Investing in the Growth and Development of Current and Future Purpose Partners...

2017 Course Catalog
I am incredibly proud to put my signature on this letter to celebrate the enhancement of our Blue Tile University – *The MiTek Learning Academy* (Blue Tile U for short). MiTek’s fifth core value (CV5) is Commitment to Excellence, which fuels our passion for a dedication to continual learning. If you’ve attended one of the People First® Leadership classes, you’ve probably heard it said that if we’re not learning and growing, we’re shrinking and dying. My esteemed Purpose Partners®, we are moving full steam ahead on growth!

Blue Tile U is a solid, tangible investment in you—your ongoing advancement in personal and professional excellence. I often say that “*No one will treat you better and no one will train you better than MiTek.*” And the reason I say this is because of my belief in you. I am overjoyed to be able to offer you, through Blue Tile U, programs designed to fully unleash the untapped potential that is just waiting to explode in your personal and professional life.

Perhaps you’re wondering, “*What’s in it for MiTek?*” It’s really very simple; as I said back in 2012, I am confident that making these ongoing investments into living and working in celebration and excellence will make the most transformational impact on our lives and our company that we will ever encounter, creating a culture gap between MiTek and our nearest competitor that is so wide that it will be inconceivable that any of our competitors will come close to matching our real-life commitment to personal and professional growth.

And what’s in it for you? Since the personal drives the professional, Blue Tile U will equip you with the skills, the authority, the motivation, and the resources to solve any problem within your span of control and area(s) of responsibility. More importantly, you will grow personally and experience greater joy in your life and in your relationships.

I encourage you to review this material and take full advantage of the opportunities being offered through Blue Tile U. I want you to be Ownership Minded (CV7) when it comes to your learning. Each of us is responsible for our personal health and growth; in the same way, each of us is responsible for the nourishment, growth, and profit in our respective areas of the business. You may very well have heard me use the “shopkeeper” analogy when it comes to our seventh core value. If each shopkeeper swept in front of his own shop every day, the whole street would always be clean. If all the shopkeepers on all streets would do the same, the entire city would be clean!

If each one of us regards Blue Tile U as his or her own precious possession and takes full advantage of the opportunities it offers, our culture will be alive and electric with learning, growth and excellence. Please join me on this learning journey. I believe in you!
Blue Tile University Charter

PURPOSE
Blue Tile U was created to invest in the growth and development of our purpose partners. Blue Tile U is part of our ongoing commitment to investing in our evolving culture, intimately tied to our Core Values and advancing the MiTek Vision/Mission.

CORE VALUES
• Integrity
• Passion for the Customer
• Teamwork
• Empowered People
• Commitment to Excellence
• Relationship-Driven
• Ownership-Minded

GUIDING PRINCIPLES
• In all we do, we keep our promises and always do the right thing.
• Our internal and external customers are the lifeblood of our business! We relentlessly pursue stronger working relationships to understand internal and external customers’ needs in order to help them succeed in achieving their objectives.
• Success requires each member of the team to recognize and treat others equally with dignity, honor, and respect regardless of their role.
• We are driven by a clear sense of purpose and values; each team member is entrusted and empowered with the resources and decision-making in their area of accountability; starting with empowered leaders.
• In everything we do we are committed to delivering the highest level of quality and innovation in what we create and in how we perform.
• Our organization is built on strong relationships that grow – internally and externally; we are constantly forging these bonds.
• Each of us is responsible for the health, care, growth, feeding, and profit in our roles and our respective areas of responsibility...even if it means we are only in charge of ourselves, our behaviors, and our decisions.
• We believe in the development of our people as a key principle for the continuous growth of MiTek as a company; we strive towards continuous learning and development and are committed to this effort long-term.
• C³ Communicate, Collaborate, Celebrate
Welcome to Blue Tile U!

On behalf of your Culture and People Services (CPS) team, I would like to extend a warm welcome to each of you as we embark on a new and exciting journey towards becoming a learning organization.

We have been charged with the responsibility of helping each and every one of you to understand that who you are and what you do at MiTek has tremendous meaning and significance. We believe all our purpose partners play a vital role in contributing to MiTek’s vision – living and working in celebration, our vision is for MiTek to be in every structure worldwide. Therefore, it is leadership’s desire to provide you with the tools, opportunities, and learning experiences that will expand your mind, ignite your creativity and innovation, and support you in your personal and professional development.

