1. Introduction

1.1 Autoplay

Autoplay
Select "Autoplay on" if you would like this training to automatically advance at the end of each slide. Or select "Autoplay off" to manually advance, which will require you to select, "Next" after every slide.
Autoplay Off

Autoplay is off. Click on “Next” to confirm your selection.
Autoplay ON (Slide Layer)

**Autoplay is on**

- Select "Autoplay on" if you would like this training to automatically advance at the end of each slide.
- Select "Autoplay off" to manually advance, which will require you to select "Next" after every slide.

Click on "Next" to confirm your selection.

**Autoplay On**

Autoplay is on. Click on “Next” to confirm your selection.
1.2 Introduction

Introduction
Welcome to the University of California’s online Abusive Conduct in the Workplace training.
1.3 How to use

Instructions
Before we begin, please note that you can read the information presented (without having to listen to the narrator) at any time by clicking on the “Script” tab. To disable the audio, click on the sound icon at the bottom.

Also, this is an interactive tutorial. You will often be prompted to click on an area or make a decision before proceeding to the next section of the course.

If you cannot access content or use features in this training due to an accessibility-related issue, please complete the Accessibility Needs Request form in the “Resources” tab. The “Resources” tab is located in the top right-hand side of your training player.
1.4 UC Abusive Conduct in the Workplace Policy

This course will introduce the UC Policy on Abusive Conduct in the Workplace. For more information, including policy application, scope, responsibilities, and to review the policy in its entirety, visit the UCOP website.

You may also access the policy through the “resources” tab of the training player.
1.5 Who is covered?

Who is covered?
The policy intends to protect you and all members of the University community. It prohibits acts of Abusive Conduct in the Workplace by, and against, all University employees, unpaid interns, and third parties (such as vendors).

For more information about how the policy applies to students, refer to the policy online.
1.6 Objectives

Objectives
By the end of this training, you will be able to:

1. Recognize Abusive Conduct
2. Identify prevention strategies
3. Follow procedures to report, and be familiar with the University’s response; and
4. Access additional information
Menu
Select a topic to begin.
2. Overview

2.1 What is Abusive Conduct (Video)

What is Abusive Conduct?
Did you know that abusive conduct can interfere with the ability to learn, teach, research, and work? This is because abusive conduct can erode morale, lead to stress, and disrupt the functioning of the University.

DEFINITION
But what constitutes abuse? And what happens when people do it in an educational, clinical, research, or administrative setting? The University of California defines abusive conduct as harassing or threatening behavior that is sufficiently severe, persistent, or pervasive; and that denies, adversely limits, or interferes with someone’s participation or benefit from the education, employment, clinical or other programs/activities of the University.

It creates an environment that a reasonable person would find intimidating or offensive, and unrelated to legitimate interests, whether intended or not.

What it is
Examples of abusive conduct may include: (insulting) Language; Rumors; (degrading) Gestures; Insults; Encouraging others to intimidate; (egregious) comments; Teasing; Interfering (with property or equipment); Circulating photos; videos, or information (without legitimate business, clinical, research, or educational purposes); Unwanted physical contact; Excluding others; Demands or refusing to take “no” for an answer; Threats to block opportunities; and Sabotaging or undermining others’ work.

What it’s not
But there is a difference between abusive conduct and appropriate supervision. Abusive conduct does not include appropriate instruction, grading, assessment, evaluation, performance management, or providing appropriate feedback.

Examples of reasonable actions when carried out appropriately can include Performance appraisals; Constructive feedback; (student) grading, and Restricting access; Meeting to address performance; (ambitious) goal setting; Investigating misconduct; Counseling or disciplining; Assertive behavior, or disagreements; Unpopular statement, or controversial positions; Expressing differences of opinion;
Participating in formal investigations; and Exercising academic freedom.

Academic freedom that is protected includes comments about scholarship, instruction, curriculum approaches, opposing opinions about policy issues or academic achievement. Even if the content is considered insulting by the recipient; and even if delivered passionately.

Differences of opinion, miscommunication, differences in work styles, business disagreements handled professionally, interpersonal conflicts, and occasional problems in working relations are an inevitable part of working life, and do not necessarily constitute abusive conduct.

