Goals

- Enable participants to identify, promote and practice healthy ways of interacting and relating with co-workers
- Foster an atmosphere that enhances the morale and positive self-image of each individual contributor
- Create a definition of proper, appropriate, and respectful interaction in the workplace

Objectives

- Identify the advantages of respectful workplace interaction
- Identify inappropriate and abusive communication styles or behaviors
- Review communication techniques to enhance positive interactions
- Apply respectful techniques to common workplace problems

Why is Respect So Important?

- It affects your health and wellbeing
- It can impact the bottom line
Exercise: The Unhealthy vs. the Healthy Workplace

Characteristics of the Unhealthy or Toxic Workplace

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Characteristics of the Healthy, Vibrant Workplace

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

No matter what our role or title . . .

The responsibility for creating a healthy workplace begins with each and every employee!

Every employee can influence the work environment. We can’t change others’ behaviors, but we can impact the work environment by our actions and reactions in the workplace.

- If you have a problem with someone, go to the source and discuss the issue.
- Be your word. Do what you say you will do.
- Don’t cover for or enable the poor performance of others
Components of Disrespectful Behavior

- Abuse
- Harassment
- Intimidation

When we show our respect for other living things, they respond with respect for us.

- Arapaho proverb
Exercise: Behaviors That Can Contribute to an Atmosphere of Disrespect

Place a check next to the top five behaviors that are most disturbing to you, and of those five, place a star by the one that is most disturbing to you. Underline the one behavior that is the least disturbing.

- Breaking a confidence
- Name calling
- Spreading rumors
- Failure to follow through on commitments
- Standing people up at meetings without canceling them
- Interrupting
- Not listening
- Being dishonest
- Taking credit for someone else’s efforts
- Taking frustrations out on others
- Yelling
- Snide, sarcastic, inappropriate humor
- Sexual harassment
- Making a threat
- Using racial slurs
- Any other disrespectful behavior you have encountered in the workplace

Only Words?

- Can’t you take a joke?
  Intimates that you have a problem and that what is being said is humorous.

- I’m only kidding. It’s just a joke.

- You(r) people are so sensitive!
  This statement labels and categorizes individuals, which impedes open and free dialogue.

These are just a few ways of minimizing this type of behavior. What are some others?
What is an Abusive Work Environment

A cultural pattern of unprofessional, hostile ...

- Behavior
- Language
- Attitude

That is expressed with the intent of ...

- Humiliating
- Intimidating
- Threatening
- Controlling or sabotaging
Exercise: What are Examples of Respectful Interaction in the Workplace?

Effective interpersonal relationships are based on three key components: open communication, functional trust and mutual respect. When these components are the norm for the workplace, interpersonal relationships will be healthy.

We have clarified what we believe to be disrespectful behaviors and we will now have you brainstorm how you would define a respectful workplace. In your small groups, come up with bullet points of behaviors, attitudes and language that describe a respectful workplace.

What is our definition of respectful interaction in our workplace?
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

How to Build Respect in the Workplace
1. Maintain confidence in your abilities but ask for help when you need it.
2. Avoid getting visibly angry at work.
3. Be mindful of how you address others in your office.
4. Consider the needs and opinions of your co-workers.

A Respectful Workplace is:
- highly productive
- employees work well together and enjoy time with colleagues
- where employees enjoy responsibility, and strive to work with more responsibility
- workers and managers help each other out as needed
- where work is completed on time
- where quality and consistency of work is high
- where the customers routinely give positive feedback
- where there is an open forum to discuss problems and issues
- where associates are not afraid to express their opinions
- when mistakes are made, the focus is on finding a solution and determining what went wrong
Sending Messages

- Open your message using “I” messages
- Ask open-ended questions
- Let silence hang in the air
- Avoid “why questions

Active Listening

- Focus
- Acknowledge
- Invite
- Clarify and summarize

Non-Verbal Communication

- Eye contact
- Body language/posture
- Gestures
- Nodding
- Facial expressions
- Proximity
- Touching
Respectful Communication

R = take Responsibility for what you say and feel, without blaming others
E = Empathize when listening. Try to understand how the other person feels.
S = be Sensitive to differences in communication styles.
P = Ponder on what you hear and feel before you speak
E = Examine your own assumptions and perceptions
C = keep Confidential what others tell you
T = Tolerate ambiguity. We are not here to debate who is right or wrong.
Dealing with Conflict

1. Stay focused on the present. Try not to bring up past hurts or other topics.

2. Listen carefully. Don’t interrupt or be thinking about your response while the person is still talking. Don’t get defensive.

3. Try to really see the other side, and then you can better explain yours. If you don’t get it, ask more questions.

4. While it’s hard when someone comes at you with criticism, try to listen to the person’s pain and respond with empathy for their feelings. Look for what’s true in what they’re saying.

