

Name:

Date:

Service Location:



The Fundamentals of Awareness

Human Rights Office
EEO Training
2020
1416 9th Street
Sacramento CA 95814
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hro.training@parks.ca.gov



* designates an activity

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A Message for our Volunteers



As California State Parks volunteers, you are often the face of State Parks and represent State Parks when you serve in a park.

Our state parks attract visitors from throughout California, the U.S.A and the world. You will interact with a very diverse set of visitors including those from all ethnic, racial, religious, socioeconomic, and cultural backgrounds. You will meet people from these various backgrounds of all ages, and sexual orientation, as well as those living with disabilities and people on the spectrum of political views.

Amongst your many duties as a volunteer is to support the mission of State Parks and assist the diverse set of visitors described above so they may enjoy California's great state parks. We encourage you to volunteer with grace, thoughtfulness, and in a professional manner.

In order to meet the above goals, it is imperative that all of our park volunteers understand what it means to work in a respectful and healthy professional environment. We are providing this tailored workbook to our volunteers as a tool so you may better understand supporting a respectful/healthy professional environment and train you to comply with California state law and California Department of Parks and Recreation policy regarding sexual harassment and discrimination.

Our volunteers are an integral part of our park system who truly enrich the visitor experience. By using the information provided in this workbook, you can support State Parks goal of creating professional and respectful spaces for all volunteers, California State Park employees, and the public we serve.

Gratefully,
The Volunteers in Parks Program



HRO Contact Information

Got Questions?

If you have any questions while working through the Bear in Mind workbook, please email them to:

Erin Frias at erin.frias@parks.ca.gov

You should receive a response within 2 business days

Human Rights Office:

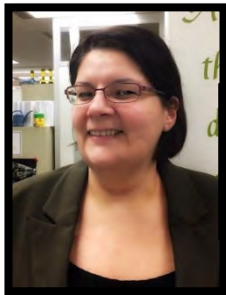
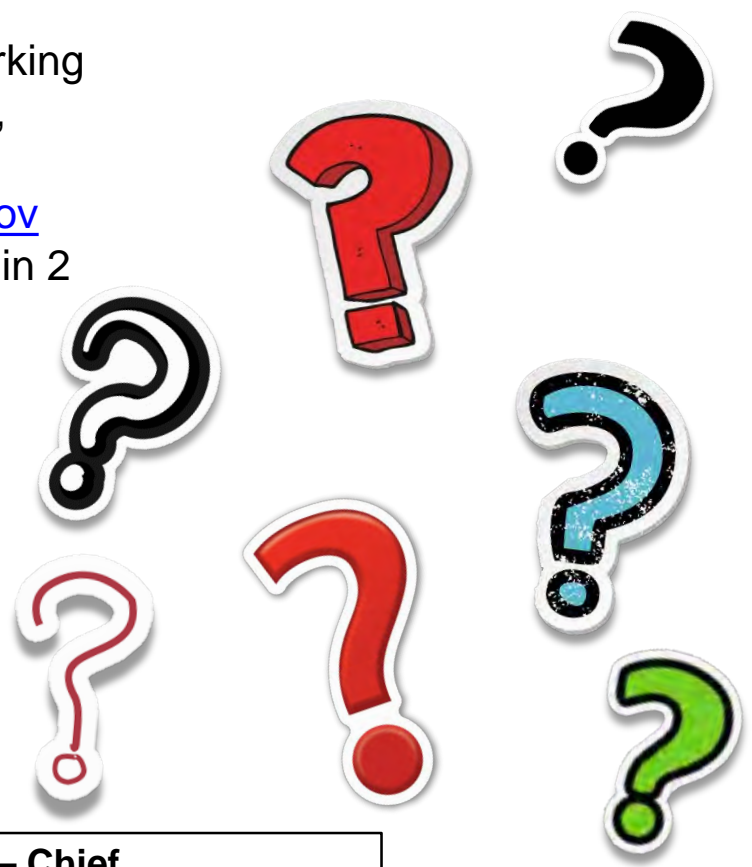
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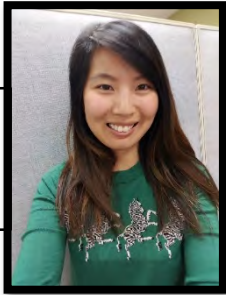
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Maintaining Your Healthy Environment

To keep your service environment healthy and fun, you need to be able to **IDENTIFY** discrimination and sexual harassment when you see it, **PREVENT** inappropriate behavior from happening through inclusion and respect, and know how to **RESPOND** to discrimination or sexual harassment if it happens to you or someone you know.



Identify: Is what I experienced or witnessed discrimination, sexual harassment, or something else?

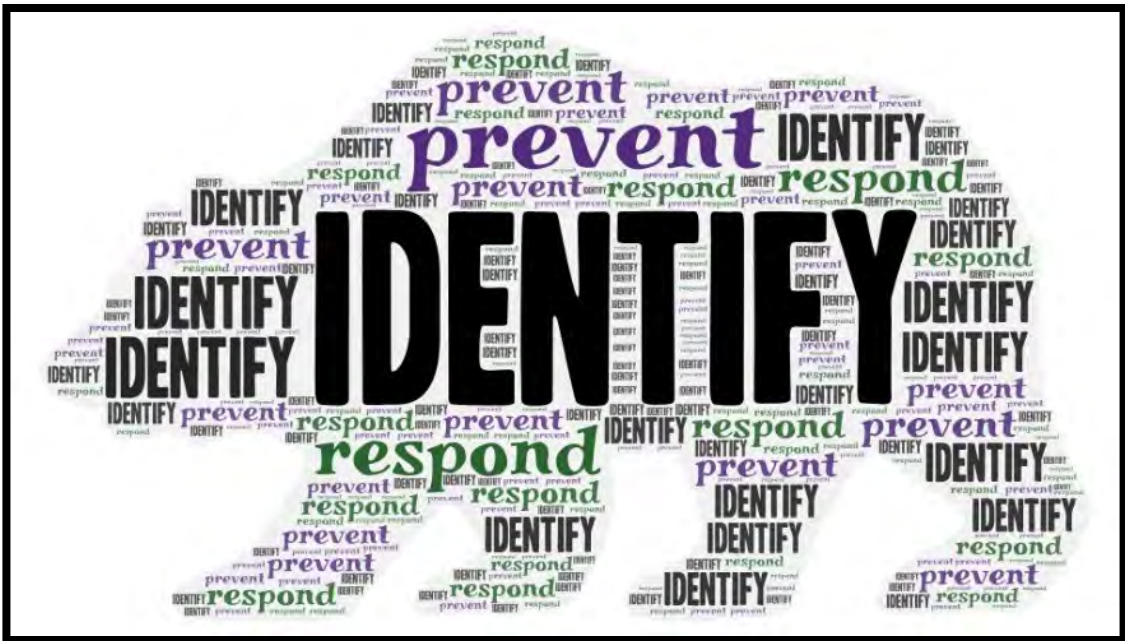


Prevent: How do I prevent inappropriate behavior from happening in the first place?



Respond: How do I respond to sexual harassment or discrimination at my service location?

Discrimination at your Service Location



Section 1

What is Discrimination at your Service Location?

When the Human Rights Office receives a complaint, a determination needs to be made: does the evidence support the complaint, or not? The info-graphic below demonstrates what needs to be present in a complaint in order for it to be considered an EEO policy violation.



Any of the 14 protected characteristics listed on page 9 need to be present.

Harm, physical or emotional, that occurred as a result of an unfair employment practice or bad behavior.

If 1 and 2 are present then there is possible discrimination that occurred.

WHAT'S THE CONNECTION?

The protected characteristic and harm have to be connected for it to be considered discrimination by Equal Employment Opportunity laws.

Practice: A woman in her 40's was turned down for a promotion. She believes that it is age discrimination. Choose what reason she would have to suspect discrimination?

- A. History of poor job performance.
- B. Supervisor wanted someone who is tech savvy with fresh ideas.
- C. Supervisor opened a vacant position so he could hire his brother.
- D. Supervisor went with a more qualified candidate.