NEXT STEPS
If you’ve been involved in abusive conduct, you should report it immediately. Reports are followed by an initial assessment. This can result in early resolution, or formal investigations. Learn more about what happens when there are allegations of abusive conduct by reviewing the University policy on Abusive Conduct in the Workplace.

CONCLUSION
The University does not tolerate abusive conduct. We recognize that academic freedom and academic speech are not limitless. When used in a clinical setting, there are impacts to patient safety and quality of care. While a reasonable person can find behavior hostile, offensive, and unrelated to legitimate business interests; it’s important to learn the difference between what is, and is not, considered abusive conduct. That’s why it is our responsibility to treat others with respect and cultivate a positive environment free of abusive conduct.
2.2 What is Abusive Conduct? Examples
(Multiple Response, 34 points, unlimited attempts permitted)

Abusive Conduct (Examples)
Now that you’re familiar with the policy, and how to define Abusive Conduct, let’s exercise what you’ve learned.

What do you think? Which of the following behaviors may be an example of potential Abusive Conduct? Select all that apply.

- Making unpopular statements on controversial issues
- Spreading malicious rumors
- Sabotaging a person’s work performance
- Delivering constructive feedback
- Making egregious comments about a person’s lifestyle
Feedback when correct:
Abusive Conduct may include behaviors such as spreading malicious rumors, sabotaging a person's work performance, and making egregious comments about a person's lifestyle. Remember: Differences of opinion and appropriate supervision DO NOT constitute Abusive Conduct.
Feedback when incorrect:
Differences of opinion are inevitable and do not necessarily constitute Abusive Conduct, and Abusive Conduct does not include exercising appropriate supervision of employees.
2.3 What is not Abusive Conduct (Interaction)

What is not Abusive Conduct?
It is important to recognize that not all interactions that may be unpleasant are necessarily Abusive Conduct. Categorize the following behaviors. Select either “Abusive Conduct” or “Reasonable behavior”.

Providing negative performance appraisals to employees
Incorrect (negative performance) (Slide Layer)

Incorrect.
Try again.
2.4 What is not Abusive Conduct (interaction debates)

Correct.
Categorize the following behavior as abusive or reasonable.

Participating in debates
Incorrect (debates) (Slide Layer)

Incorrect.
Try again.
2.5 What is not Abusive Conduct (interaction practical jokes)

Correct.
Categorize the following behavior as abusive or reasonable.

Making someone the brunt of practical jokes
Incorrect (practical jokes) (Slide Layer)

Incorrect.
Try again.
2.6 What is not Abusive Conduct (interaction assertive)

Correct.
Categorize the following behavior as abusive or reasonable.

Engaging in assertive behavior
Incorrect (assertive) (Slide Layer)

WHAT IS NOT ABUSIVE CONDUCT?

Categorize the following behavior as abusive or reasonable:

Engaging in assertive behavior

INCORRECT

ABUSIVE CONDUCT

• Making someone the brunt of practical jokes

REASONABLE BEHAVIOR

• Providing negative performance appraisals
• Participating in debates
2.7 What is not Abusive Conduct (Examples)

**Correct!**

In general, Abusive Conduct does not include exercising appropriate supervision of employees, participating in debates, or engaging in assertive behavior. For additional examples of conduct that generally does not constitute abusive behavior, select the “What is NOT Abusive Conduct” button. When you’re ready to proceed, select “next”.
Examples of reasonable actions when carried out appropriately include:

- Providing performance appraisals to employees, including negative appraisals
- Delivering constructive feedback
- Grading student performance, including negative assessments
- Coaching or providing constructive feedback
- Monitoring or restricting access to sensitive and confidential information for legitimate business reasons
- Scheduling regular or ongoing meetings to address performance issues
- Setting ambitious performance goals to align with departmental goals
- Investigating alleged misconduct or violation of University policy
- Engaging in assertive behavior
- Having a disagreement
- Making unpopular statements or articulating positions on controversial issues
- Participating in debates and expressing differences of opinion about academic decisions
- Participating in a formal complaint resolution or grievance process
- Exercising academic freedom

REASONABLE ACTIONS
Examples of reasonable actions when carried out appropriately include:
2.8 Scenario (Academic)

Scenario
Remember, not all abusive behavior looks the same.

Considering what you’ve learned so far, review the following situation, and determine whether it is an example of Abusive Conduct.

