

# WorkLife Training Institute

## How to Have a Professional & Respectful Workplace

### Objectives

-  Respect in the workplace
-  Assess yourself
-  The cost of incivility
-  Harassment
-  Bullying
-  Active Listening
-  Review & Takeaways



## The Basics Professional Behavior

- 💡 Treat everyone with courtesy, respect and kindness.
- 💡 Do not nit-pick, criticize, belittle, judge, demean or patronize.
- 💡 Compliment others! Let others know you appreciate their idea.
- 💡 Never speak over, butt in or cut off another person.
- 💡 Encourage coworkers to express their ideas.
- 💡 Listen to others before expressing your views.
- 💡 Think before you act or speak.
- 💡 Don't gossip.



## Respect = Job Satisfaction

- 💡 **Employees are more engaged & productive when they feel respected.** According to a 2014 survey by the Society for Human Resources Management, respectful treatment of employees rated as “very important” by 72% of participants, making it the top contributor to overall job satisfaction.
- 💡 **Respect increases engagement** – Harvard Business Review found that respect was the number one behavior, above all others, that would lead to greater employee engagement & commitment.

## Defining Disrespect & Incivility at Work

- Rudeness
- Passive aggression
- Outright nastiness
- Undermining coworkers
- Checking emails during meetings
- Interrupting
- Ignoring someone's opinion
- Leaving someone out of relevant meetings & communications
- Being curt or brusque in email or other communications
- Leaving a mess in common areas
- Talking too loudly in common areas
- Wearing too much perfume, cologne or eating highly odorous food
- Gossip
- Crass humor
- Talking about 'hot button' issues, like politics

## The Cost of Incivility

### Rudeness at work is rampant

- 💡 Nearly everyone who experiences workplace incivility responds negatively, in some cases retaliating.
- 💡 Employees are **less creative** when they feel disrespected.
- 💡 Many **decrease effort** or lower the quality of their work.



## Where Can YOU Improve Your Professionalism?

Professionalism & respect are communicated all the time. Where can YOU improve your behavior?

- 💡 **Body language**
- 💡 **Verbal communication**
- 💡 **Written communication**



Sometimes when talking about respectful behavior, it's easy to think of other people's behavior and how we'd like them to change. However, **the most important thing to keep in mind is your own behavior** – it's the only thing you can change!

## Highlight: Email Communication

- 💡 **When in doubt, leave it out:** Tone is CRUCIAL in all electronic communication! If you're uncertain about your tone, humor, sarcasm, criticism, etc. – save and return later with a fresh perspective
- 💡 **When in doubt, be formal and kind:** Traditional letter writing greetings, closings and thank you's convey respect.
- 💡 **When in doubt, pick up the phone:** If you're struggling with tone, or are finding yourself writing too much, ask for a quick phone chat or face-to-face meeting. Helps with clarity all around!



## Interdisciplinary Workplaces

- ❑ Competing Priorities
- ❑ It can be challenging to see others 'points of view
- ❑ Learn to respectfully disagree



## Workplace Harassment

Under federal law, harassment of employees based on race, color, religion, sex (including gender identity and pregnancy), national origin, age, disability, genetic information, sexual orientation, or parental status is prohibited. There are two basic types of workplace harassment:

-  **Quid Pro Quo Harassment:** Generally results in a tangible employment decision based upon the employee's acceptance or rejection of unwelcome sexual advances or requests for favors, but it can also result from unwelcome conduct that is of a religious nature.
-  **Hostile Work Environment:** Unwelcome conduct from anyone with whom the victim interacts on the job. Unwelcome conduct renders the workplace atmosphere intimidating, hostile or offensive.

## Bullying

Bullying is generally defined as **unwelcome behavior** that occurs over a period of time and is meant to harm someone who feels powerless to respond.

- 💡 Verbal bullying includes teasing and threatening to cause harm.
- 💡 Social bullying might happen by leaving someone out of a meeting on purpose or publicly reprimanding someone.
- 💡 For example, a manager who is mean to everyone – an ‘equal opportunity harasser’ – might not be engaging in unlawful conduct, but that doesn’t mean it must be tolerated. Employers can have codes of conduct that address respect in the workplace and hold employees accountable.



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## Unconscious Biases

- 💡 We all have **unconscious biases** – when our brains make automatic judgments & assessments of people and situations.
- 💡 **Treat people the same**, no matter race, religion, gender, size, age or country of origin.
- 💡 **Include all** relevant coworkers in meetings, discussions, trainings and events. While not every person can participate in every activity, do not marginalize, exclude or leave any one person out.
- 💡 **Provide equal opportunity** for employees to participate in committees, task forces and improvement teams.



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## Unconscious Biases, con't

- 💡 Unconscious biases are often instant and done without conscious thought. These thoughts are not *wrong*, they are *habits*.
- 💡 What we want to do instead of denying our biases or feeling ashamed of them is **BECOME AWARE** of them.
- 💡 For example: If you notice you interrupt women more than men, or men more than women, in meetings, become aware of your behavior and adjust accordingly.

**DISCUSSION Point:** What are your unconscious biases?



## Disagree Respectfully

- 💡 Disagreements are normal. **Learning to respectfully disagree is a key professional skill.**
- 💡 Always keep your tone of voice steady – never raise your voice.
- 💡 Focus on issues, not people, and use “I” statements, not “you” statements.
- 💡 Know when you need to take a break
- 💡 Know when to bring in HR or a manager.
- 💡 Make sure everyone agrees on the next steps and understands the resolution.

### How To Disagree Respectfully



## Active Listening

Active listening is a set of skills you can use everyday, it's designed to encourage respect and understanding.

- 💡 **Restating:** Demonstrate you're listening by repeating what someone has said, "Let me see if I'm clear about this..." or "It sounds like you're saying..."
- 💡 **Validation:** Acknowledge someone's feelings or point of view, "I appreciate your willingness to talk about such a difficult issue..."
- 💡 **Silence:** This helps slow down a potentially difficult conversation. Give everyone a chance to think and reflect.
- 💡 **Give Feedback:** Let the person know what your initial thoughts are on the situation. Share information, observations, insights. Then listen carefully.

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## The POWER of Kindness

- 💡 **Research has shown that when we do something kind, our brains release oxytocin, the "hug hormone" that makes us feel really good.**

What kindness or compliment could you extend to a coworker *right now*?



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## Review & Takeaways

- Respect is absolutely crucial to a well-functioning workplace
- Take an inventory of your own behaviors and professionalism
- Be mindful of any unconscious biases you may have
- Be mindful of all electronic communication
- Any disagreement can be handled respectfully
- Practice active listening
- Always be kind



Thank you for your time and attention!

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