[Link to answer](#)

California Protected Characteristics

Race	A group of people related by common descent, blood or heredity. Includes a person's protective hairstyle that corresponds to their cultural norms.
Color	The natural appearance of the skin.
Creed Religion	(Creed) Moral or ethical beliefs as to what is right and wrong which are sincerely held with the strength of traditional religious views. (Religion) A followed spiritual belief. Includes religious dress and grooming.
Sex (biological) * Sexual harassment is considered discrimination based on the protected characteristic of sex.	Any of the main categories (male, female & non-binary) into which humans and many other living things are divided on the basis of their reproductive functions. (Distinction: "Sex" is biological and refers to our reproductive organs (male/female/intersex); while "gender" is the cultural meaning attached to being masculine and feminine in different societies (man, woman, transgender, non-binary, gender queer & others). Gender is a protected characteristic in its own category in the state of CA.
National Origin/Ancestry	A person's country of origin. Includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law.
Age	Someone who is age 40 or over.
Genetic Information	A gene, chromosome, or inherited characteristic that could lead to increased development of a disease or disorder. Forbids genetic testing. Includes genetic information from a person, their family, or any signs of a disease or disorder in family members.
Marital Status (including single)	Being single, married (same sex or opposite), divorced, widowed, separated, engaged, and annulled.
Disability/ Medical Condition	(D) Physical or mental condition that limits a major life activity. Includes HIV and AIDS. (MC) Any condition resulting from illness, injury, pregnancy, or congenital malformation.
Political Affiliation	Connection with a political party or philosophy. (State of CA only)
Pregnancy/Childbirth /Breastfeeding	Protects people from being fired or discriminated against on the basis of pregnancy, childbirth, breastfeeding or related medical conditions.
Military Service/Veteran Status	Having or not having a record of service with the armed forces. Military status is defined as being a current or former member of any branch of the U.S. military.
Gender Identity/ Gender Expression	(GI) A person's perception of having a particular gender, which may or may not correspond with their birth sex. (GE) a person's gender related appearance or behavior, whether or not stereotypically associated with the person's sex at birth.
Sexual Orientation	Heterosexual, homosexual, bisexual, asexual or other orientations. Discrimination includes the assumption of someone's sexual orientation.

Identifying Discrimination Activity

Protected Characteristics + Harm: is there a connection?

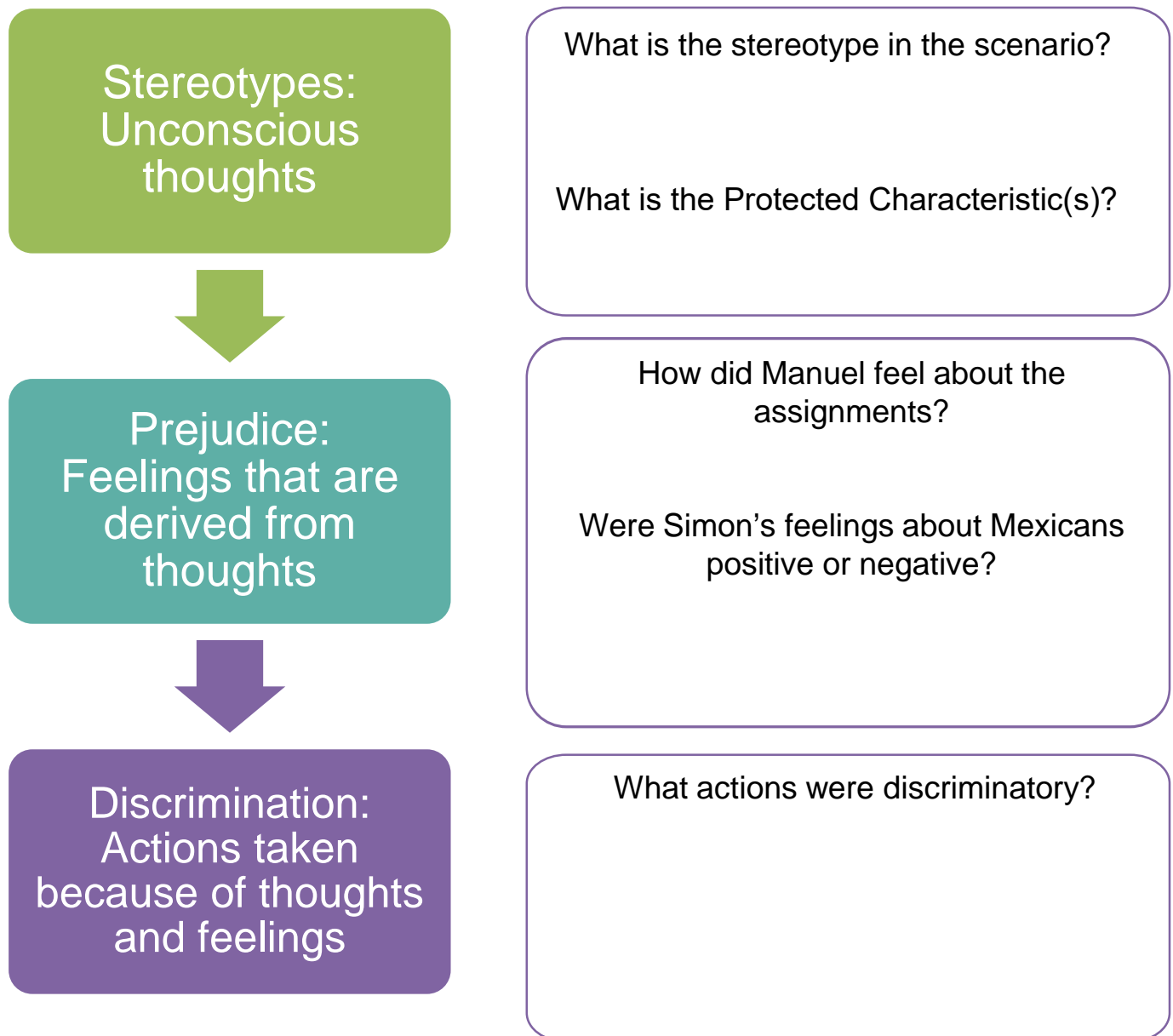
Race	<p>Linda has worked as a volunteer for four years. Recently, the volunteer coordinator announced that they would be assigning a volunteer to a lead role. Linda and 1 other volunteer applied for the position Linda knew she would get the role since she hasn't missed a volunteer shift in 2 years, always arrives early, and does what is expected of her position. The other volunteer that applied has been known to get in trouble for various reasons. After the interviews, the other volunteer who was male, got the role. Linda believes this is because she is female.</p> <ul style="list-style-type: none"> ▪ Check the protected characteristic(s) on the left. ▪ What is the connected harm (<u>the result of the unfair employment practice</u>)? Answer below.
Color	
Age	
Sex (biological)	
National Origin/Ancestry	
Creed/Religion	<p>Muhammad was just hired as a new Docent at the Railroad Museum. He has requested from his volunteer coordinator that he be allowed to pray at scheduled times throughout the day as required by his religion. Every day, when Muhammad performs his prayers, another volunteer deliberately seeks him out and disrupts him by asking questions, making a lot of noise, and other interruptions. Muhammad thinks this is discrimination.</p> <ul style="list-style-type: none"> ▪ Check the protected characteristic(s) on the left. ▪ What is the connected harm? Answer below.
Genetic Information	
Marital Status	
Disability/Medical Condition	
Political Affiliation	
Pregnancy/ Childbirth/ Breastfeeding	<p>Max has been volunteering for Camp Grenada State Historic Park for several years. Max has decided he will start participating in living history events, and chosen a general historic character to portray. Max is told by the lead living history volunteer that he cannot portray that character because he is male and the historic character is female. Max was told he he cannot participate in the living history events.</p> <ul style="list-style-type: none"> ▪ Check the protected characteristic(s) on the left. ▪ What is the connected harm? Answer below.
Military service/Veteran status	
Gender Identity/ Expression	
Sexual Orientation	

[Link to the answers](#)