A student and their professor have been engaged in a discussion over email about an extension for an assignment deadline. After lengthy emails back and forth, the professor wrote, “I will not approve an extension, and I will not respond further to your emails.” The student went to complain to the Dean of Students about mistreatment from the professor. Is this an example of Abusive Conduct? Select the best response.

- No. The professor is handling this academic situation professionally.
- Yes. The professor is excluding the student from classroom activities.
- Yes. The student’s repeated emails are harassing the professor.
Correct (Slide Layer)

Correct
In general, handling disagreements professionally and carrying out instruction, grading, assessment, and evaluation do not constitute Abusive Conduct. It is important to note that, when alleged Abusive Conduct is reported, the University will respond in accordance with procedures and timelines set forth in the policy.
In general, handling disagreements professionally and carrying out instruction, grading, assessment, and evaluation do not constitute Abusive Conduct. Try again.
2.9 Scenario (Power Imbalance)

Scenario
Here’s another scenario for your consideration.

What do you think?
Dr. J is the best-funded researcher in their department. Their prolific research team attracts many employees who are dependent on Dr. J for their funding. Postdoc F., from Dr. J’s lab, asks to meet with you. They allege that Dr. J mistreats their mentees, has an explosive temper, frequently shouts, and accuses the trainees of being stupid or uncommitted to science.

Postdoc F. further alleges that Dr. J routinely requires excessive hours of work in the lab, including evenings and weekends. Postdoc F even stated that Dr. J retaliated against them directly for taking a day of absence, accused them of laziness, and rescinded their approved vacation. Dr. J even withheld approval of Postdoc F.’s publication for months, which prevented them from going on the job market.

Is this scenario an example of potential Abusive Conduct? Select one.

- Yes. Dr. J’s behavior is persistent, intimidating, and limiting.
- No. There were probably operational needs to withhold Postdoc F.’s publication.
- Maybe. It depends on how many hours of overtime Postdoc F. worked.
Incorrect (Slide Layer)

Dr. J is the best-funded researcher in their department. Their prolific research team attracts many employees who are dependent on Dr. J for their funding. Postdoc F., from Dr. J’s lab, asks to meet with you. They allege that Dr. J mistreats their mentees, has an explosive temper, frequently shouts, and accuses the trainees of being stupid or uncommitted to science.

INCORRECT
Dr. J’s behavior is persistent, intimidating, and adversely limit’s Postdoc F.’s career advancement.

Incorrect
Dr. J’s behavior is persistent, intimidating, and adversely limit’s Postdoc F.’s career advancement.
Correct (Slide Layer)

SCENARIO | Power imbalance (Staff)

CORRECT!
Dr. J’s behavior is persistent, intimidating, and *limits career advancement opportunities* for Postdoc F.

This scenario is a reminder that allegations of Abusive Conduct may be complicated and involve many factors. There may be operational needs to work excessive hours, deny vacation time, or withhold publication in some circumstances. However, behavior that is persistent, offensive, and *adversely limiting* constitutes Abusive Conduct.

It is important to note that the relationship between parties will be considered when evaluating conduct. Power imbalances, such as between employee and supervisor, or between faculty and staff, may contribute to deciding whether behavior is determined to be abusive.

Correct

Dr. J’s behavior is persistent, intimidating, and limits career advancement opportunities for Postdoc F. This scenario is a reminder that allegations of Abusive Conduct may be complicated and involve many factors. There may be operational needs to work excessive hours, deny vacation time, or withhold publication in some circumstances. However, behavior that is persistent, offensive, and adversely limiting constitutes Abusive Conduct.

It is important to note that the relationship between parties will be considered when evaluating conduct. Power imbalances, such as between employee and supervisor, or between faculty and staff, may contribute to deciding whether behavior is determined to be abusive.
2.10 Scenario (Academic Freedom)

Scenario
Let’s explore the topic of academic freedom further by examining this scenario.

In his Modern US History class, Professor M. gave a lecture, which focused on the US Government’s role in 9/11. A student questioned the professor’s conclusion and a lively discussion ensued. The student, who continues to have an alternate viewpoint, complained to the Department Chair about the professor.

Is this an example of Abusive Conduct? Select the best response.

