

Respect & Civility:

Tips and Strategies for Creating Respectful Interactions in the Workplace

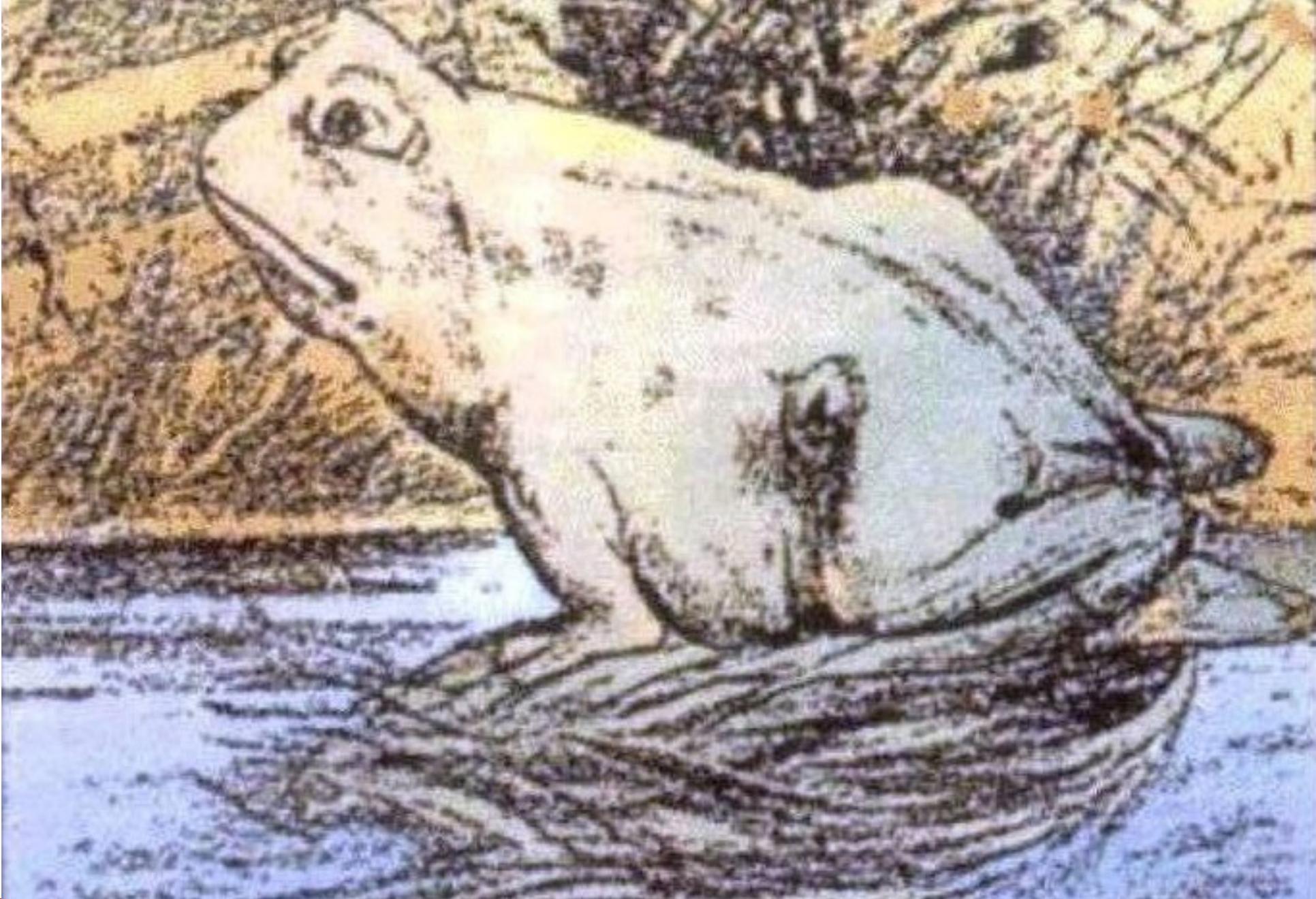


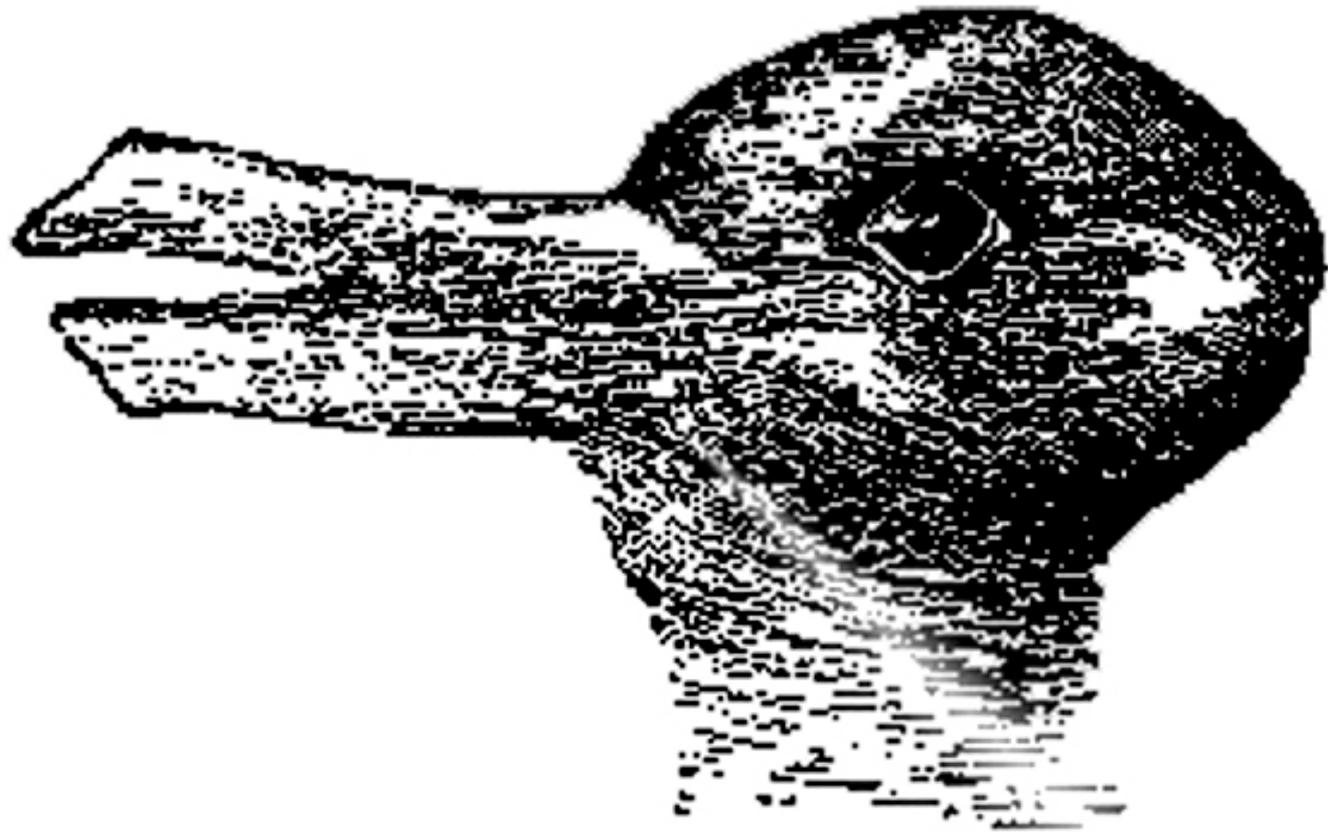
Spring 2019 Meeting
Presented by:
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Objectives

This session will help you:

- Identify components of a respectful workplace and provide you with a renewed understanding as to why respect and civility matter
- Explore ways to proactively promote respect and civility in your workplace
- Explore different ways to deal with rudeness and uncivil behavior...all while being tactful







Your Reality

- Each person has a different perspective
- The brain filters reality through experience, beliefs, education and imprints a new reality
- Each person's reality is different



When you think about respect in the workplace, what comes to mind?

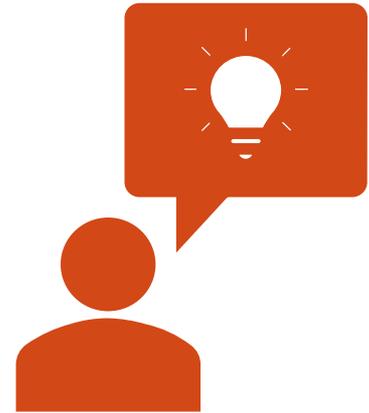
What kinds of actions show you that you are being respected?

What actions or inactions tell you that you are being disrespected?