How Stereotypes Turn Into Discrimination

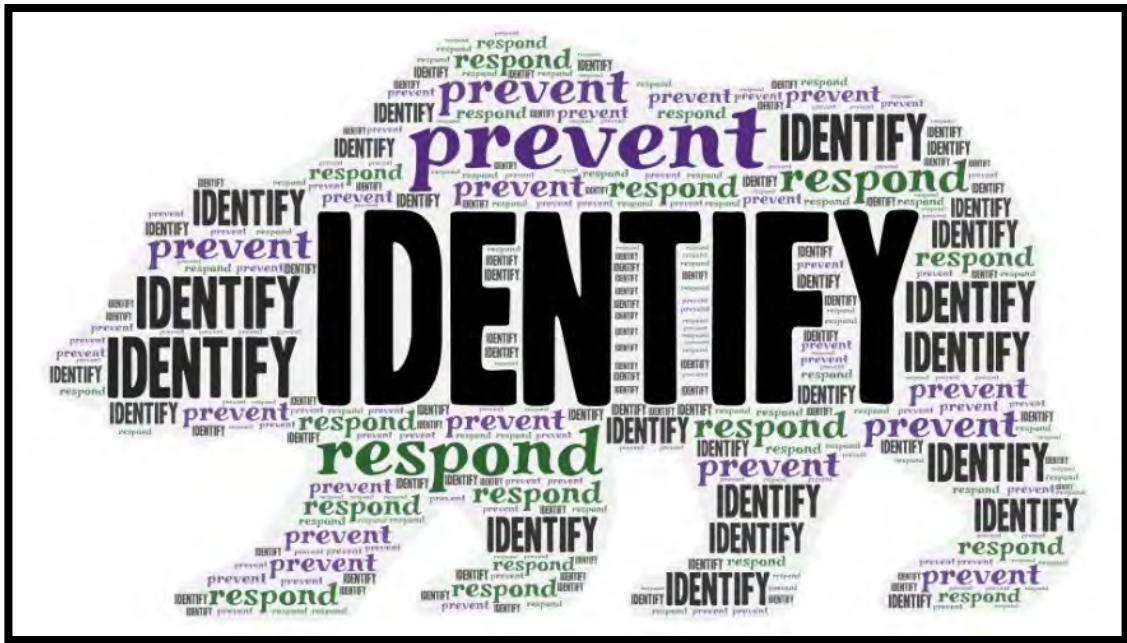
Jake, Katherine, and Manuel, are all volunteers for Devil's Island State Park. Each Monday the unit reports to Simon, their volunteer coordinator, who hands out job duties for the week. Manuel started noticing that the jobs he was responsible for were the jobs that no one wanted - the dirty jobs.

On Monday, after handing him another rough assignment, Manuel says to Simon that he doesn't think it's fair that he gets all the dirty jobs. Simon replied "I know the work is hard, but I know you can do it. Mexicans are all about hard work. It just shows how much faith I have in you Manuel!" Manuel turns to leave with his head hung low.



[Link to answers](#)

Sexual Harassment in the Service Location



Section 2

What is Sexual Harassment?

- Sexual Harassment is discrimination based on the protected characteristic “sex.”
- Sexual harassment is:
 - Unwanted or Unsolicited.
 - It can be persistent harassment or be characterized as severe.
- New as of Jan 1, 2019, one incident of sexual harassment is enough to file a complaint.
 - The complainant must prove that their volunteer service environment was affected by this single incident.
 - It is based on Reasonable Person Standard; meaning that if a hypothetical person of the same sex/gender, race, and general age would find the behavior to be sexual harassment then they have met the standard.



- Types of Sexual Harassment
 - Quid pro quo = this for that
 - Hostile work environment
 - Visual sexual harassment
 - Verbal sexual harassment
 - Physical sexual harassment

- Sexual harassment can be:
 - Between members of the **same sex/gender**.
 - Committed by a **non-employee** such as a volunteer, visitor, or State Parks partner.
 - Suffered by a **third party** not directly involved in the incident but within ear shot or eye sight of the act.
 - **Nexus to the workplace**; meaning can occur outside of the workplace or service location.

- Sexual harassment is NOT about sexual attraction
 - What might have begun as attraction usually turns into actions of domination and control over the other person.



Intent and Retaliation

▶ INTENTIONS VS. IMPACT

- ▶ It is the impact of your actions, not your intentions, when determining if emotional or physical harm has occurred to an individual.
- ▶ Example: If a colleague accidentally sneezes on your lunch. They did not *intend* to ruin your lunch but your lunch is effectively ruined. The *impact* of the sneeze ruined your lunch.

▶ DO NOT SAY THINGS LIKE:

- ▶ ***They are too sensitive.*** You don't know a person's past history and you may be triggering a traumatic event.
- ▶ ***I didn't mean it.*** Whether you meant it or not, it is done. Try your best to apologize (page 25) but realize that they have the right to file a sexual harassment complaint. The best thing to do at this point is to cooperate fully with the complaint process. Your behavior after the incident is important.
- ▶ ***I was just trying to be funny.*** Sometimes jokes are a hit or miss. If you are about to tell a joke, ask yourself, is this the appropriate environment for this type of humor?
- ▶ ***That is the way I was raised.*** Well the good thing about that is that people can change. We are the most adaptable animals on this planet and you can learn how to negotiate the volunteer service environment based on equality and respect.

▶ IF YOU HAVE SOMEONE FILE A COMPLAINT AGAINST YOU DO NOT:

- ▶ Gossip! Talking about it with your friends and spreading rumors can be seen as retaliation and retaliation is against the law. Retaliation can be committed by anyone on either side of the complaint. Retaliation will be treated as a separate case.
- ▶ Fear of retaliation is the number 1 reason why people don't file an EEO complaint.

Retaliation is against the law!

Sexual Harassment True or False

Please use your best guess and indicate if the statements below are true or false by marking a T or F in the space provided. Check your answers by using the link.

1. Sexual harassment can be between two members of the same gender and sexual orientation.
2. Stating that a man is less of a man for taking time off to care for children or for supporting feminist ideas is discrimination.
3. Fear of retaliation is the number one reason why victims won't file a report.
4. If someone states that they did not *intend* to discriminate or sexually harass someone then a complaint cannot be filed against them.
5. Sexual harassment is NOT covered under a protected characteristic.
6. If I am outside of my service location, in public, and on my own time, I cannot be sexually harassed by a Parks employee, contractor, concessionaire or another volunteer?
7. When women are sexually harassed it is about sexual attraction, but when men are harassed it is about domination and control.
8. Sexual harassment must occur over the course of 6 months in order to be considered harassment by State Parks Human Rights Office,
9. A hostile work environment may consist of verbal, visual, and/or physical sexual harassment.
10. The harasser's conduct must be unwanted or unsolicited.

[Link to answers](#)

Liability

Volunteers who fail to follow the state and federal laws regarding discrimination may be subjected to corrective action, dismissal, and/or be held personally and financially liable in a court of law (Government Code Section 12940).

- Who is liable?
 - The Department of Parks and Recreation is responsible for all its employees.
 - Leads, Supervisors, and Management are representatives of the department and are responsible for the actions of their direct reporting employees.
- Leadership (leads, supervisors, management) can be liable:
 - If they knew about sexual harassment, discrimination, or retaliation and didn't take action;
 - if they fail to take proper action; or
 - if they should have known that something was happening in their unit and failed to communicate effectively with their staff.
- Individuals who have committed discrimination, sexual harassment, or retaliation may be held accountable in a court of law.



Colonel Allensworth SHP



Orange Coast District Office

Sexual Harassment Matching Game

Match the correct term on the left with the correct scenario on the right.

