

# EEOC's Chart of Risk Factors for Harassment and Responsive Strategies

Risk Factor	Risk Factor Indicators	Why This is a Risk Factor for Harassment	Risk Factor-Specific Strategies to Reduce Harassment	The Sollah Solution
<b>Homogenous workforce</b>	<ul style="list-style-type: none"> <li>⚠️ Historic lack of diversity in the workplace.</li> <li>⚠️ Currently only one minority in a work group (e.g., team, department, location)</li> </ul>	<ul style="list-style-type: none"> <li>👤 Employees in the minority can feel isolated and may actually be, or at least appear to be, vulnerable to pressure from others.</li> <li>👤 Employees in the majority might feel threatened by those they perceive as "different" or "other," or might simply be uncomfortable around others who are not like them.</li> </ul>	<ul style="list-style-type: none"> <li>★ Increase diversity at all levels of the workforce, with particular attention to work groups with low diversity.</li> <li>★ Pay attention to relations among and within work groups.</li> </ul>	<p><b>Everyday Diversity™</b> Recruiting, Hiring &amp; Retaining Diverse Talent</p> <p><b>Diversity 101™</b> - The Complete Series</p> <p><b>Huddle/Tip Cards (Diversity)</b></p>
<b>Workplaces where some employees do not conform to workplace norms</b>	<ul style="list-style-type: none"> <li>⚠️ "Rough and tumble" or single-sex-dominated workplace cultures.</li> <li>⚠️ Remarks, jokes, or banter that are crude, "raunchy," or demeaning.</li> </ul>	<ul style="list-style-type: none"> <li>👤 Employees may be viewed as weak or susceptible to abuse.</li> <li>👤 Abusive remarks or humor may promote workplace norms that devalue certain types of individuals.</li> </ul>	<ul style="list-style-type: none"> <li>★ Proactively and intentionally create a culture of civility and respect with the involvement of the highest levels of leadership.</li> <li>★ Pay attention to relations among and within work groups.</li> </ul>	<p><b>The Right Side of the Line: Creating a Respectful and Harassment-Free Workplace™</b></p> <p><b>Civility Is...™</b></p>
<b>Cultural and language differences in the workplace</b>	<ul style="list-style-type: none"> <li>⚠️ Arrival of new employees with different cultures or nationalities</li> <li>⚠️ Segregation of employees with different cultures or nationalities</li> </ul>	<ul style="list-style-type: none"> <li>👤 Different cultural backgrounds may make employees less aware of laws and workplace norms.</li> <li>👤 Employees who do not speak English may not know their rights and may be more subject to exploitation.</li> <li>👤 Language and linguistic characteristics can play a role in harassment.</li> </ul>	<ul style="list-style-type: none"> <li>★ Ensure that culturally diverse employees understand laws, workplace norms, and policies.</li> <li>★ Increase diversity in culturally segregated workforces.</li> <li>★ Pay attention to relations among and within work groups.</li> </ul>	<p><b>Diversity 101™</b> - The Complete Series</p> <p><b>M.E.E.T.: Breaking New Ground™</b> Respect and Inclusion in the Workplace</p>
<b>Young workforces</b>	<ul style="list-style-type: none"> <li>⚠️ Significant number of teenage and young adult employees.</li> </ul>	<ul style="list-style-type: none"> <li>👤 Employees in their first or second jobs may be less aware of laws and workplace norms.</li> <li>👤 Young employees may lack the self-confidence to resist unwelcome overtures or challenge conduct that makes them uncomfortable.</li> <li>👤 Young employees may be more susceptible to being taken advantage of by coworkers or superiors, particularly those who may be older and more established in their positions.</li> <li>👤 Young employees may be more likely to engage in harassment because they lack the maturity to understand or care about consequences.</li> </ul>	<ul style="list-style-type: none"> <li>★ Provide targeted outreach about harassment in high schools and colleges.</li> <li>★ Provide orientation to all new employees with emphasis on the employer's desire to hear about all complaints of unwelcome conduct.</li> <li>★ Provide training on how to be a good supervisor when youth are promoted to supervisory positions.</li> </ul>	<p><b>It's the Law™</b>: The Legal Side of Management</p> <p><b>ENOUGH!™</b> The Consequences of Sexual Harassment</p> <p><b>Peer Today, Boss Tomorrow™</b>: Navigating Your Changing Role</p> <p><b>WorkSmarts™</b>: How to Get Along, Get Noticed and Get Ahead</p> <p><b>ATTITUDE!™</b> Navigating Difficult Situations in the Workplace</p> <p><b>Courage 2 Coach™</b></p>
<b>Workplaces that rely on customer service or client satisfaction</b>	<ul style="list-style-type: none"> <li>⚠️ Compensation directly tied to customer satisfaction or client service.</li> </ul>	<ul style="list-style-type: none"> <li>👤 Fear of losing a sale or tip may compel employees to tolerate inappropriate or harassing behavior.</li> </ul>	<ul style="list-style-type: none"> <li>★ Be wary of a "customer is always right" mentality in terms of application to unwelcome conduct.</li> </ul>	<p><b>The Right Side of the Line: Creating a Respectful and Harassment-Free Workplace™</b></p> <p><b>The Oh Series™</b> Ethics &amp; Transparency</p> <p><b>The Oh Series™</b> Everyday Workplace Ethics</p>
<b>Workplaces where work is monotonous or tasks are low-intensity</b>	<ul style="list-style-type: none"> <li>⚠️ Employees are not actively engaged or "have time on their hands".</li> <li>⚠️ Repetitive work.</li> </ul>	<ul style="list-style-type: none"> <li>👤 Harassing behavior may become a way to vent frustration or avoid boredom.</li> </ul>	<ul style="list-style-type: none"> <li>★ Consider varying or restructuring job duties or workload to reduce monotony or boredom.</li> <li>★ Pay attention to relations among and within work groups with monotonous or low-intensity tasks.</li> </ul>	<p><b>It's Still Not Just About Sex Anymore™</b>: Harassment and Discrimination in the Workplace</p>
<b>Isolated workplaces</b>	<ul style="list-style-type: none"> <li>⚠️ Physically isolated workplaces.</li> <li>⚠️ Employees work alone or have few opportunities to interact with others.</li> </ul>	<ul style="list-style-type: none"> <li>👤 Harassers have easy access to their targets.</li> <li>👤 There are no witnesses.</li> </ul>	<ul style="list-style-type: none"> <li>★ Consider restructuring work environments and schedules to eliminate isolated conditions.</li> <li>★ Ensure that workers in isolated work environments understand complaint procedures.</li> <li>★ Create opportunities for isolated workers to connect with each other (e.g., in person, on line) to share concerns.</li> </ul>	<p><b>ENOUGH!™</b> The Consequences of Sexual Harassment</p> <p><b>It's Still Not Just About Sex Anymore™</b>: Harassment and Discrimination in the Workplace</p>
<b>Workplaces that tolerate or encourage alcohol consumption</b>	<ul style="list-style-type: none"> <li>⚠️ Alcohol consumption during and around work hours.</li> </ul>	<ul style="list-style-type: none"> <li>👤 Alcohol reduces social inhibitions and impairs judgment.</li> </ul>	<ul style="list-style-type: none"> <li>★ Train co-workers to intervene appropriately if they observe alcohol-induced misconduct.</li> <li>★ Remind managers about their responsibility if they see harassment, including at events where alcohol is consumed.</li> </ul>	<p><b>Legal Briefs™ Substance Abuse</b> - The Manager's Role in Creating &amp; Maintaining a Drug-free Workplace</p> <p><b>Substance Abuse - A Real Danger™</b></p>