

***Treating Each Other in Good  
Ways:  
Respect in the Workplace***

St. Louis County Respectful  
Workplace Training

# WHAT IS THIS TRAINING ABOUT?

- This training IS:
  - An investment in supporting you and your high quality work
  - A preventive strategy to ensure that issues about respect do not escalate and your stress about this can decrease
  - An opportunity to practice skills that help you deal with real issues in your workplace
  - A chance to create a common vocabulary and understanding about respect across 2000 employees; ALL County employees will attend the same training with a variety of trainers
  - A reflection of the County's ongoing commitment to provide good, relevant training opportunities to the staff, such as past respectful communication training and harassment
- **THANK YOU FOR COMING!**

# WHAT DO WE ALL NEED AT WORK?

- Need to be seen
- Need to be heard
- Need to be respected and treated kindly
- Need to be safe
- Need to belong
- **Thought question: Think about your story at the beginning. Were you talking about one of these needs?**

# **WHAT IS RESPECT? GROUP DISCUSSION**

- **What kinds of actions or inactions show you that you are being respected?**
- **What actions or inactions tell you that you are being disrespected?**
- **Be prepared to share your ideas; we will save this information for the County.**

# WHAT IS A RESPECTFUL WORKPLACE?

*A respectful workplace supports the physical, psychological and social well-being of all employees. In a respectful workplace:*

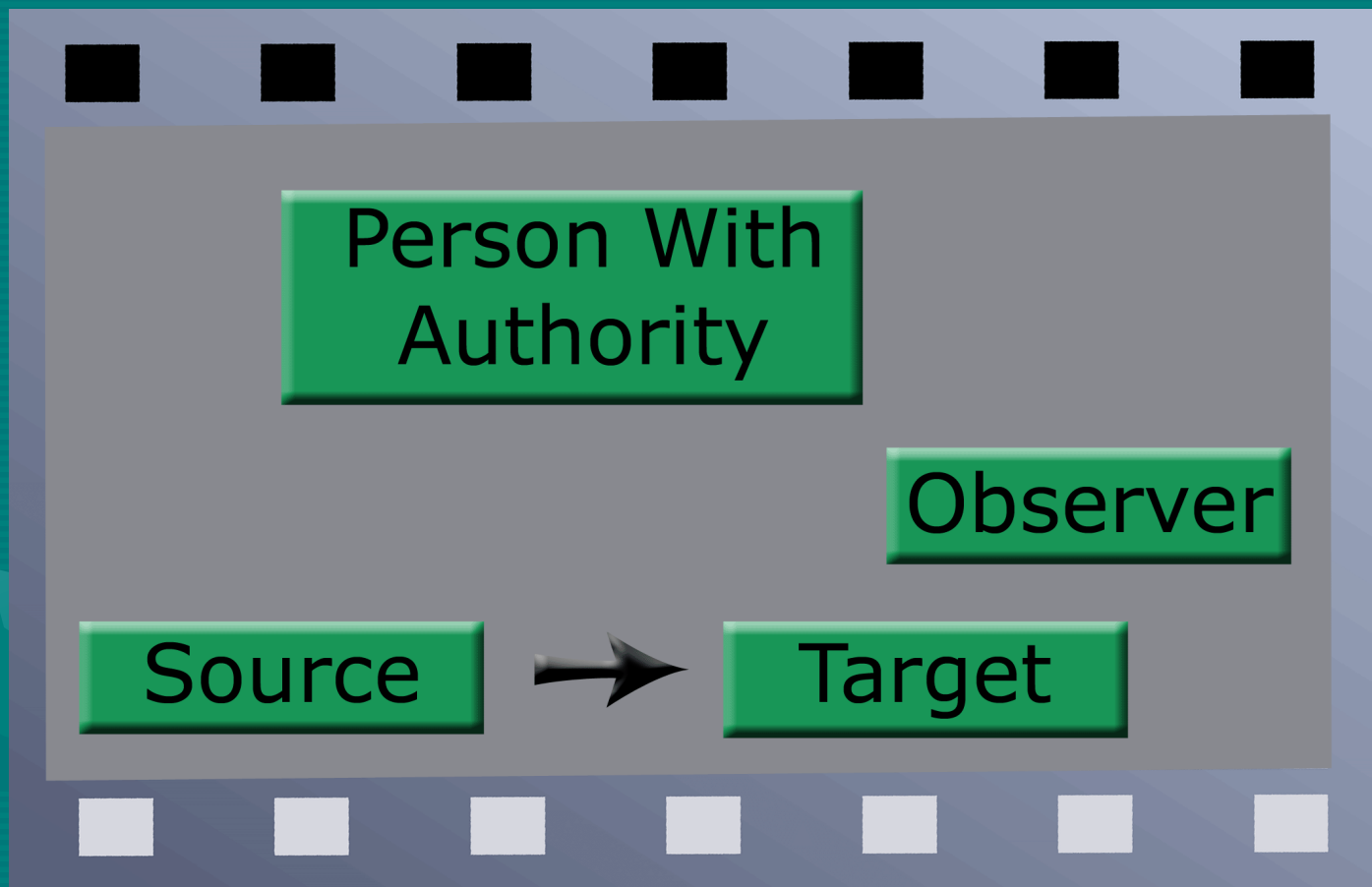
- Employees are valued
- Communication is kind, open and honest
- People are treated as they wish to be treated
- Conflict is addressed in a positive and respectful manner
- Disrespectful behavior is addressed