Blue Tile U’s educational opportunities have been carefully crafted to benefit everyone in our organization – whether you’ve been here for three weeks or thirty years...whether you are an individual contributor or hold a formal position of leadership in our organization. You’ll see that these programs, as diverse as they are in subject matter, all hold firmly to the common themes of putting people first, living out our MiTek values and mission, passionately pursuing MiTek’s vision, and fleshing out how each of us can live and work according to our Guiding Principles.

We take the learning process seriously and will strive to continue to provide programs that will enrich your life and support you in contributing at the highest level possible which will make the difference between our organization thriving...rather than merely surviving. Our training solutions and offerings will be maximized through a number of partnerships and resources.

Developing exceptional people must be our number one priority. We will work to ingrain learning, growth, and development into the MiTek culture. We want this to be a consistent practice...not just something we talk about.

I sincerely hope that the Blue Tile U offerings you’ll find inside this course description manual will delight you...and that you will see and sense MiTek’s commitment to investing in you...our most valuable asset.

Stay tuned for more exciting programs! As we continue to expand Blue Tile U program offerings, we will strive to provide you with a broad range of training and development opportunities.
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With the exception of The Making of MiTek (MII100), all courses in Blue Tile University have at least one prerequisite that is required before you can take the course. You will not be able to register for any courses for which you have not meet the requirements. This flow chart gives a visual of the different paths your learning experience can take in Blue Tile U.

The Blue Tile University Core Curriculum, which is the three courses outlined in the box, is the heart of Blue Tile U.

Every Purpose Partner® is expected to complete these courses within the first year of employment.
MiTek Core Learning Experience

The Making of MiTek (MII100)
Duration: 1 Hour

Description:
MiTek has a rich and unique history with origins dating back to the 1950’s. In this course, MiTek senior leadership will narrate the MiTek saga from the company’s early beginnings, all the way through the initiatives to make MiTek the certified People First company that it is today. Tom will discuss the circumstances surrounding the family of companies that have joined MiTek over the years, what it is they do, and how they fit into MiTek’s overall vision. Join Tom on this journey to learn the true meaning of membership in the MiTek family along with the extensive investment over the years in The Making of MiTek.

The MiTek Promise (MII101)
Prerequisite: The Making of MiTek (MII100)
Duration: 8 Hours (1 Day)

Description:
The centerpiece of the program is MiTek’s seven core values, and during this session you will learn the core concepts and behaviors that exemplify those values. (We recognize that some of our MiTek companies have different or complementary core values, but we believe that it is vitally important for everyone in our organization to understand the MiTek Way!) The MiTek Promise is highly interactive, and provides numerous opportunities for you to experience joint learning with your purpose partners as you grow together and learn to not only embrace MiTek’s core values, but to become living examples of them as well.

Diversity & Sensitivity (MII112)
Prerequisite: The MiTek Promise (MII101)
Duration: 4 Hours (1/2 Day)

Description:
What is culture? What do we mean when we say “cultural diversity?” Cultural Diversity offers a platform for discussing the many kinds of diversity we encounter today. This course will attempt to dispel the notion of diversity as merely a synonym for racial or ethnic issues.
LEGO™ Serious Play™ Series

Lego™ Serious Play™: Integrity (MII102)
Lego™ Serious Play™: Passion for the Customer (MII103)
Lego™ Serious Play™: Teamwork (MII104)
Lego™ Serious Play™: Empowered Purpose Partners (MII105)
Lego™ Serious Play™: Commitment to Excellence (MII106)
Lego™ Serious Play™: Relationship Driven (MII107)
Lego™ Serious Play™: Ownership Minded (MII108)

Prerequisite: The MiTek Promise (MII101)
Duration: 2 Hours (each)

Description:
On our journey towards becoming One MiTek, making the values come alive in our workplaces is core to our success. In this brief seminar you will have the opportunity to discover how you and others interpret the meaning of our values using an innovative meeting, communication and problem-solving technique – LEGO™ Serious Play™. In a facilitated session consisting of no more than 12 participants, you and your colleagues will use the LEGO bricks to describe the meaning of our core values and literally “think with your hands”. You can experience the richness of the multiple, valuable perspectives each person brings to this important topic. Together you will negotiate a combined model that incorporates everyone’s insights and ideas. This is a “lean in”, full engagement session and will be a different kind of meeting than you have experienced before.
People First® Strategic Leadership (PFL201)

Prerequisite: The MiTek Promise (MII101)
Duration: 16 Hours (2 Days)

Description:
The 2-day People First® Leadership program is a leadership and lifestyle program designed for both formal and informal leaders throughout the MiTek organization who want to learn and grow and make a difference. It is a powerful, positive experience that will impact your personal and professional life in very meaningful and positive ways! You will learn about both the beliefs and behaviors of People First® Leadership and leave the program with an action plan, thus helping to sustain a vital, People First culture of high engagement and high empowerment at MiTek.

