better ways for handling this situation?"
- Discuss Maria and Angus's behaviour towards John and how this relates to your policy or code of conduct.
- Role play how to manage a discussion with Maria and Angus regarding their behaviour or a discussion with John on his value to the team, this will support managers in developing skills to handle such situations.
- Discuss the benefits of older workers and managing different generations within the team.

Contact Officers

- Small group exercise inviting contact officers to describe how they would interview John if he had approached one of them or have this activity as a role play.
- Discuss how a contact officer can support staff with self-help.