# A RESPECTFUL WORKPLACE: A SURVEY

- Take about 10 minutes and complete the survey handed out
- Be prepared to discuss your general answers with your small group
- Note similarities/differences in responses
- Be prepared to share factors that influenced your ratings

# UNDERSTAND DISRESPECT

## Freeze Frame Analysis



# WHO IS RESPONSIBLE TO PREVENT DISRESPECT? Part I

- SOURCE:

The person whose action offends others

- If you think your behavior offends someone else, STOP; if you don't know, ASK; if you don't care, BE AWARE THAT THIS HAS CONSEQUENCES



# WHO IS RESPONSIBLE? Part II

- TARGET:
- Someone who the disrespect is aimed toward
- Tell someone if their behavior offends you. Ask them to stop. Give a respectful response and avoid blaming. If the behavior continues or is serious, report it. If you don't know the intention of the person, ask. There is no harm in checking it out.

# WHO IS RESPONSIBLE? Part III

- OBSERVER:
- The person who sees disrespectful behavior occur.
- You are not an innocent bystander. Trust your judgment. Choose to offer suggestions for more respectful behavior. You have a responsibility to call attention to the disrespectful behavior. Report it, if necessary.

# WHO IS RESPONSIBLE? Part IV

- PERSON WITH FORMAL AUTHORITY:
- Someone who has formal power and authority
- Address disrespect immediately upon learning about it. People with authority are not “mind readers” ---tell them. Once told, they have an obligation to do something.

# SCENARIOS AND PROCESSING

A Few Stories to Consider

# HOW TO DO A SCENARIO

- Identify the role (source, target, observer, person with authority) you are being asked to play
- Put yourself in the situation and recall if you've experienced or observed the scenario
- Think creatively about how to respond
- Goal: to think about your own behavior and practice respect

# “THE OFFICE GOSSIP”

- You just had a unit meeting. Barb and Sue seemed to disagree about an issue and Sue said something sharply worded to Barb in front of everyone else. Barb was embarrassed but didn't say anything. You are now getting coffee and find yourself overhearing two other colleagues negatively talking about Barb and Sue's conversation. One says to the other “Barb is such a wimp and Sue can be a real jerk. I think someone needs to tell them this.”
- **QUESTION: HOW WOULD YOU RESPOND IN A WAY DESIGNED TO CHALLENGE THIS GOSSIPING BEHAVIOR IN A RESPECTFUL WAY?**