5. Accepting personal responsibility is strength, not a weakness, and sometimes we have to admit that we’re wrong. Sharing responsibility in a conflict can diffuse the situation.

6. Using I messages sparks less defensiveness, and helps the other person see your point of view rather than feeling attacked.

7. Look for compromise rather than trying to win the argument. Look for solutions that meet everybody’s needs.

8. Sometimes tempers get heated and rather than having the situation escalate, it may be advisable to take a time out so you can cool off.

9. While taking a break may be a good idea, it’s important to come back to the discussion. If you can approach the situation with a constructive attitude, mutual respect, and a willingness to see the other’s point of view, you can make progress toward a resolution.

10. If you are having problems staying respectful during a conflict or if the situation does not seem to be improving, you may benefit from having a third party mediate the situation for you.
### Now What?

**If you are being bullied or harassed**
- Trust your instincts
- Document examples
- Limit 1:1 time with the bully/harasser
- Know your organization’s policy and your rights

**If you are bullying or harassing**
- Cease the behavior
- Know it will not be tolerated
- Seek assistance
- Develop alternative interaction styles

© Concern
Exercise: Harassment versus Bullying

How do you tell the difference between a relentless, abusive bully and a well-meaning person, who accidently stepped on our toes?

- Well-meaning people, who accidently said something hurtful, feel bad, apologize sincerely, make amends and don’t do it again.

- Bullies will minimize what they did or justify their actions by blaming us. They don’t make real amends and they don’t stop.

- If we ignore or minimize the actions of bullies, if we beg or bribe them, they will persist in bullying us.

- Smiling bullies and controlling people produce more bullying incidents than overt bullies who use violence. Whether their actions are overt or covert, we need to intervene so the behavior does not persist.

What three steps will you take to create a more respectful workplace?

1. ________________________________________________________________________________
   ________________________________________________________________________________

2. ________________________________________________________________________________
   ________________________________________________________________________________

3. ________________________________________________________________________________
   ________________________________________________________________________________
Summary

- Increased awareness of the importance of respectful workplace interactions
- Understanding of disrespectful behaviors and their negative consequences
- Review of respectful techniques to address workplace problems
- Exploring next steps and commitments to support a respectful workplace
## Summary

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>Unhealthy Workplaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problems are not afraid to express their opinions</td>
<td>People are afraid to tell the truth because they are ignored, reprimanded or viewed as troublemakers</td>
</tr>
<tr>
<td>People are not afraid of disagreements because they realize diversity is healthy. The feel more productive when issues are resolved and processes improved</td>
<td>People are uncomfortable with disagreements and will try to stop open discussions of differences of opinion</td>
</tr>
<tr>
<td>When something doesn’t work, the focus is on identifying issues not on blaming people – tough on issues, soft on people</td>
<td>When something doesn’t work, the focus is on blaming people – tough on people, soft on issues.</td>
</tr>
<tr>
<td>Employees feel empowered to do their jobs and to suggest changes for improvement</td>
<td>Employees feel they do not have the power to change the way things are.</td>
</tr>
<tr>
<td>Highly productive</td>
<td>Hard to get things done</td>
</tr>
<tr>
<td>People enjoy working together and spending time with their co-workers</td>
<td>People are not friendly with their co-workers and may gossip about them</td>
</tr>
<tr>
<td>Employees enjoy responsibility and seek more responsibility</td>
<td>Employees refuse to take on additional responsibility, directly or indirectly</td>
</tr>
<tr>
<td>Work is finished on time</td>
<td>Work is late or deadlines are ignored</td>
</tr>
<tr>
<td>Work quality is consistently very high</td>
<td>Work quality is mixed or unpredictable</td>
</tr>
</tbody>
</table>
Benefits
Your employer cares about you as an employee and as a person who lives a life outside the workplace. We at Concern understand how balancing these roles can make your life a juggling act in:

- Balancing work, home, and leisure
- Taking care of people who rely on you
- Dealing with the stress of modern life
- Handling loss and the unexpected

Call Concern’s toll-free number if you feel overwhelmed by the stressors in life. 800-344-4222

Concern’s Digital Platform
Accessible from your phone, tablet or computer. It is your front door to everything Concern has to offer. Your Personalized Dashboard.

It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

Mindfulness for Everyday Living
You have access to eM Life – an entire suite of evidence-based live and on-demand mindfulness solutions.

- It Can be accessed via the Concern Website: employees.concernhealth.com, or
- You can download and access via your mobile phone.
Thank you!
Questions? Comments?

Please complete the Survey Monkey
https://www.surveymonkey.com/r/3VHDNPS