- | | |
|--|---|
| <p>_____ 1. Physical Sexual Harassment</p> | <p>A. Blake, a supervisor, said to Gwen a seasonal interpreter, "If you go out on a date with me I will give you more hours."</p> |
| <p>_____ 2. Quid Pro Quo</p> | <p>B. Occurs when one's behavior within a workplace/service location creates a setting that is difficult or uncomfortable for others due to discrimination or sexual harassment.</p> |
| <p>_____ 3. Retaliation</p> | <p>C. A form of discrimination based on the protected characteristic of "sex."</p> |
| <p>_____ 4. Verbal Sexual Harassment</p> | <p>D. Sam and Dean love talking about their sexual adventures at work. Bobby, a volunteer, sits next to them and can hear everything. This type of harassment is called...?</p> |
| <p>_____ 5. Hostile Work Environment</p> | <p>E. Kate, a Lifeguard II, began dating Rick, a Lifeguard I. He started getting special treatment ahead of the others in his unit. This type of hostile work environment is called...?</p> |
| <p>_____ 6. Visual Sexual Harassment</p> | <p>F. Madonna and Beyoncé are both volunteers and often hang out at a local bar after volunteering. One day, Madonna confessed that she finds Beyoncé attractive. Now whenever they are outside of the Park, Madonna makes advances towards Beyoncé. This type of harassment is called...?</p> |
| <p>_____ 7. Sexual Favoritism</p> | <p>G. Phoebe filed a sexual harassment complaint against Chandler. Monica is best friends with Chandler and believes that Phoebe isn't being truthful. Monica began spreading false rumors about Phoebe. This is considered...?</p> |
| <p>_____ 8. Nexus to the workplace</p> | <p>H. Carl, Rick, and Maggie work the trails together. One morning when Maggie walked up to greet them, they both whistled and howled and stated she looked sexy in her shorts. This type of sexual harassment is considered...?</p> |
| <p>_____ 9. Sexual Harassment</p> | <p>I. Dexter is a classic car aficionado and recently had his car featured in a calendar. When the calendar came out he proudly showed everyone the picture of his car with a scantily clad women draped across the hood. This type of sexual harassment is considered...?</p> |
| <p>_____ 10. Third Party Harassment</p> | <p>J. Max comes from a very affectionate family and he is always telling people that he is a "hugger." Jackie is not a hugger and prefers to not be touched. Jackie has told Max not to hug her, but Max continues to surprise her with bear hugs. This type of sexual harassment is considered...?</p> |

[Link to answers](#)

Inclusion and Diversity



Section 3

Prevention Through Inclusion

- One of the ways you can prevent discrimination and sexual harassment from happening in your service location is to be inclusive.
- An inclusive service environment is:
 - **Collaborative:** you work together and listen to each other to solve problems and get things done.
 - **Supportive:** bear in mind that sometimes our personal lives affect our work/volunteer lives and we may need some words of encouragement or someone to listen to us. Be empathetic.
 - **Respectful:** everyone deserves to be treated with respect.
- The goal of the Department of Parks and Recreation is to create a diverse service environment drawn from the communities that surround the park in which you serve.
- Your goal should be to create ways to be inclusive. If you create an inclusive environment then diversity will naturally follow. Some suggestions are: 1) Learn a greeting in another language. 2) Discover your colleagues hidden talents. 3) Take some time to understand a colleagues volunteer service responsibilities and stresses. 4) Talk about culture and traditions with an open mind.
- Why aren't we naturally inclusive?
 - We actually have over 188 biases that affect our decision making minute-by-minute. [Click here to view the Cognitive Bias Codex on Wikipedia.](#)
 - Biases are unconscious and/or subconscious barriers that we learned through our family, friends, education, conversations we have, and much more.
 - Being biased doesn't mean you are a bad person. It means you are human.

BATTLE YOUR BIASES

- **Test:** There is a test you can take from Harvard University that will tell you what your biases are and to what degree they are affecting your decision making. (not required, but recommended)
[Click here to view the Harvard Bias Test called Project Implicit.](#)
- **Video Series:** There are six short videos on biases and how they affect our decision making. All six videos will take approximately 15 minutes total. Use the videos to answer the questions on the next page. If you cannot access the internet to view the videos, contact your Training Coordinator and they can set you up on a state computer.
[Click here to view the videos.](#) (Strongly recommended, please contact your volunteer coordinator if you are unable to view)

Video Questions

Use the link at the bottom of the previous page to view Peanut Butter, Jelly, and Racism. Then, answer the questions based on the knowledge gained from the videos.

- Where do biases come from?

The Highlands of Scotland.

Cultural influences like media, upbringing, education, friends, and family.

The grocery store.

The stork brings biases and leaves them on your doorstep.

- In the videos, they discussed some things that can make biases in your decision-making **worse**; what are they?

Acknowledging that we all have biases and deciding to work on them.

Becoming more self-aware.

Being tired, hungry, or working too fast, so your subconscious makes decisions for you.

Eating healthy, getting a good nights sleep, and slowing down.

- How can some biases be discriminatory?

- What can you do to minimize your own biases?

LINK TO ANSWERS

How Diverse is Your Universe? No answers for this activity

A	American Indian/Alaskan Native	D	Black or African American	G	Multiple Racial/Ethnicities
B	Asian	E	White or Caucasian	H	Not Represented
C	Native Hawaiian or other Pacific Islander	F	Hispanic, Latino or Spanish Origin		

___ Select a letter that most closely represents your race/ethnicity.

___ Select a letter that most closely represents the race/ethnicity of your significant other.

___ Select a letter that represents the race/ethnicity of your closest friend.

___ If you belong to an organization (church, book club etc.) select the race/ethnicity that is the majority.

___ My neighbors (at home) on one side of my house are...

___ My doctor is...

___ My dentist is...

___ My supervisor is...

Was your in-group as diverse as you thought it was? Click [here](#) to examine in-group and out-group biases on the interactive Cognitive Bias Codex.

___ The person I hang out with most at my service location is...

___ The person who comes up first on my cell phone contact list.

___ The majority of people represented in my social media accounts are...

___ The people in my favorite TV show are predominantly...

___ The person who I admire the most or had the greatest impact on my life is...

A =

B =

C =

D =

E =

F =

G =

H =

If your activity results are predominantly one race/ethnicity then you possibly have an in-group bias. This is incredibly common and does not, in any way, mean that you are racist. Biases are part of being human. If you don't like the thought of having a bias that excludes people, you can work on your self-awareness by taking the Project Implicit test. Click [here](#) to take the test. (not required)

Self Awareness and Communication



Section 4

Prevention Through Respect



A really long fence at Point Sur SHP

- Part of preventing discrimination and sexual harassment is to become aware of your colleagues differences and respect them. Because:
 - Different from doesn't mean less than!
 - Everyone has their own opinions, feelings, and wishes.
 - They also have competence in their job, experiences that you may not know about, and most importantly, rights in the workplace/service location that must be respected.

HOW TO DEMONSTRATE RESPECT TO YOUR FELLOW VOLUNTEERS

- **Through non-verbal communication**
 - Helping a colleague out.
 - Eye contact, putting down your phone and listening, high fives, thumbs up, and a wave are all ways you can non-verbally display respect for your colleagues in the American culture.
 - Other cultures have different social rules. Bear in mind, that misinterpretation can happen with non-verbal communication as well as verbal communication.
- **Through verbal communication**
 - Please and thank you are just a couple of verbal ways to communicate respect.
 - Kind words, and words of encouragement are also respectful.
- **Recognize and Reward**
 - You do not have to be a supervisor to show appreciation for your colleagues.
 - You can also practice active listening (page 24).
 - Finally, you can make a sincere effort to apologize if you make a mistake (page 26).



Promotorox Volunteers

Active Listening: 5 Barriers and 7 Solutions

5 BARRIERS TO ACTIVE LISTENING

1. **Education:** We receive no formal training in listening.
2. **Social Values:** Speaking as a skill is seen as more important than listening
3. **Bias:** Filters keep us from listening without bias. We tend to block out information that does not synchronize with our current world view and we resist change.
4. **Difficulty:** Effective listening takes a lot of mental effort.
5. **Human Nature:** Thinking about what you will say next instead of listening.

7 SOLUTIONS TO ACTIVE LISTENING



How to Say You're Sorry

Sometimes we say things by accident that we wish we could take back. Unfortunately, once it is out there, you can't undo the damage. However, you can lessen the damage by giving a sincere apology.

A proper apology does two things:



Shows Remorse



Acknowledges
a wrongdoing

STEP 1: EXPRESS REMORSE

I am sorry.
I apologize.