Get ready to laugh, get ready to learn, and get ready to see tremendous things happen at MiTek and at home. This is going to be worth your time. We promise! Join the ranks of hundreds of other MiTek purpose partners who have gone through the People First Leadership experience. It will change your life and the lives of those around you!

People First® Front Line Program (PFF101)

Prerequisite: The MiTek Promise (MII101)
Duration: 1 Hour a Month for 6 Months

Description:
People First® Frontline Program is specifically designed for purpose partners in our manufacturing plants and those who are not in formal leadership positions. A People First® culture is one in which each and every member is inspired and engaged – a culture which connects everyone through a sense of purpose, a common language, and a common set of values. People First® Frontline will provide you with tools and resources to enhance both your personal and your professional life and help you learn how to work in teams and contribute to the ongoing creation of our People First® culture.

People First® Experience (Game) (PFL202)

Prerequisite: People First® Strategic Leadership (PFL201) or People First® Front Line Program (PFF101)
Duration: 2 Hours

Description:
Jack Lannom of People First® International asks audiences, “Is it OK for us to learn together? And is it OK to have fun while we’re doing it?” The People First® Leadership Game incorporates these two concepts: learning the important principles of People First® leadership and having a blast at the same time! You’ll learn a lot about putting People First®, you’ll laugh while you’re doing it, and most importantly, you’ll establish lasting bonds of trust and respect with your purpose partners.
Communicating for Leadership Success (DDI101)
Prerequisite: The MiTek Promise (MII101) Duration: 4 Hours

Description:
This foundation course for most Interaction Management® courses helps leaders communicate effectively so they can spark action in others. The course teaches leaders the interaction essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond.

Behavioral Interviewing Skills (MII201)
Prerequisite: Communicating for Leadership Success (DDI101) Duration: 16 Hours (2 Days)

Description:
In this 2-day workshop you will learn how to screen, interview and select candidates for open positions utilizing a proven technique based on the premise that past behavior predicts future behavior. In this workshop you will learn how to:

1. Determine the key behaviors and competencies you need for someone to successfully fill your target positions.
2. Write and ask interview questions that directly relate to the knowledge and skills you need.
3. Conduct a legally-defensible interview.
4. Summarize the information gained through multiple interviews to differentiate between candidates.
5. Make successful hires that will make an immediate contribution to the team.

The workshop is a combination of discussion and practice. We will interview “real” candidates for positions open in the company.
Addressing Poor Performance (EXL102)
Prerequisite: Communicating for Leadership Success (DDI101)
Duration: 4 hours

Description:
This course builds leaders’ skills in handling chronic performance problems. They learn how to document and present a solid case for needed improvement and use effective interaction skills. Leaders identify the steps to take after the performance problem discussion to provide ongoing feedback and support, and determine if it is necessary to impose formal consequences.

Coaching for Peak Performance (EXL105)
Prerequisite: Communicating for Leadership Success (DDI101)
Duration: 4 hours

Description:
By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

Building and Sustaining Trust (EXL104)
Prerequisite: Communicating for Leadership Success (DDI101)
Duration: 4 hours

Description:
This course introduces Trust Builders, actions leaders can take to build and sustain trusting relationships, as well as common Trust Breakers that can erode or quickly break trust. Applying these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

Resolving Workplace Conflict (EXL117)
Prerequisite: Communicating for Leadership Success (DDI101)
Duration: 4 hours

Description:
This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics – coach and mediate – and practice using the Interaction Essentials as they coach then mediate to resolve a conflict.
Listen Like A Leader (MII110)
Prerequisite: Communicating for Leadership Success (DDI101)
Duration: 24 Hours (3 Days)

Description:
Listen Like a Leader is a 3 day immersion into both the tactile and emotional elements of effectively listening – an essential component to real leadership. By examining, the Communication Cycle, Communication Profiles (personality types), Non-verbal Communication and Reflective Listening, participants experience the real power of empathy and how it can be applied to effective Confrontation. The session can basically be divided into 4 phases.

The first day or so we spend examining communication styles and personality preferences that influence communication. The middle portion of the program focuses on more of the “Mechanics” of being a good listener. The third section is the most demanding portion, as each participant is challenged to self-examine their own biases and barriers to effective listening. The final component involves how to apply the Listening Principles to effectively and compassionately confront others during times of conflict.