# “THE GENERATIONAL DIVIDE”

- “Mary and William are in the same work group. Mary is a new employee, 25 years old. William is a veteran, 52 years old. Mary wants the unit to increase its use of computers and technology, including daily email calendars. William is resistant and publicly critical of the “flavor of the month” idea. Mary said under her breath at yesterday’s meeting “he’s a dinosaur.” You are the supervisor and have heard these comments.
- **QUESTION: What do you say to Mary, William and the work group?**

# “THE BACK-STABBER”

- One of your office colleagues comes in your office and starts making negative comments about the colleague four cubicles down (“they are so crabby, they can’t take a joke, they aren’t that good at their job, why don’t they get it from the supervisor?”).
- **QUESTION: HOW DO YOU RESPOND TO THIS CONVERSATION?**



# “THE MISSED OPPORTUNITY”

- You come into the break room just as Billy says to Betty, “Marna is such a witch sometimes, I can’t stand working with her and I can’t understand why the supervisor doesn’t criticize her work performance more.” Billy and Betty know that you overhear the comment, you get your coffee and step out, saying nothing. It bothers you, however, afterward.
- **QUESTION: WHAT CAN YOU DO AFTER THE FACT WHEN YOU’VE NOT ACTED ON SOMETHING THAT HAPPENED?**

# “THE EYE ROLLER”

- You are in a meeting of your unit. Ann, a member of your unit, is speaking about a concern she has with the workload. Bill, another member, starts rolling his eyes and making quiet, under the breath side comments to Wilma sitting next to him about what Ann is saying. You all see the behavior, including Ann. No one knows what to do so they do nothing.
- **QUESTION:** WHAT COULD YOU DO AT THAT MOMENT OR LATER TO RESPOND TO THIS?

# “THE CLIQUE”

- You work in a five person unit. Two of your members, Jenny and Julie, are very close personal friends as well as unit colleagues. They go out together and are always visiting. You notice that when you come up to talk with them, they get very quiet all of a sudden and give you lots of signals that they would be happy if you left. You and the other two staff members feel excluded.
- **QUESTION: HOW CAN YOU TALK TO THEM ABOUT HOW YOU FEEL ABOUT THIS EXCLUSION?**

# “THE CHAIN OF COMMAND”

- You are in your supervisor, Barb’s, office. She is upset because her boss recently said “Can’t you keep your people in line?” Barb thinks this was caused by your actions. She looks at you, angrily yells and shakes her finger, “You made me look bad in front of my boss. Don’t ever go outside the chain of command again, you #!@\$ troublemaker!”
- **QUESTION:** How do you respond to this situation, in the moment and afterward?

# “THE JOKE”

- You are in the break room getting coffee with a group of co-workers. You just finished telling a joke about dumb blondes, the 5<sup>th</sup> one you’ve shared this month. Marie, a blonde colleague in your unit, walked in and heard you. She says to you “I don’t appreciate that so-called joke, Bob. Stop it, please.” Everyone freezes.
- **QUESTION:** You are Bob. What do you do or say?

# WHAT CAN YOU DO?

- **Understand** the other person's point of view
- **Accept** values and opinions that are different than your own but don't accept bad behavior
- **Identify your feelings** before you share your concerns with another (pause)
- **Talk directly** to people that have engaged in disrespectful behavior
- **Model kindness** in your responses; do not blame, threaten or name call, even when you are angry or hurt; apologize when appropriate

# ONE PRACTICAL SUGGESTION: USE “I” STATEMENTS

- Difference between I and You
- Format: “I feel   (x)   when you do   (y)   and I would like you to do   (a)  .”
- Need feeling words, clarity of action, and preference
- Partner Practice: Using Scenarios

# “I” STATEMENT FORMULA

- I feel (x-feeling) when you do (y-action) and I'd like you to do (a-preference).
- “I **feel** excluded **when** you do not introduce me to your friends; I'd **like** you to be more aware of including me in the future.”



# FINAL THOUGHTS

- YOU are the most important person in ensuring a respectful and kind workplace; what you do or fail to do makes a real difference!
- Be brave! It takes courage to stand up for, speak for and defend respect in our culture.
- Practice respect and kindness DAILY: reflect at the end of each day.
- Be part of the solution and not part of the problem; respect is EVERYONE' s responsibility.