STEP 2: ADMIT RESPONSIBILITY

Acknowledge what you did.
Empathize with them.
Demonstrate that you know how it made them feel.

STEP 3: MAKE AMENDS

Make it right.
Ask, how can I make this better?

STEP 4: STATE A PROMISE

Reassure them that you will try to change your behavior, but don't make a promise you can't keep. Saying you will *try* to change your behavior will allow some room for the inevitable human error.

*If you find yourself in situations where you have to apologize a lot, you may want to re-evaluate your approach to social interaction. Before you say something, take a second or two to think about whether it is appropriate to say in a volunteer service setting, who may take offense to it, and your motivations.

Your Needs in the Service Location

PSYCHO-GEOMETRICS PERSONALITY TEST

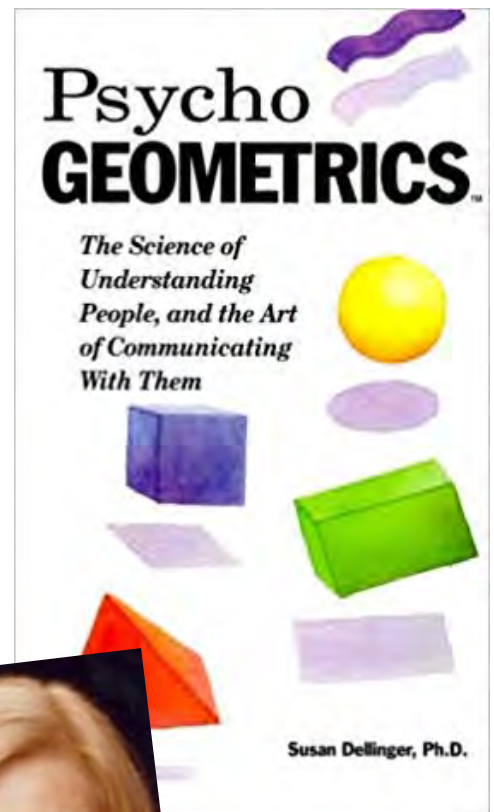
Working with different personalities can be challenging; especially since you may be unsure about what may trigger frustration, anger, or sadness in your colleagues. We tend to know what our hot buttons are and try to avoid them when possible, but knowing your colleagues' hot buttons can contribute to a healthier service environment as well.

Psycho-geometrics is a personality test devised to help you get to know your colleagues and their needs in their volunteer service location. It is most similar to the DiSC personality test. Psycho-geometrics was developed as a simple alternative for use in the workforce.

THE AUTHOR

Dr. Susan Dellinger is the psychologist who is credited with the development of Psycho-geometrics. Her test has been used by Fortune 500 companies such as Federal Express, MasterCard, Visa, Coldwell Banker, and many more (www.psychogeometrics.com). Her goal was to improve the workplace/service environment through better communication and understanding from the top down.

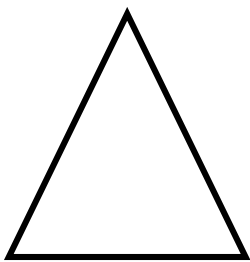
“Each of these 5 SHAPES describes a personal style reflecting the way you communicate with others, career choices, choosing friends, dealing with stress, and making decisions” (www.psychogeometrics.com).



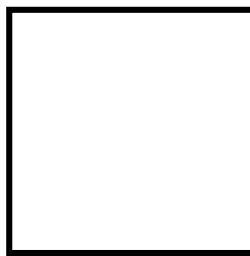
ACTIVITY: On the following page are the directions for the Psycho-geometrics Personality test. Try to be honest with yourself for the best possible result.

Psycho-geometrics the Activity

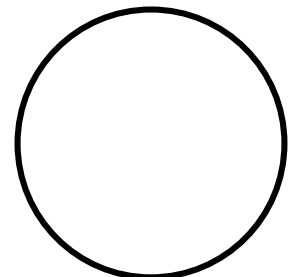
1. Choose a shape below...go with your first instinct...then check the box next to your shape now. The shape you chose *should* describe your personality.
2. Find *your* shape characteristics on pages 29 through 33.
3. Read your shape personality and check off the characteristics that fit. Then answer the question at the bottom. **You only have to check off the boxes and answer the question at the bottom of the page of your selected shape.*
4. If your first shape choice didn't fit your personality, you can read through the other shapes to find what shape you think fits you best. (Cautionary tale: we often don't see ourselves the way we want to see ourselves. You can always ask a friend if the shape you chose fits your personality).
5. Finally, familiarize yourself with the other shape characteristics and use them to answer the questions on page 33.



page 29



page 28



page 30



page 31



page 32



The Box (or square)

Squares are hard workers and prefer a structured and organized environment. They are data driven, dependable, tenacious, and prefer to do the job on their own. They also like things to be in writing, make sure things are properly done, and lots and lots of details.

YOUR CHARACTERISTIC CHECKLIST

Squares are dedicated and determined to get the job done.

Most structured of all shapes.

Emphasize organization and logic.

Need life to be predictable; everything must be in its place.

Almost compulsive to detail.

Love to collect and organize data.

Excel when instructions and requirements are clear.

Better at following a plan than designing one.

Tend to procrastinate over major decisions because they need more info.

Prefers maintaining status quo to taking risks.

Uncomfortable with conflict and emotional situations.

PERSONAL HABITS

Love routines, lists, calendars, like tangible things, i.e. put it in writing, promptness, neatness, cleanliness, precision, attention to detail, social loner.

COMMUNICATING WITH A SQUARE

Squares need ALL the information to move forward. They work best if they have a list or agenda to work from.

Positive Traits	Using the personality traits above how can having a "square" personality help you in the service location?
Organized	
Detail Oriented	
Knowledgeable	
Analytical	
Persevering	
Perfectionist	
Patient	



The Triangle

Triangles are leaders; they are very focused people who love recognition. They are very sure of themselves and outspoken. They prefer to focus on the goal at hand rather than mess around on the job. They are lovers of lists and sticky notes. They tend to be independent, and prefer to do their own thing.

YOUR CHARACTERISTICS CHECKLIST

Less interested in the work itself, more concerned with their career.

Ambitious and focused toward the top.

Shape symbolizes leadership.

Very competitive.

Loves to make decisions for self and others.

Able to focus on the goal of the moment.

Needs to be seen as “right” by others, has trouble admitting mistakes.

Movers and shakers, best politicians.

Well respected, sometimes feared by others.

PERSONAL HABITS

Early arriver, good “scooper” of situations, fidgety, interrupter, power handshake, addiction (compulsive behavior possible), game player, informed, good problem solver, prefers small groups.

COMMUNICATING WITH A TRIANGLE

Triangles prefer short bullet points and just the facts. Triangles also prefer to have a clear goal and know that their work isn't frivolous.

Positive Traits	
	Leader
	Focused
	Decisive
	Ambitious
	Competitive
	Athletic

Using the personality traits above how can having a "triangle" personality help you in the service location?



The Circle

The circle likes peace, harmony, fun, and problem solving. They are caretakers who love to solve problems. They are great listeners and communicators. They have good 'on the fly' ideas, and are trustworthy. Circles cannot stand conflict and have a hard time saying no to people.

YOUR CHARACTERISTICS

Really cares about others, about all people.

Will do whatever it takes to make co-workers, friends, and family happy.

Smooth the waters and keep the peace.

Interested in interpersonal relationships; "reads" others well.

Best communicators and listeners of all shapes.

Weak business management, more focused on people management.

Avoids making unpopular decisions.

Can be taken advantage of by more dominant personalities.

Excellent "people" people, problem solvers, team players, and holistic thinkers.

PERSONAL HABITS

Face to face communications, easygoing, joiner, often in charge of social events, prefer small groups, old-fashioned and sentimental, complimentary, neatness not a priority, artistic, reader, loves to fix things.

COMMUNICATING WITH A CIRCLE

For circles equality is important. You need to make sure communications are based on respect and less on hierarchy.