- Yes. The student publicly disagreed with the professor.
- Yes. The professor’s controversial viewpoint generated distracting conversation.
- No. THE professor’s conduct is covered by academic freedom, which extends to the classroom.
Correct

As described, the conduct in this situation does not constitute Abusive Conduct. The professor’s behavior is covered by academic freedom, which includes the right to express views on matters of public importance. This right extends to curriculum and instruction in the classroom.

REMEMBER: In general, making unpopular statements or articulating positions on controversial issues does not constitute Abusive Conduct.
In general, having differences of opinions, making unpopular statements, or articulating positions on controversial issues does not necessarily constitute Abusive Conduct.
2.11 Summary (Overview)

Summary
In summary, remember to:

• Define Abusive Conduct
• Recognize examples of conduct that may be Abusive Conduct; and
• Identify behaviors that generally do not constitute Abusive Conduct
3. Prevention

3.1 How do we stop Abusive Conduct? (Video)

How do we stop Abusive Conduct?

ABUSIVE CONDUCT

Can abusive conduct really be prevented? There is always something you can do to prevent abusive conduct from happening before it occurs.

STRATEGIES

It doesn’t mean you always have to confront others. Instead, you can take manageable steps, which include: Informing yourself of the guidelines; Documenting incidents; Setting boundaries; and Reporting the problem. You can also seek counsel to strengthen your coping skills.

INFORM YOURSELF

Policies & procedures

Take action to inform yourself of the guidelines, policies, and procedures in the Abusive Conduct in the Workplace policy. Also, review the Principles of Community. These documents define what is considered a respectful working relationship. The Standards of Ethical Conduct can help you identify what’s considered legal and professional behavior in its section describing “respect for others.” In addition, review the Statement of Ethical Values which provides you guidance on concepts such as integrity, accountability, and the rights and dignity of others.

DOCUMENT

Document any incidents so they can later be reported. This helps you share useful information to demonstrate the problem, such as: Date, time, who was present; How it affected you, or others; and whether it happened before, or if it’s part of a pattern.

SET BOUNDARIES

Location
Recognize that the workplace includes not just the physical space that you work at. But can also extend to any space where university business is conducted, or in the context of a University program or activity. This includes places you go on university trips, conferences, or even at a local restaurant where employee work retirements are held. So, engage appropriately, and minimize your exposure, whenever you are around others in the UC.

**Communicate**
If you observe abusive conduct indicate to other(s) that you find their conduct unwelcome. Communicate this if you feel safe. Simply saying, “I don’t like that joke” might be enough. Do not join in, avoid engaging in inappropriate behavior, and do not allow the offensive actions, banter, or discussions of others to continue.

**Intervene**
You can deescalate instances of abusive conduct by learning how to direct, distract, delegate, and/or delay. Directly step in and ask, “Is everything okay here?” Create a distraction by accidentally spilling or dropping something. Delegate by asking someone with authority to help. Delay by checking in on individuals after the fact. You can help reduce trauma by asking, “Is there any way I can support you?”

**REPORT**
Instead of, or in addition to, communicating directly you should notify your supervisor, an applicable university office, or the UC Whistleblower hotline about the abusive conduct.

**SEEK COUNSEL**
Make use of the free, or low cost, counseling available through the Employee Assistance Program. Student employees may also contact Counseling & Psychological Services. There are other resources you should seek which include Human Resources, Academic Personnel, Ombuds, CARE, and the police.

**CONCLUSION**
To prevent abusive conduct, make sure to inform yourself, document incidents, set boundaries, and report problems. Get support to reinforce your coping skills. If you, or someone else, are recipients of abusive conduct make sure to follow procedures to help address what happens when there is abusive conduct.
3.2 Retaliation

Protection against Retaliation
It is important to note that UC policy prohibits Retaliation against any person who reports Abusive Conduct or participates in an investigation. Any member of the UC community who engages in Retaliation, such as threats, intimidation, or reprisals, may be disciplined.
3.3 Summary (Prevention)

Summary
In summary, remember to:

- Identify strategies to prevent Abusive Conduct, and
- Understand your protection from Retaliation.
4. Procedures (Response)

4.1 What happens when there is abuse? (Video)

What happens when there is abuse?

