



Participant Guide

Respectful and Positive Interaction in the Workplace

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

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?

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

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Active Listening

- Focus
- Acknowledge
- Invite
- Clarify and summarize

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Non-Verbal Communication

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

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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.

Exercise: Harassment versus Bullying

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

- Well-meaning people, who accidentally 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

Healthy Workplace	Unhealthy Workplaces
Problems are not afraid to express their opinions	People are afraid to tell the truth because they are ignored, reprimanded or viewed as troublemakers
People are not afraid of disagreements because they realize diversity is healthy. They feel more productive when issues are resolved and processes improved	People are uncomfortable with disagreements and will try to stop open discussions of differences of opinion
When something doesn't work, the focus is on identifying issues not on blaming people – tough on issues, soft on people	When something doesn't work, the focus is on blaming people – tough on people, soft on issues.
Employees feel empowered to do their jobs and to suggest changes for improvement	Employees feel they do not have the power to change the way things are.
Highly productive	Hard to get things done
People enjoy working together and spending time with their co-workers	People are not friendly with their co-workers and may gossip about them
Employees enjoy responsibility and seek more responsibility	Employees refuse to take on additional responsibility, directly or indirectly
Work is finished on time	Work is late or deadlines are ignored
Work quality is consistently very high	Work quality is mixed or unpredictable

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Counseling

Set of 5 free face-to-face, phone, video or chat sessions per issue per 12 months

- Difficulty with relationships
- Emotional distress
- Job Stress
- Communication/conflict
- Substance use
- Grief

Parent Coaching

Set of 3 phone sessions per year

- Child development & behavior
- Social anxiety
- Excess screen time
- Supplemental to counseling

Family Care

Resources for all stages of life: Parenting & Childcare

- Childcare resources & referrals
- Parent coaching
- Tutors, mentors, programs for children with special needs
- Teens, college and beyond
- New Baby Kit

Adult Care Needs

- Meals-on-Wheels
- Alzheimer's education
- In-home, sub-acute, rehab care
- Free resource book

Legal & Financial

Legal Referrals

- Immigration
- Family law
- Estate planning
- Wills & trust

Financial Consultations

- Money management
- Debt consolidation
- Investment basics
- Income taxes

ID theft resolution

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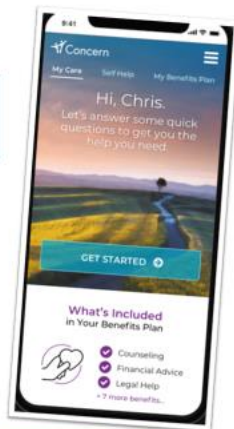
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- Taking care of people who rely on you
- Dealing with the stress of modern life
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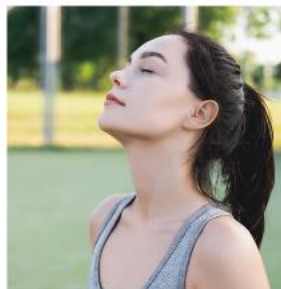
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It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

Mindfulness for Everyday Living

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- Evidence-based
- Designed for daily use
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- Expands prevention
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- You can download and access via your mobile phone.

Thank you!
Questions? Comments?

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