Positive Traits	
	Friendly
	Nurturing
	Persuasive
	Empathetic
	Generous
	Stabilizing
	Reflective

Using the personality traits above how can having a "circle" personality help you in the service location?

The Rectangle



Tired of being a square and reaching upward like a triangle, a rectangle can be exciting and unpredictable. They are usually excellent students because they are less frozen than the other students. They are team players and love to work in groups. The rectangle is more of a personality phase. At some point the rectangle will grow from their experiences and may identify as another shape.

YOUR CHARACTERISTICS

Rectangle symbolizes change and a state of flux.

Dissatisfied with their personal or professional life they are always searching and growing.

Unsure of self for time being (this may change).

Unpredictable, may appear to be a different person each day.

In a period of growth, change, learning, and searching.

Open to new ideas and people.

Strong sense of pride.

Remembers how others treat them.

PERSONAL HABITS

Forgetful, very late or very early, compulsive, emotional outpouring often followed by total withdrawal, avoids conflict, prefers working in large groups to working in small groups or working on their own. This is a phase that will eventually end when the rectangle finds their identity.

COMMUNICATING WITH A RECTANGLE

Rectangles prefer things in writing so they can remember their assignments. They tend to get off topic in a conversation so make sure they come back to center.

Positive Traits	
	Open minded
	Exciting
	Searching
	Inquisitive
	Growing
	Courageous

Using the personality traits above how can having a "rectangle" personality help you in the service location?



The Squiggle

The open-ended squiggle is a very creative individual. You are a highly visionary with a broad imagination. You have been known to ask the question “what if...” quite a lot. You are future oriented and have a lot of great ideas, both good and bad. You are definitely not a detailed person, but you are a good trouble shooter. Make sure you are challenged in order to battle that short attention span.

YOUR CHARACTERISTICS

The squiggle is symbolic of creativity (most unique of all shapes because it has no closure).

More kinesthetic (hands on) when processing information.

Able to produce truly great and new ideas.

Challenges the status quo.

Future oriented; more interested in possibilities than reality.

Excitable; energized by change.

Uninterested in details, facts, and figures. Want the big picture.

Disdains highly structured and mechanized work environments; prefers free-flowing, independent situations.

PERSONAL HABITS

Fast mover, interrupts a lot, loses things, daydreams constantly, seeks stimulation, enjoys new people and new situations, rebel, life of party, spontaneous, will talk to anyone.

COMMUNICATING WITH A SQUIGGLE

Squiggles are very fast movers from project to project. Make sure you set priorities for the squiggle or they will get lost in the weeds. Keep instructions short and sweet.

Positive Traits	
	Creative
	Motivating
	Futuristic
	Intuitive
	Expressive
	Witty

Using the personality traits above how can having a "squiggle" personality help you in the service location?

Follow-Up Questions

Use the previous “shape” pages to answer the questions below.

1. If you need to know what needs to get done during the work day, who is most likely to have a list of tasks?



2. What shape personality is good to have as a mediator between two people arguing?



3. What shape personality do you look for when you are stuck and need to think outside the box?



4. What shape personality is all about teamwork and growing from their experiences?



5. What shape would be good at swooping in and finishing a long overdue project?



6. How can the Psycho-geometrics exercise help you understand yourself and your colleagues in the service location?

7. How will this help with communication within your unit?

Options to Intervene



Section 5

The 3 D's

- Seek help from another individual: Volunteer Coordinator, Supervisor, Peace Officer, or Lead.
- Example: If you witness someone being assaulted call 911, then call a Peace Officer.



DELEGATE



DISTRACT

- Interrupt the situation without confronting the offender.
- Example: tell the victim that their supervisor has been looking for them. Then, when that person is away from the harasser, tell them that they will need to report the incident to their lead or supervisor.

- Directly intervene in the moment to prevent a problem from happening.
- Example: Hey, whoa, that was not appropriate to say!



DIRECT

The 5 Point Formula

I care

- Let the person know you care about them and are concerned about their behavior.
- Instead of a “compliment sandwich” use a “caring sandwich” technique: 1) You are my friend and I care about you, 2) but what you are doing is wrong, 3) I don’t want you to get in trouble because I enjoy working with you.

I see

- Review the actual events with the person who is behaving inappropriately.
- Remember to evaluate the behavior and not the person.
- Use observable, irrefutable facts.

I feel

- Using I statements, reveal your feelings on the situation.
- I feel like what you said (or did) could be categorized as...(discrimination or sexual harassment).

I want

- Tell the person what you would like to see happen.
- Whether you need them to apologize to the other person, or acknowledge their inappropriate behavior, let them know that they need to take action to remedy the situation.

Be prepared

- 1) if they don’t make things right, 2) if you see it happen again, 3) or if they ignore you. Be prepared, you will have to report their behavior to a supervisor because Parks DOES NOT tolerate discrimination.

ACTIVITY DIRECTIONS

1. Read each scenario (three total) on pages 37 through 39.
2. Determine what kind of intervention was used in the scenario.
3. Decide who played the role of the complainant, respondent or witness.
4. Using the list of Protected Characteristics (PC) on page 9, identify what PC is being violated.

3D Activity Scenario 1: Headline Hoopla

Charles and Josh are volunteers at the “Off the Rails” Railroad Museum. They have been friends for 20 years, but they have never seen eye-to-eye on politics. During their shifts at the museum, they have been known to talk about current political issues and get into heated arguments.

Liza is a new Park Maintenance Aide. Since she started working at the museum, she has been subjected to arguments about racism, the pandemic, immigration rights, LGBT issues, and the right to bear arms. Some of the issues discussed have gotten under her skin because of the real life impact they have had on her and her family. She has complained to you about Charles and Josh in passing, but feels like since she is new she doesn’t have the right to say anything.

One day you are having lunch with Liza. Charles and Josh come into the break room already in a heated argument about the latest headlines. You notice that Liza stiffens up and frowns.

You ask Liza if she wants to have lunch outside. Once you two find a spot, you tell her that you are going to let your supervisor know about the inappropriate conversations happening in the break room after lunch.

1. What type of intervention(s) was used? Check all that apply.

Delegate

Distract

Direct

2. Who is the complainant (the person who files a complaint)? Check your best guess.

You

Liza

Charles

Josh

3. What is the Protected Characteristic? Write it in the space provided.

(Protected Characteristics are listed on page 9)

[Link to answers](#)

3D Activity Scenario 2: Just a Hair More Professional

Rory is a Volunteer at the “Off the Rails” Railroad Museum Gift Shop. You and Rory often work together. One morning Rory came in with a new hairstyle. She had added extensions and braided her hair into rows that reached the middle of her back. You thought it looked great but your Volunteer Coordinator, Kirk, said she looked like she belonged to a street gang. To make matters worse, he told her that he would cut her volunteer hours until she wore her hair in a more professional style. Rory needed the volunteer hours to pass her college class.

You witnessed the entire exchange and you remember an article you just read in the newspaper. The article stated that a new Senate Bill, SB 188, has been signed protecting a person’s cultural/ethnic expression—and it applies to hairstyles. You believe that Kirk might not know about the new law. You ask to speak to him privately and you tell him that what he said to Rory could get him in trouble and you don’t want that to happen.

1. What type of intervention(s) was used? Check all that apply.

Delegate

Distract

Direct

2. Who is the respondent (the person whom the complaint was filed against)? Check your best guess.

You

Rory

Kirk

3. What is the Protected Characteristic? Write it in the space provided.

(Protected Characteristics are listed on page 9)

[Link to answers](#)

3D Activity Scenario 3: Abusive Conduct

You are a Volunteer at Sandy Dunes State Historic Park. Your Volunteer Coordinator is Fletcher, a Senior Park Aide.

The last few days, you have noticed that Fletcher has been extra hard on Monty, a new volunteer who works the same shift as you.

Fletcher was saying things like, "Were you the one to stock the new merchandise in the gift shop? If so, you did a crappy job! How could you ever make it as a volunteer with that work ethic?"

You are pretty sure this is Abusive Conduct (definition on page 45). Lately, you have been playing mediator between the two. Every time Fletcher starts to insult Monty, you ask Monty if he can help you lift some heavy boxes or help you with another task. You are starting to run out of ideas to help Monty. You decide to talk to a supervisor about Fletcher's questionable behavior.

