

SUPERVISOR'S AND MANAGER'S ROLE AND RESPONSIBILITIES FOR A PROFESSIONAL WORK ENVIRONMENT

1411

(No.1 May 2015)

[Government Code §19796](#)

Supervisors and managers are personally responsible for setting the tone for a professional work environment free of discrimination and harassment. Supervisors and managers shall conduct all interactions with employees and program participants in a professional manner, prevent discrimination and harassment, and foster an environment that encourages communication and understanding.

When an employee's action can be perceived as discriminatory or harassing, it is the supervisor's or manager's responsibility to take immediate, appropriate action on behalf of the Department.

Supervisors and managers are responsible for preventing and correcting discriminatory behavior in the work place, as well as preventing retaliation. It is the supervisor's and manager's responsibility to take reasonable corrective action as soon as he or she becomes aware of a problem. Supervisors and managers are considered agents of the State and are responsible for actions of the employee when they knew **or should have known** of any discriminatory and/or harassing behavior or practice that may be considered a violation of this policy. This responsibility also extends to non-employees (vendor, customers or the public).

Although the supervisor may not have authorization to take disciplinary action against a non-employee, his or her responsibility is to take immediate action to prevent and/or stop any offensive behavior by a non-employee. This could include, but not limited to, discussing the behavior with the non-employee and/or his or her employer or notifying their supervisor of the offensive behavior.

[\(see Next Section\)](#)

[\(see Handbook Table of Contents\)](#)

[\(see Forms and Form Samples\)](#)