ABUSIVE CONDUCT
Harassing or threatening behavior has no place in a University environment. When abusive conduct occurs, there are policies that define the roles and procedures that may lead to resolutions, investigations, and recommended actions for the parties involved. While actions may range from discussions to disciplinary actions, not all individuals will be informed of the details of corrective actions.

ROLES
Investigations of abusive conduct often involve a: 1) Complainant: or an individual who alleges or has been subjected to abusive conduct (and includes students), and 2) Respondent: or individual(s) who are alleged to have engaged in it. There may be others involved, such as supervisors/managers, and investigators.

PROCEDURES
What does the University do when abusive conduct occurs?

1) Report
As soon as it happens, abusive conduct should be reported. Reports can be made to: 1) supervisors/managers, 2) applicable University office(s), and/or 3) the UC Whistleblower hotline. University offices that can help or investigate include Human Resources, Academic Personnel, and Student Affairs.

Sexual. If abusive conduct is sex-based, reports are handled by the Title IX Office. This includes conduct that is based on: Gender (including gender identity, or gender expression); Sex- or gender stereotyping; or Sexual orientation.

Physical. Physical violence or threats are extreme forms of abusive conduct and should be reported to the University of California Police Department or threat response team.

Anonymous. Anonymous reports are taken seriously, and are tracked, even if they not investigated.
**Time limit.** There is no limit for submitting a report. And people should report, even if a significant time has passed. Instead of or, or in addition to, reporting abusive conduct, employees may file a grievance or complaint.

2) Assessment
Once reported, offices make an initial assessment within 30 days. The University then proceeds to a resolution. And Complainants are notified in writing about the steps taken to reach resolution.

3) Resolutions

**Resolutions may be either:** 1) Early resolution, and/or a 2) Formal investigation. Early resolution includes: discussions or mediations; counseling, coaching, educational, and/or training programs; or corrective action / discipline negotiations. These actions are started within 60-75 business days after initial assessment. Formal investigations include: Interviews (of parties involved, and any other witnesses); Document and evidence review; and/or Interim protections or measures taken. Advisors and other support persons may be allowed during the interviews. This process results in a formal written report. Reports are forwarded to the appropriate University official, who recommends next steps. To protect privacy, the Complainants may be notified that the matter has been referred for appropriate administrative action. But Complainants may not be informed of the details of recommended actions, without the Respondent’s consent.

**CONCLUSION**

Abusive conduct has a negative impact and creates a climate of fear and disrespect. In a clinical setting, it can result in preventable patient harm. The University of California is committed to providing a safe, supportive, responsive, and equitable environment for all individuals. In turn, all community members are expected to behave in ways that support the University’s Principles of Community, and Statement of Ethical Values and Standards of Ethical Conduct.
4.2 Report (Types of conduct)

Report
You should be aware of special considerations and processes for handling reports of certain conduct.

If you are uncertain how to categorize behavior that you believe to be abusive in nature, report it anyway. The local investigator of the Abusive Conduct report will help determine what happens next.

The mechanics of reporting procedures differ from location to location. Refer to and follow the specific reporting procedures at your location.

Select each category to learn more. When you are ready, select “next” to proceed.
Physical Violence
Physical violence or threats of physical violence are extreme forms of Abusive Conduct. Report this behavior to your location’s campus police department or threat response team.
Sexual Violence / Sexual Harassment
If abuse is sex-based, report or forward reports to the Title IX Office. This includes conduct that is based on gender, gender identity, gender expression, sex- or gender-stereotyping, or sexual orientation. For more information, access the University of California Sexual Violence and Sexual Harassment Policy.
Discrimination

If conduct is based on one or more protected categories, report or forward reports to your local Equal Employment Opportunity and/or Affirmative Action Offices. For additional information, and to review protected categories, access the University of California policy on Discrimination, Harassment, and Affirmative Action in the Workplace.
4.3 Confidential Resources

Confidential Resources
Anyone who witnesses or experiences Abusive Conduct may consult confidential resources for support and assistance, such as counseling, conflict resolution, and resource referrals. You can consult confidential resources at any time, and doing so is not considered making a report. Confidential resources at your location include Employee Assistance Programs and the Ombuds Office.
4.4 Privacy and Confidentiality