*Abusive conduct can happen to anyone and it does not need to have a linked protected characteristic. Abusive Conduct with a protected characteristic is discrimination. Abusive conduct without a protected characteristic is reported to the Risk Management Unit (contact information on page 45).

1. What type of intervention(s) was used? Check all that apply.

Delegate

Distract

Direct

2. Who is the witness in this scenario? Check your best guess.

You

Monty

Fletcher

3. If there is no obvious Protected Characteristic in the scenario, can anything be done to help Monty? Check yes or no then explain your answer in the space below.

Yes Explain:

No

(Hint: page 45)

[Link to answers](#)

State Parks Toolbox



Section 6

The Complaint Process

HUMAN RIGHTS OFFICE (HRO)

- The HRO handles any complaint that deals with discrimination and/or sexual harassment against someone who has a protected characteristic.
- **Informal Process DPR 790 A&B:** Complainants and respondents have the option to resolve their issue prior to investigation. This takes approximately 20 days from start to finish.
- **Formal Complaint DPR 794:** Complaints are investigated by the Human Rights Office. You must file your complaint within 365 days from the last incident
- **Lead Reporting Form DPR 785:** Form for leads to document an incident.
- If you are unsure of where you should file your complaint, start by giving us a phone call. We will ask you some questions and make sure the correct unit is assigned to your complaint:
- **Caseload Specialist:** Jen Ehrgood
jennifer.ehrgood@parks.ca.gov
916-653-8148
- Volunteers also have the following reporting options available to them. They can file with one department or all of the departments simultaneously. However, each government entity has their own rules to follow.

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING (DFEH)

- The state office that handles complaints from all state departments.
- DFEH will contact HRO for any needed materials. They allow reporting to occur up to 3 years from the last incident.
- 1-800-884-1684 or 1-800-700-2320 (TTY)
- www.dfeh.ca.gov

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)

- The federal government office that handles EEO issues.
- Inform them that the time frame to file a complaint with the EEOC is different that the California state time frame. It is 300 days from the last incident.
- 1-800-669-4000 or 1-800-669-6820 (TTY)
- www.eeoc.gov



Fill in the Blank Activity

1. The person who files a complaint is called a _____
2. The person whom the complaint is filed against is called a _____
3. If a case is substantiated, it means that there was _____ evidence to support the complaint.
4. If there is *not* enough evidence to support the complaint we call the complaint _____
5. You have _____ days from the last incident to file a complaint with the HRO.
6. We *do not* refer to policy violations as _____ complaints.
7. Jennifer Ehrgood is the _____ Specialist for the HRO.
8. All complaints are _____ until the complaint is substantiated or unsubstantiated.
9. The acronym for the _____ office that handles complaints nationwide is EEOC.
10. The acronym for the _____ office that handles complaints for all CA state departments is DFEH

Word Bank		
state	criminal	allegations
unsubstantiated	complainant	365
caseload	federal	sufficient
respondent		

Link to answers

If You Have Been Targeted

- It is important to set appropriate boundaries with someone who may be making you uncomfortable with their comments or actions. Tell them to **STOP** and that they are making you feel uncomfortable. If you are not comfortable confronting someone face-to-face, or the wrongdoer does not stop after you have told them directly, you will need to report the incident to a lead, volunteer coordinator, supervisor, manager, or directly to the Human Rights Office.
- You **DO NOT** have to follow your chain-of-command when reporting sexual harassment or discrimination. You can call the Human Rights Office directly or go to any supervisor that you know and trust.
- Important—all leads and supervisors must legally report any sexual harassment or discrimination that happens in the service location.

WHO CAN YOU REPORT TO?

Please, report any an all sexual harassment and discrimination to your Volunteer Coordinator or a State Parks Supervisor. You can also contact the Human Rights Office directly. Our contact information is on page 5 of this workbook.



Risk Management Unit

The behaviors listed below are not tolerated at the Department of Parks and Recreation, but they are handled by the Risk Management Unit, not the Human Rights Office. The difference being the presence of a Protected Characteristic.

NO PROTECTED CHARACTERISTIC PRESENT= RISK MANAGEMENT UNIT
YES THERE IS A PROTECTED CHARACTERISTIC = HUMAN RIGHTS OFFICE

- **WORKPLACE VIOLENCE**

- Refers to violence, usually in the form of physical abuse or threat that creates a risk to the health and safety of an employee, volunteer or multiple employees or volunteers.

- **WORKPLACE BULLYING**

- A persistent pattern of mistreatment from others in the workplace/service location that causes either physical or emotional harm. It can include such tactics as verbal, nonverbal, psychological abuse, physical abuse, and humiliation. Bullying in the workplace/service location is called Abusive Conduct.

- **ABUSIVE CONDUCT**

- Conduct of an employer, employee, or volunteer in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to the employer's legitimate business interests.
- Abusive conduct can include:
 - Repeated infliction of verbal abuse
 - Derogatory remarks, insults and epithets
 - Verbal or physical conduct that a reasonable person would find threatening, intimidating or humiliating
 - It may also be the gratuitous sabotage or undermining of a person's work performance
 - A single act shall not constitute abusive conduct, unless especially severe and egregious

Contact:

The Risk Management Unit

Phone:

(916) 651-9171



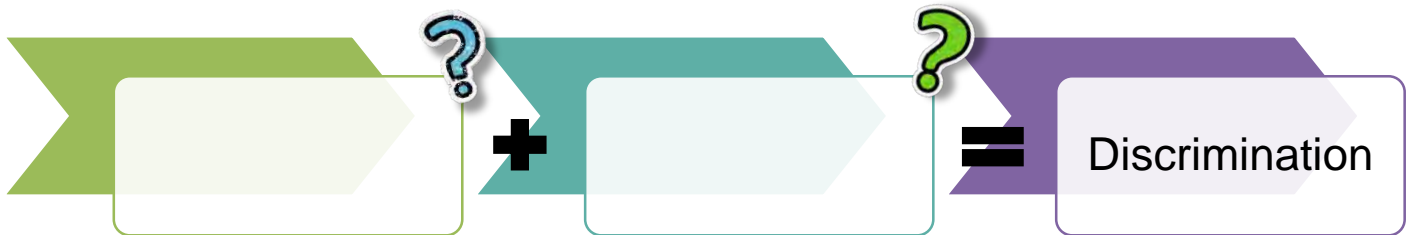
Name:

Date:

Test to be the Best Service Location:

This test serves as verification that you read through and now understand California state law and the California State Department of Parks and Recreation policy regarding sexual harassment and discrimination. Use the workbook to answer the questions below. You must get 70% or higher to become compliant.

- To keep your work environment healthy and fun, you need to _____ sexual harassment and discrimination, _____ it through inclusion and respect, and finally _____ to any inappropriate behaviors that threaten your healthy volunteer service location.
- How many protected characteristics are there in the State of California? _____
- What two things need to be connected to be considered discrimination in the workplace/service location? Use the spaces below to answer the question.



- Sexual harassment is not about _____, it is about domination and control over a person.
- New, as of Jan 1, 2019, _____ of sexual harassment is enough to file a complaint.
- There are three types of sexual harassment that fall under the category of hostile work environment. What are they?
 _____ sexual harassment,
 _____ sexual harassment and
 _____ sexual harassment.

**Will be corrected
by your
volunteer
coordinator.**

Test to Be the Best

 Name: _____

-
7. What are the steps you need to take in order give a sincere apology?
- Step 1: Express _____
- Step 2: Admit _____
- Step 3: Make _____
- Step 4: State a _____
8. What are the three D's?
- A. Document, document, document.
 - B. Duck, dive, dodge.
 - C. Delegate, distract, direct.
 - D. Delineate, describe, depict.
9. What unit handles workplace violence and abusive conduct complaints without a protected characteristic?
- A. The Office of Abuse and Conduct
 - B. Accounting because you have to be accountable
 - C. Communications
 - D. The Risk Management Unit
10. How can a State Parks volunteer turn in the workbook to become compliant with California State Law?
- A. If the volunteer has a paper copy, they can turn it in to their Volunteer Coordinator.
 - B. If the volunteer utilized the computer to fill it out electronically, they can email the workbook to their Volunteer Coordinator.
 - C. All of the above are correct ways to turn in the DIY Bear in Mind Workbook.

