



Communicator

JUNE 2011

Preventing Harassment On-line Training

What is Bates' greatest resource? You're right, it's our devoted employees committed to a safe and productive workplace. In order to attract and retain an excellent workforce, Bates strives to maintain an environment that is free of workplace discrimination and harassment of any kind. A healthy work environment is one where all employees, students and visitors are treated with dignity and respect.

Bates College wishes to be in compliance with Federal and State Laws regarding workplace and sexual harassment by providing to faculty, staff and students an on-line training course titled "Preventing Workplace/Sexual Harassment." This training course is designed to provide you with relevant information pertaining to harassment and retaliation based on all protected classes with a specific focus on sexual and workplace harassment laws as well as Bates' policies and procedures for reporting violations. All faculty, staff and students are expected to adhere to the standards outlined in this program. The Office of Equity and Diversity Re-

sources will begin with training for all supervisors in late June with plans to present to all faculty and staff by August and September. The student training will be soon to follow.

Sexual Harassment

Every employee of Bates College is responsible for reporting issues of sexual harassment. Once a claim of sexual harassment has been identified, it is the obligation (by law) to act on it. Although we will try our best to provide confidentiality, it may not be possible to promise complete confidentiality. Some examples of risky behaviors are:

Risky Behaviors – Verbal

- derogatory comments of a sexual nature or based on gender
- comments about clothing, personal behavior, or a person's body

Risky Behaviors–Non-verbal

- staring
- looking up and down (elevator eyes)

Risky Behaviors – Physical

- leaning over, invading a person's space

- *inappropriately touching a person or person's clothing

Risky Behavior – Visual

- posters, cartoons, drawings, calendars, pinups and pictures of a sexual nature
- electronic bulletin boards/computer graphics of a sexual nature

Hostile Environment

A work or learning environment is "hostile" when unwelcome verbal, non-verbal, or physical behavior of a prohibited nature is severe and pervasive enough to unreasonably interfere with an employee's work or a student's learning, or creates an intimidating, hostile, or offensive environment to a "reasonable person."

You will receive further information regarding this on-line training program through various communication avenues so please be sure to stay tuned!

This training program is provided by the Office of Equity and Diversity. Questions may be directed to Carmen Purdy at x6031.

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New Staff

Meg Kimmel, *Asst Vice President for Communications and Media Relations*

Ann Lavalliere, *Senior Accountant, Accounting*

David Robitaille, *Cash Operations Worker, Dining Services*

Dates of Interest in June, July, August

June 9th	Weekly and Bi-Weekly Pay Date
June 13-17th	Staff Enrichment Week
June 16th	Employee Recognition Luncheon
June 17th	Bates B Well 5k
June 18th	<ul style="list-style-type: none">• B Outdoors—Kayaking on the Androscoggin• Clean Sweep
June 21st	BCSA Softball
June 23rd	Bi-Weekly Pay Date
July 4th	HOLIDAY
July 7th	Bi-Weekly Pay Date
July 14th	Monthly Pay Date
July 21st	Bi-Weekly Pay Date
August 4th	Bi-Weekly Pay Date
August 11th	Monthly Pay Date
August 18th	Bi-Weekly Pay Date
August 20-21st	B Outdoors—Whitewater Rafting



A benefit for many: what benefit can you share with anyone significant in your life?

Quiz: What benefit do you have that your neighbor, friend or child's friend can use? It is the Employee Assistance Program (EAP). All employees can access the services of the EAP as well as anyone who is significant in your life; a family member, friend, family member's friend (son or daughter's friend). Why so broad a definition? If something is affecting someone close to you, you may also be affected by it.

There are three basic types of services available through the EAP

- Unlimited 24/7 counseling over the phone
- Up to six free in-person sessions with a counselor per person per issue
- Host of free material and information available through their Web site: www.lifebalance.net (user ID: bates, password: bwell)

Topics you may contact the EAP about include;

- | | |
|-------------------------------|------------------|
| •Health, Emotional Well-Being | •Financial |
| •Addiction & Recovery | •Legal |
| •Parenting & Child Care | •Everyday Issues |
| •Education | •Work |
| •Midlife & Retirement | •Managing People |
| •Older Adults | •Disability |

In addition to telephonic and in person counseling you also have access to articles, Turbo Tax Discounts, a nurse Line, discounts, pod casts (audio and visual), a child care locator, midlife & retirement guidance, a divorce tool kit and financial calculators (home refinance, personal finance, investments).

Is it confidential? Yes; Bates College receives no reports of any kind from the EAP, not even an aggregate report on number of contacts. We pay a per employee fee whether anyone uses the EAP or not.

From their web-site, the only time a counselor would disclose a contact is if you were suicidal, if you were a danger to yourself or others, if you had a medical emergency, or if they were concerned about child abuse or elder abuse. If any of these scenarios arose, the EAP provider would then contact the proper authorities—they would not contact Bates.

This may seem all too good to be true—a wealth of information and resources for free. Why would Bates offer and pay for it? Because we know that if there is something that is on your mind then it is taking away from your productivity at work. If the EAP can help you through an issue then your department and co-workers benefit as well.

So here's to all those summer nights when my feet hit the sand and the waves break my fall and all my friends around me out number the stars.

~Unknown

Communicating During Times of Change

Communicating well is always a challenge. But during changing times, it can be an even greater challenge. We tend to be less trusting of others and to feel less secure and less valued when the environment around us is changing. All of this can cause communication problems and misunderstandings. It can cause us to feel stressed and less enthusiastic about our work. Following are some suggestions on how to communicate in positive ways at work during times of change.

Communicating with your manager

One of the chief reasons change makes us uncomfortable is because we don't know how it will affect our jobs and our lives. In the absence of information, we may become apprehensive and jump to conclusions. The sooner you can find out from your manager how your job will be affected by the change, the less uncertainty you'll feel and the easier it will be for you to accept the change. Your manager may not have all the answers to your questions, but it's important to let your

manager know you're concerned.

Communicating with co-workers

Good relationships with co-workers can help build trust and friendships that will see you through times of change and uncertainty.

- *Build positive relationships with co-workers.* Make a conscious effort to get to know people. Reach out to others and check in regularly to see how things are going.
- *Praise a job well done.*
- *Avoid the rumor mill.* Rumors spread more quickly during times of change. Before spreading a rumor further, ask yourself, "Is there a reason to pass this on?"

Communicating during times of change

During times of change, when the pace at work may be hurried and people may be feeling uncertain, we often have shorter fuses. We may become less civil. We can forget to update each other. Poor communication can result in misunderstandings and strained relationships.

- *Resolve problems as soon as you can.*
- *Pinpoint what the problem is.* Identify what's bothering

you. Writing it down may help you clarify your thoughts.

- *Set up a time to talk about the problem.* This should be a planned meeting -- not a quick talk in the hallway.
 - *Plan ahead what you are going to say.* You want the conversation to stay constructive and focused.
 - *Describe the problem.* Be as specific as you can.
 - *Try to stay calm and not to sound argumentative or combative during the discussion.*
 - *Concentrate on being a careful listener.*
 - *Use direct channels of communication.* Try to have important conversations face-to-face and not to use e-mail or voice mail.
 - *If you say something at work that you later regret, it's a good idea to follow up with a personal apology.*
 - *Speak up if you have a concern.*
- Thoughtful and honest communication will help you handle change and will help all of your relationships at work.

*Written with the help of Elizabeth Bakken, M.A.
www.lifebalance.net*