90 Days to Success (MII203)
Prerequisite: Communicating for Leadership Success (DDI101)
Duration: 40 Hours (5 Days)

Description:
Making the jump from individual contributor to supervisor is one of the toughest career challenges an employee can face. It requires a new mindset and new skills. New supervisors no longer focus only on their personal workload – they need to know how to lead their teams to maximum productivity.

90 Days to Success is a rigorous program designed to teach the skills a new supervisor needs to be successful. A combination of classroom training, on-the-job assignments and coaching, the course is a comprehensive approach to teaching the skills an employee needs to be an effective supervisor. Our goal is to help new supervisors master the required skills right away and avoid months of trial and error, mistakes, missed opportunities and possible career derailment.
Communicating with Impact (DDI102)
Prerequisite: The MiTek Promise (MII101)
Duration: 4 Hours

Description:
This foundational course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results.

High-Impact Feedback and Listening (EXP102)
Prerequisite: Communicating with Impact (DDI102)
Duration: 4 Hours

Description:
In this course, individual performers learn how to effectively deliver both positive and developmental feedback. They also learn how to be receptive to feedback and to listen to accurately understand the speaker’s intended message. In the workplace, these skills help them to optimize and sustain their own and their coworkers’ performance.
Professional Selling Skills (MII160)
Prerequisite: None
Duration: 12 Hours (1-1/2 Days)

Description:
Sales teams are the first line interface to your customers. Their ability or inability to develop relationships and promote your products directly impacts your business. As competitors continue to “one up” the promises they can deliver, your team must be prepared to address your customers concerns and business objectives. This program is designed to provide both baseline and advanced selling skills and also demonstrates how to engage and build the right relationships with the right people in your customer base.

Strategic Selling (MII161)
Prerequisite: None
Duration: 8 Hours (1 Day)

Description:
Selling Strategies is intended for representatives and managers who are effective in sales yet need to develop a more strategic approach to selling, especially with major prospects and customers. The program maintains a strong focus on a high-level sales approach that is required for selling situations in which the prospect, customer, product or service are complex.

SALES Course listing continued on next page
**Presentation Skills (MII162)**

**Prerequisite:** None  
**Duration:** 12 Hours (1-1/2 Days)

**Description:**
Whether you are presenting to an audience of 1 or 1000, the ability to deliver a memorable and persuasive presentation is a critical skill in today’s business environment. Memorable presentations are about delivering your content with power and passion. This program teaches skills that help participants take presentations from mundane to memorable and provide a method for building a customer-focused presentation. After completing the course, participants will be well-equipped to create sales presentations that advance sales cycles.

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**Negotiating Skills (MII163)**

**Prerequisite:** None  
**Duration:** 12 Hours (1-1/2 Days)

**Description:**
Company representatives can improve results by negotiating more effectively and at the appropriate time. This workshop covers processes and skills for preparing and leading successful negotiations that result in mutually beneficial commitments and contribute to the development and maintenance of long-term relationships. Negotiation is the process by which you resolve the differences between parties in a manner that provides a positive outcome for all groups, and leaves everyone looking forward to working together again.
Want to become a Blue Tile University Certified Facilitator?

**Lego™ Serious Play™: Instructor Certification (MII109)**

**Prerequisite:** The MiTek Promise (MII101)

**Duration:** 2 Hours

**Description:**
MiTek has already achieved the distinction of being designated a People First organization. CPS wants to take its capabilities to the next level by having all its entities embrace the corporate values. Leaders will take the initiative to help employees understand what living the values mean in their everyday conduct of business and engagement with one another.

For a technical and engineering based company, LEGO Serious Play® is one vehicle to facilitate discussion and action planning appropriate to each employee group. Ideally, leaders will be equipped to facilitate monthly sessions highlighting one core value with groups of approximately 12 employees. The intent is that the sessions will help employees incorporate living the values for a stronger corporate culture. The sessions will be aligned with existing training on the core values and “The MiTek Promise”.

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**People First® Experience (Game) Facilitator (PFL251)**

**Prerequisite:** People First® Experience (Game) (PFL202)

**Duration:** 2 Hours

**Description:**
The 2-hour People First® Experience Facilitator training is aimed at giving you the tools necessary to assist in a fun and educational experience. The People First® Experience incorporates these two concepts: learning the important principles of People First® leadership and having a blast at the same time! You will help facilitate learning about putting People First®, get to laugh while you’re doing it, and most importantly, you’ll establish lasting bonds of trust and respect with your Purpose Partners.