Other Resources

Videos

- “Implicit Bias: Peanut Butter, Jelly and Racism” Saleem Reshamwala, New York Times (2018) Links for this video series is provided on page 19.
- “How I Stopped Worrying and Learned to Love Discussing Race:” Jay Smooth, (2011)
- “How to Talk and Listen to Transgender People:” Jackson Bird: TED Residency (2017)
- “Teaching Bystanders to Intervene:” Jennifer McCary: TEDx Gettysburg College (2016)
- 9 Resources for Teaching About Unconscious Bias (video links); Marsha Rakestraw, www.humaneeducation.org (2017)

Articles

- Situational Leadership II: Teaching Others; The Ken Blanchard Companies (2000)
- Become a Better Listener: Active Listening; John M. Grohol Psy.D. (2018)
- How to Survive a Toxic Workplace; Elana Lyn Gross: Monster Worldwide (2018)
- Bias Mitigation; Tom Stafford: <https://tomstafford.staff.shef.ac.uk/?p=342> (2015)
- What Should Inclusion Really Look Like in The Workplace; Peggy Yu, www.forbes.com (2018)

Books

- Psycho-Geometrics: Hot to Use Geometric Psychology to Influence People; Susan Dellinger (1989)

Tests

- Implicit Bias Test. The link is available on page 19, www.implicit.harvard.edu

Websites

- Department of Fair Employment and Housing: www.dfeh.ca.gov
- Equal Employment Opportunity Commission: www.eeoc.gov
- The Cognitive Bias Codex: https://upload.wikimedia.org/wikipedia/commons/6/65/Cognitive_bias_codex_en.svg

Answer Key

BACK **Answer to page 8**

1. B – Supervisor shouldn't assume that someone's age has anything to do with technological knowledge.

BACK **Answers for page 10: Identifying Discrimination Activity**

1. Protected Characteristic (PC) = Sex (biological), Harm = No advancement.
2. PC = Religion/Creed, Harm = Muhammad was unable to practice his religion without interruption during his scheduled times.
3. PC = Gender Identity/Expression= Unless the historic character is an actual person from history such as Mark Twain or Julia Morgan, anyone can dress up as a general character.

BACK **Answers for page 11: How Stereotypes Turn Into Discrimination**

1. Stereotype = Mexicans are all laborers/hard workers
2. Race, National Origin, Ancestry = protected characteristic's.
3. Manuel felt that the assignments weren't fair
4. Simon felt his comments about Mexicans was positive, but positive stereotypes can be discriminatory as well.
5. The actions that Simon only gave Manuel the bad jobs rather than rotating the duties with the other volunteers.

BACK **Answers for page 15: Sexual Harassment True or False**

- 1 = T Your gender or sexual orientation does not permit same sex harassment.
- 2 = T This is called gender harassment.
- 3 = T Retaliation is a real problem.
- 4 = F Intent does not matter in harassment cases. It is the impact.
- 5 = F It is covered under the PC "sex."
- 6 = F This is called nexus to the workplace.
- 7 = F It is always about control.
- 8 = F A one time occurrence can be enough for a complaint.
- 9 = T A hostile work environment involves three types of harassment
- 10 = T Even if the two talking consent to the conversation, a third party would say its unwanted.

Answers for page 17: Sexual Harassment Matching Game

- BACK
- | | |
|------|-------|
| 1. J | 6. I |
| 2. A | 7. E |
| 3. G | 8. F |
| 4. H | 9. C |
| 5. B | 10. D |

Answer Key

Answers for page 20: Video Questions

- **Where do biases come from?**

The Highlands of Scotland.

X Cultural influences like media, upbringing, education, friends, and family.

The grocery store.

The stork brings biases and leaves them on your doorstep.

- **In the videos they discussed some things that can make biases in your decision-making worse; what are they?**

Adding too much salt to the bias recipe.

Becoming more self-aware.

X Being tired, hungry, or working too fast, so your subconscious takes over. Eating healthy, getting a good nights sleep, and slowing down.

- **How can some biases be discriminatory?**

Answers vary but may include:

Biases cause you to only focus on your perspectives and not consider the perspectives of others.

Biases cause exclusion.

Unconscious rules your brain follows may, unknowingly, affect your decision to work with people who are outside of your in-group.

- **What can you do to minimize your own biases?**

Answers vary but may include:

Take the Harvard University Project Implicit test.

Become self-aware of you biases.

Make sure you are well rested, well fed, and thinking thoroughly before making that big decision.

Ask your friends to call you out on your biases, I am sure they will be happy to.

BACK

Answer Key

Answers for page 33: Psycho-geometrics the Activity.

1. If you need to know what needs to get done during the work day, who is most likely to have a list of tasks?



2. What shape personality is good to have as a mediator between two people arguing?



3. What shape personality do you look for when you are stuck and need to think outside the box?



4. What shape personality is all about teamwork and growing from their experiences?



5. What shape would be good at swooping in and finishing a long overdue project?



6. How can this Psycho-geometrics exercise help you understand yourself and your colleagues?

Answers vary. The goal of this exercise is two fold. First, this exercise is geared to help you understand yourself and your needs in the service location. Additionally, the exercise helps you understand your colleagues needs.

7. How will this help with communication within your unit?

Answers vary.

Answer Key

BACK Answers for page 38: Headline Hoopla

1. You chose to distract Liza and remove her from the inappropriate situation. You also chose to delegate by contacting a supervisor.
2. Since you reported the incident to the supervisor, you become the complainant. However, this can change if Liza decides to file a formal complaint or the supervisor files a formal complaint on behalf of Liza.
3. Political affiliation, race, nationality...etc. It depends on what kind of politics is discussed. Most political concerns cross over into several of the protected characteristics. It is never a good idea to talk about politics at work.

BACK Answers for page 39: A Hair More Professional

1. You chose to be respectfully direct with Kirk by talking to him in a private setting so it wouldn't cause any embarrassment.
2. The respondent is Kirk since he is the one who could potentially get into trouble.
3. Race is the protected characteristic. SB 188 that protects the cultural expression of hair which falls under the race protected characteristic.
4. **Remember!** You also need to tell a supervisor about the incident.

BACK Answers for page 40: Abusive Conduct

1. You chose to first distract Monty from the abusive conduct, then you delegated the abusive conduct to a supervisor.
2. The witness is you. You may be asked to give your version of the story so remember to write things down as soon as you can.
3. There is no protected characteristic for this scenario. At least none that can be found at first sight. You can report abusive conduct, safety issues, bullying, workplace violence, or threats to the Risk Mgmt. Unit.

BACK Answers for page 44: Complaint Process Fill in the Blank.

1: Complainant, 2: Respondent, 3: Sufficient, 4: Unsubstantiated, 5: 365, 6: Criminal, 7: Caseload, 8: Allegations, 9: Federal, 10: State

Answers for page 47-48 Test to be the Best

- BACK 1. The test will be corrected by your volunteer coordinator.

Certificate of Completion

Read each sentence and check off each box. Sign and date at the bottom of the page.

I hereby declare that I have read and participated in the written activities within the self-guided *Bear in Mind* workbook created by the DPR Human Rights Office.

I understand that if I experience sexual harassment or discrimination at my volunteer service location, I can contact any member of a leadership team (leads, supervisors, management) to address the situation.

I understand that I can report an incident straight to the Human Rights Office if I do not want to report through my chain of command.

I understand that I am protected from retaliation when I file a complaint of discrimination and/or sexual harassment in my service location.

As a Parks volunteers, I understand that if I sexually harass or discriminate against my colleagues, staff, contract workers, or visitors—I will be held accountable for my actions.

Printed name:

Service Location:



Date:

This certificate and the open book test are required for you to become compliant with California state sexual harassment and discrimination laws and DPR policy.

Initials of verifier

Office use only.