Privacy & Confidentiality
The University must balance the privacy interests of people involved in a report of Abusive Conduct against the need to gather information, ensure a fair process, and stop, prevent, and remedy the alleged conduct. In this context, the University protects people’s privacy to the extent permitted by law and University policies.
4.5 Summary (Procedures)

Summary
You should now be able to:
• Report Abusive Conduct in the Workplace
• Recognize the University’s responsibility to respond to alleged Abusive Conduct
• Understand options for resolution.
5. Resources

5.1 Location

Location Resources
There are various resources available at your campus or location. Select your location to proceed.
Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
5.4 Berkeley

Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

• Employee and/or Labor Relations
• Employee Assistance Programs
• Office of the Ombuds, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
5.7 Los Angeles

Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
5.8 Santa Barbara

Resources
The University has programs in place to support you. Please take a moment to review additional information and location-specific resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
5.10 Riverside

Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
5.11 San Diego

Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
5.12 San Francisco

Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
5.14 ANR

Resources
The University has programs in place to support you. Please take a moment to review additional information and resources available to you, such as:

- Employee and/or Labor Relations
- Employee Assistance Programs
- Ombuds Office, and more.

Select the “resources” button to begin. Please note that relevant information will populate in a separate browser. We encourage you to note these programs and resources for future reference. When you are ready, return to the training player, and select “next” to proceed.
6. Test

6.1 Reminder

Reminder
In summary, remember to:

1. Recognize Abusive Conduct
2. Identify prevention strategies.
3. Follow procedures to report, and be familiar with the University’s response; and
4. Access additional information
6.2 For more information

For more information, please refer to your local Abusive Conduct implementing procedures. You may also contact an applicable University office, such as Human Resources, Academic Personnel, Student Affairs, and/or threat response team(s). To receive credit for this course, you must complete the test and Acknowledgment. When you are ready, proceed to take test.
6.3 Question 1
(Multiple Response, 34 points, 1 attempt permitted)

Question 1
Which of the following behaviors may be an example of potential Abusive Conduct? Select all that apply.

- Spreading malicious rumors
- Making unpopular statements on controversial issues
- Sabotaging a person’s work performance
- Delivering constructive feedback
- Making egregious comments about a person’s lifestyle
Feedback when incorrect:
Behaviors that may constitute Abusive Conduct include, but are not limited to, spreading malicious rumors, sabotaging a person’s work performance, and making egregious comments about a person’s lifestyle.
Feedback when correct:
Behaviors that may constitute Abusive Conduct include, but are not limited to, spreading malicious rumors, sabotaging a person’s work performance, and making egregious comments about a person’s lifestyle.
6.4 Question 2
(Multiple Choice, 33 points, 1 attempt permitted)

Which of the following behaviors is an example of Abusive Conduct? Select the best response.

- Scheduling regular meetings to address performance issues
- Grading student performance, including negative assessments
- Having a passionate disagreement
- Making threats to block a person’s advancement without a legitimate business or educational purpose

Question 2
Which of the following behaviors is an example of Abusive Conduct? Select the best response.

- Scheduling regular meetings to address performance issues
- Grading student performance, including negative assessments
- Having a passionate disagreement
- Making threats to block a person’s advancement without a legitimate business or educational purpose
Incorrect (Slide Layer)

Which of the following behaviors is an example of Abusive Conduct? Select the best response.

- Scheduling a course at a time inconvenient for the student.
- Grading a student unfairly.
- Having a personal conversation with a student.
- Making threats to block a person’s advancement opportunities or continued employment at the University without a legitimate business or educational purpose.

Incorrect

Making threats to block a person’s advancement opportunities or continued employment at the University without a legitimate business or educational purpose constitutes Abusive Conduct.

Remember: Abusive Conduct does not include exercising appropriate supervision of employees, or carrying out instruction, grading, assessment, and evaluation. It does not include performance management or differences of opinion that are handled professionally.
Correct
Making threats to block a person’s advancement opportunities or continued employment at the University without a legitimate business or educational purpose constitutes Abusive Conduct.
6.5 Question 3
(Multiple Choice, 33 points, 1 attempt permitted)

Question 3
If you are subjected to, or become aware of Abusive Conduct, what should you do? Select the best response.

