

# **Anderson Davis – Case Study: Black Box**

## **A Case Study of Client Success**

Anderson-davis has worked with over 4,000 organizations over the past 30 years in countries around the world. As the most experienced sexual harassment compliance, harassment investigations and respectful workplace compliance/sensitivity training company in the United States, we understand the needs of most companies. Our team is a diverse and experienced group of professionals. Why are we the best provider in the industry? Legal expertise, a range of curriculum choices, a customized approach, plus-affordable and award winning solutions.

The following case study demonstrates how a large, multinational corporation was able to employ Anderson-davis training solutions to educate supervisors and employees alike, building respectful workplaces.

### **The Business Problem**

Black Box, a leading communications system integrator dedicated to designing, sourcing, implementing, and maintaining today's complex communications solutions, required sexual harassment training for their managers and other staff.

Without this training, Black Box had put themselves at risk by not establishing a company-wide policy for effectively investigating, resolving and healing harassment and discrimination complaints. Black Box services more than 175,000 clients in 141 countries with 198 offices throughout the world.

Black Box actively researched a number of harassment training programs but ultimately decided to move forward with Anderson-davis due to their superior training content, price and the fact that they could deliver the training via a live webinar program and e-Learning. Participants had the choice of either delivery method to complete the required training.

Alan Perry and Judy Birnbaum represented Black Box for the training program.

### **The Solution**

Anderson-davis, Inc. approached Black Box with a two-phase process that focused on providing online training that reviewed "best practices", liability reduction, and providing customized training for their specific needs.

The two-phase solution included:

1. A one hour web seminar program for those Black-Box management staff that wanted to complete the training in one day. The webinar featured a slide presentation, live Q&A and participant polling.
2. A multi-lesson e-Learning training program. Over a period of four weeks, participants could log into a secure landing page on Anderson-davis' learning management system to complete the two hour training at their convenience.

## **The Implementation**

Stephen Anderson, president of Anderson-davis, Inc., worked closely with both companies to implement the two-phase solution described above.

### **Step One: Fact Finding**

Prior to each training course Stephen completed a "best practices" review of the employers' existing sexual/non-harassment policy and complaint procedure.

### **Step Two: Custom Training**

Anderson-davis custom-designed and delivered a skills-based, training course, "Workplace Harassment: Prevention and the Law" to all applicable management personnel. The interactive training course (80% skills practice) included taking the participants through three distinct client-customized harassment investigations and skills practices, small and large group discussions and a "healing the workplace" case scenario.

### **What the participants learned from the course:**

- Legal trends in (sexual) harassment and hostile work environment liability
- Clarification of legal, security, human resources departments' and investigators' roles/responsibilities
- How to consistently implement their organization's sexual/non-harassment policy and complaint investigation procedure
- How to plan and document an investigation, while protecting confidentiality and avoiding defamation
- How to appropriately talk with alleged recipients, alleged harassers and witnesses (and how to effectively respond to their questions and concerns)
- How to determine merit when there are no witnesses
- How to determine appropriate corrective action
- How to effectively manage the healing process

The e-Learning training featured full streaming videos showing harassment scenarios reenacted to maximize learning outcomes. The webinar program was facilitated by Stephen Anderson, President of Anderson-davis.

Black Box used the Anderson-davis, Inc. training course "Workplace Harassment: Prevention and the Law" to certify over a hundred management personnel.

## **The Result**

After the completion of Anderson-davis' two-phase consultation and training program, Black Box have reported that their management staff have made many positive comments about the course. Feedback focused around the fact that "things they thought were harassment actually were not", that the "examples provided were excellent, asking all the right questions and making it very easy to understand" and that the "training didn't seem like it was delivered by a group of lawyers."

In addition, Black Box has been more successful in healing their respective workplaces and individuals impacted by harassment situations and preventing any future issues.

"Anderson-davis provided an outstanding training solution. Their support staff was great and the flexibility of the program was a real value add. In a web based environment, this is what people expect from a training program; the fact that our employees are located throughout the country made it imperative that we create a training program like this one. I would definitely recommend the Anderson-davis training for any distributed employee environment," said Alan Perry, Vice President of Black Box.

Stephen Anderson, President of Anderson-davis said, "During their supervisor training, Human Resources asked us to emphasize the importance of intervening and stopping, even if there was no harassment complaint, if they witnessed behavior prohibited by Black Box's harassment policy. To address this, we used a safety analogy from their work environment and a series of video scenarios that dramatized a supervisor's effective intervention and responses when an employee is defensive."

To explore ways that Anderson-davis, Inc. can assist your organization in achieving similar results or to learn more about their customized sexual harassment, respectful workplace and investigations training programs, eLearning courses, award-winning videos and consulting services, please contact us.

We look forward to talking with you regarding your corporate compliance needs!