

Talking about Everyday Fairness at work

Are you a manager or training manager in a workplace in the hospitality industry wishing to highlight issues about the work environment and fairer workplaces? You can use the Everyday Fairness online course and this guide to talk about it with your employees or colleagues. You can use the structure in this guide for support and inspiration. Feel free to adapt the structure so that it fits your workplace and the group you are talking to. For example, you could use it:

- in a workplace meeting or some other kind of staff meeting
- in connection with staff continuing professional development
- during the induction of new employees.

How it works

Prepare yourself by completing the online course and thinking about the parts that are relevant to your group. Chapters 1–3 are aimed at everyone in the workplace and chapter 4 is aimed at managers, safety representatives and employees who want to learn more.

Then present the online course to the group, perhaps at the start or end of a staff meeting. After the presentation, allow your employees or colleagues to work through the online course independently.

Schedule a session for group discussion in which you can all talk about and reflect on what you have learned in the online course. The suggestions below may offer a useful starting point. Adapt the structure according to which chapters and issues are relevant to the group and the amount of time available. It may be a good idea to display the online course on a big screen during the group discussion.

Suggested structure for group discussion (around 30–60 minutes)

CONTENTS	TIME
<p><i>Introduction and reflection</i></p> <p>Go round the group and allow each participant to briefly talk about their reflections after working through the online course.</p>	5 minutes
<p><i>Chapter 1 – How are things at work?</i></p> <p>Discuss chapter 1 using the following questions as a starting point:</p> <ol style="list-style-type: none"> 1. Which types of work environment problems are you most used to dealing with in the workplace – physical or organisational and social? Why is this? 2. Which types of problems or challenges linked to the organisational and social work environment do you experience in your workplace? 3. How can work environment problems affect an entire workplace – for example if someone is subjected to threats or sexual harassment? 	10 minutes

CONTENT	TIME
<p><i>Chapter 2 – Working to prevent issues</i></p> <p>Discuss chapter 2 using the following questions as a starting point:</p> <ol style="list-style-type: none"> 1. How do you go about encouraging good communication with guests and visitors? 2. How do you find the jargon in your workplace – and how do you think your colleagues find it? 3. Are there clear procedures as to how people should act in difficult situations in your workplace? If not – which procedures are required? 	10 minutes
<p><i>Chapter 3 – Dealing with issues that arise</i></p> <p>Discuss chapter 3 using the following questions as a starting point:</p> <ol style="list-style-type: none"> 1. How can you deal with guests who are upset, threatening or violent? 2. How do you usually support one another in difficult situations in the workplace? 3. What do you think you would do if you were subjected to harassment at work? 	10 minutes
<p><i>Chapter 4 – For people who want to learn more</i></p> <p>Discuss chapter 4 using the following questions as a starting point:</p> <ol style="list-style-type: none"> 4. How can you plan the work of improving the work environment and reduce stress? 5. In what way may it be beneficial to work in a sustained and systematic way with the work environment? 6. How can work environment management become part of day-to-day work? 	10 minutes
<p><i>Conclusion</i></p> <p>Bring the discussion to a close and ask if the participants have any questions.</p>	5 minutes

Do you or the participants want to go into more detail or discuss work environment issues further? Feel free to use the exercises in the training material that goes along with the Everyday Fairness online course. This can be accessed via the online course or at www.prevent.se.