- Nothing; the Abusive Conduct may be protected by free speech
- It depends on who the Complainant is
- Report it to an applicable University Office
- Wait to see if the behavior is patterned
Incorrect
If you are involved in Abusive Conduct, you should report it to your manager, supervisor, directly to the applicable University office, or to the UC Whistleblower Hotline.
If you are involved in Abusive Conduct, you should report it to your manager, supervisor, directly to the applicable University office, or to the UC Whistleblower Hotline.
6.6 Question 4
(Multiple Choice, 33 points, 1 attempt permitted)

After receiving a report of alleged Abusive Conduct, the University responsibilities are __________? Select the best response.

- Adjudication, Resolution
- Assessment, Retaliation
- Accusation, Resolution
- Assessment, Resolution

Question 4
After receiving a report of alleged Abusive Conduct, the University responsibilities are __________? Select the best response.

- Adjudication, Resolution
- Assessment, Retaliation
- Accusation, Resolution
- Assessment, Resolution
Correct (Slide Layer)

After receiving a report of alleged Abusive Conduct, the University responsibilities are ________? Select the best response.

- Correct
- Upon receiving a report of alleged Abusive Conduct, the University is responsible to complete an assessment within 30 days, then reach resolution.

REMEMBER: Resolution may be achieved through early resolution and/or formal investigation.

Feedback when correct:
Upon receiving a report of alleged Abusive Conduct, the University is responsible to complete an assessment within 30 days, then reach resolution.
Incorrect (Slide Layer)

Feedback when incorrect:
Upon receiving a report of alleged Abusive Conduct, the University is responsible to complete an assessment within 30 days, then reach resolution.
6.7 Question 5
(Multiple Choice, 33 points, 1 attempt permitted)

Question 5
The policy on Abusive Conduct aims to protect all members of the University community by prohibiting acts of Abusive Conduct and _______________. Select the best response.

- Escalation
- Guilt
- Retaliation
- Accusation
Feedback when correct:
The policy on Abusive Conduct in the Workplace prohibits Retaliation against any person who reports Abusive Conduct, assists someone with a report, or participates in an investigation or other process under the policy.
Feedback when incorrect:
The policy on Abusive Conduct in the Workplace prohibits Retaliation against any person who reports Abusive Conduct, assists someone with a report, or participates in an investigation or other process under the policy.
6.8 Question 6
(Multiple Response, 34 points, 1 attempt permitted)

Question 6
Which of the following University offices can provide support and resources to personnel who are dealing with Abusive Conduct? Select all that apply.

- Faculty & Staff Assistance Programs
- Human Resources (Employee and/or Labor Relations)
- Ombuds Office
- Academic Personnel
- Student Affairs / Student Conduct
Incorrect (Slide Layer)

Feedback when incorrect:
Various University offices can provide support to personnel who are dealing with Abusive Conduct; they include Faculty & Staff Assistance Programs, Human Resources, Ombuds Office, Academic Personnel, and Student Affairs.
Various University offices can provide support to personnel who are dealing with Abusive Conduct; they include Faculty & Staff Assistance Programs, Human Resources, Ombuds Office, Academic Personnel, and Student Affairs.
6.9 Acknowledgement

(Multiple Choice, 100 points, unlimited attempts permitted)

Acknowledgment
To receive credit for this course, you must complete the acknowledgement. When you are ready, proceed to select the box next to “I agree” to verify that you have received Abusive Conduct training and will adhere to your responsibilities under the UC Policy on Abusive Conduct in the Workplace. For more information, you may review the policy online.
Feedback when incorrect:
You must select “I agree” to receive credit for this course.
Yes, I have read and agree to the policy on Abusive Conduct in the Workplace. I understand that the university encourages anyone who comes across an instance of Abusive Conduct to report it. Furthermore, if I am a manager or supervisor, I am obligated to respond and report. I certify that I have read, understood, and will comply to the policy.

I agree

For more information, review the UC Policy on Abusive Conduct in the Workplace.
6.10 RESULTS

(Result Slide, 0 points, 1 attempt permitted)

Summary

Please take a moment to evaluate this course. When you’re ready, select “exit”.
Failure (Slide Layer)

Failure
Sorry, you did not pass this training. Please review this course and retry the test when you are ready.
Success

Congratulations! You have passed this training. Please take a moment to evaluate this course. When you’re ready, click on “Exit.”