*Course listing continues next page*
**People First® Champion – Table Facilitator (PFL250)**

*Prerequisites: People First® Strategic Leadership (PFL201) and Communicating for Leadership Success (DDI101)*

**Duration:** 8 Hours (1 Day)

**Description:**

Well-organized and effectively-presented training is essential to the success of every organization. The critical element in transferring knowledge is the trainer, and the trainer’s preparation and performance will make or break the training session. In this program you will learn how to engage your audience in ways that will best transfer the learning in an organized, effective, and timely manner.

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**People First® Front Line – Facilitator Training (PFF102)**

*Prerequisite: People First® Champion – Table Facilitator (PFL250)*

**Duration:** 16 Hours (2 Days)

**Description:**

The 2-day MiTek *People First Frontline Facilitator’s* Program is designed to provide participants with a deep understanding of essential and effective facilitation techniques through:

1. Observation...
2. Completion of the exercises contained in the Frontline Participant Workbook...and,
3. Hands on facilitation. The workshop will be highly engaging and participatory.

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**The MiTek Promise - Facilitator Certification Workshop (MII301)**

*Prerequisites: People First® Champion – Table Facilitator (PFL250)*

**Duration:** 16 Hours (2 Days)

**Description:**

The 2-day MiTek *Promise Facilitator’s* Program is designed to provide participants with a deep understanding of essential and effective facilitation techniques through; 1 Observation... 2 Completion of the exercises contained in the MiTek Promise Participant Workbook; and, 3 Hands on facilitation. The workshop will be highly engaging and participatory.

This Facilitator Certification Workshop will require a formal application process and will require excellent verbal and presentation skills.

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*We believe that participation in the People First® Facilitator Programs is your opportunity to learn new skills, and to grow personally and professionally.*

*The People First® Facilitator Programs will equip and inspire you to make a difference and help your fellow Purpose Partners to build personal and professional relationships – and live out MiTek’s core values in their day-to-day interactions with others.*
Facilitator Certification Workshop:
DDI Interaction Management (DDI100)

FIVE Prerequisites:
The MiTek Promise – Facilitator Certification Workshop (MII301), Coaching for Peak Performance (EXL105), High-Impact Feedback and Listening (EXP102), Resolving Workplace Conflict (EXL117) and Building and Sustaining Trust (EXL104)

Duration: 24 Hours (3 Days)

Description:
This intense 3-day Facilitator Certification Process workshop develops the skills and competencies facilitators need to deliver training that will address current facilitator challenges and build essential skills for organizational success. Upon certification, facilitators will be able to train nearly 40 DDI Interaction Management courses; many of which are part of our Blue Tile University Course Catalog.

Listen Like A Leader: Facilitator Certification Workshop (MII204)

Prerequisite: Listen Like A Leader (MII110)

Duration: 40 Hours (5 Days)

Description:
We believe those who “do” make the most authentic teachers. Our training model is to help your organization build the capacity for team members to teach team members. Becoming a Listen Like a Leader Professor for your organization is a commitment to introducing culture transformation to the organization and personal transformation to those in your span of care. This intense training helps Professorship candidates fuse their experiences as a leader with facilitation tools that bring about transformation in the classroom. Becoming a Professor of Listen Like a Leader is less about learning the content as it is learning how to inspire change in others. Taught over five days, Professor Training offers a rigorous deep-dive into the art and science of the facilitation process that brings Listen Like a Leader to life. Participants are taught how to create the experience, impart insight and inspire change in others.
Online Courses

In addition to the live course offerings of Blue Tile University are a variety of take-at-will online courses. Although there are many currently available, many more will be added over the course of the year. Below are some examples of the type of courses that will be available to you.

Professional Development/ Skill Building
Coaching & Development
Change Management
Conflict Resolution
Customer Service Skills
Diversity
Ethical Behavior
Leadership
Negotiation Skills
Oral Communication
Organization
Planning & Organization
Problem Solving
Team Building
Time Management
Delivering Training
Written Communication

Safety
Back Safety *(Spanish available)*
Blood Borne Pathogens *(Spanish available)*
Preventing Slips, Trips & Falls
Fire Extinguishers
Hazard Communication
Basic First Aid
Office Ergonomics
Basic Safety Orientation *(Spanish available)*
Office Hazards
Working in Hot Conditions

Compliance
Information Technology and Security Policy Excerpt
MiTek Respectful Workplace Series

To Learn How to Register

1. Go to bluetileu.com/gettingstarted
2. View the ‘How To’ video and User Playbook
3. For help with BlueTile U contact HRISupport@mii.com

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.