Definition

A respectful workplace is more than the absence of discriminatory behavior.

A respectful workplace is a place where each person can contribute his or her best, knowing they are valued.



In a respectful workplace:

- Employees are valued
- Communication is kind, open and honest
- Conflict is addressed in a positive manner
- Disrespectful behavior is addressed

Ways to demonstrate respect:

- Listen
- Take responsibility for your own behavior; understand that conflicts will occur
- Ask questions respectfully
- Understand that your way is not the only way; appreciate the value of diverse opinions
- Talk to people directly about concerns
- Don't put people down or gossip about them – don't engage in gossip

**More ways
to
demonstrate
respect:**

- If you don't understand something, ask
- Allow yourself to be wrong
- Speak up when others are treating another poorly
- Give others the benefit of the doubt
- Use the "Platinum Rule"
- Use the "reasonable person" standard

Civility

Civility is usually demonstrated through manners, courtesy, politeness, and a general awareness of the rights, wishes, concerns and feelings of others.

The existence of civility creates and preserves an environment for mutual respect.

<i>Civility</i>	<i>Incivility</i>
Going out of your way to help someone	Failing to return phone calls, voice mails, emails
Acknowledging your mistakes and making appropriate amends	“Humorous” put-downs, eye rolling, heavy sarcasm, derogatory remarks
Saying “please” and “thank you”	Not keeping appointments
Using a positive tone of voice	Interrupting conversations or meetings
Filling the copier with paper after using the last piece	Yelling, phone slamming, fist pounding, spitting, throwing objects
Apologizing when you do something that offends someone	Chipping away at someone’s self-esteem through constant slights
Refusing to participate in gossip	Ignoring others and their opinions
Showing respect for other people’s feelings and opinions	Addressing people in an unprofessional manner

Why does it matter?

The costs of incivility and disrespect in the workplace are significant:

- decreased creativity
- decreased morale
- customer disdain
- time spent mending damages to relationships

Every human cost has a financial cost...

Those who experience disrespect and uncivil behavior often:

- Decrease their work effort
- Decrease the time spent at work
- Decrease the quality of their work
- Incur lost work time worrying about the incident
- Incur lost work time avoiding the offender
- Have a decline in work performance
- Have reduced commitment to the organization
- Often leave their job because of the uncivil treatment
- Admit to taking out their frustration on customers

Rudeness...

A display of disrespect, a breach of etiquette. Usually presents itself as someone behaving thoughtlessly, aggressively, OR – deliberately being offensive.

- Rudeness means different things to different people.
- There may be cultural differences to consider.
- Rudeness can be a display of power – someone trying to get their way OR to provoke a reaction.
- Rudeness can be a response to stress, pressure or frustration.

Five Ways to Deal with Rudeness (in your team)



BE A GOOD ROLE
MODEL



DON'T
IGNORE IT



DEAL
DIRECTLY
WITH THE
CULPRIT



LISTEN



FOLLOW UP
ON ANY
OFFENDER

1

Ask why

2

Be positive –
rise above it

3

Learn and
adapt – to a
point

How to Deal With a Rude Manager/Boss



Caution...

Be careful not to accept controlling, bullying or manipulative behavior.

Seek help.

Practice being more assertive and self-confident.

How to Be Tactful

Tact = The ability to tell the truth in a way that considers other people's feelings and reactions.

To do this requires: emotional intelligence, respect, discretion, thoughtfulness, compassion, honest, diplomacy and courtesy.

Tips on Being Tactful

- Be culturally alert and practice active listening
- Handle issues assertively (don't be submissive)
- Create the right environment
- Think before you speak
- Determine the appropriate time
- Choose words carefully
- Watch your body language
- Never react emotionally

From P.M. Forni's 25 Rules of Considerate Conduct

- Pay attention
- Acknowledge others
- Think the best
- Listen
- Be inclusive
- Speak kindly
- Don't speak ill
- Accept and give praise
- Respect even a subtle "no"
- Respect others' opinions
- Mind your body
- Respect people's time
- Respect people's space
- Apologize earnestly
- Think twice before asking for favors
- Refrain from idle complaints
- Don't shift responsibility and blame

Other things that may annoy your co-workers:

Your use of your phone: Don't bring your phone into the restroom – don't talk loudly on your phone, don't look at phone during meetings

You take credit for coworker's contributions

You come to work sick

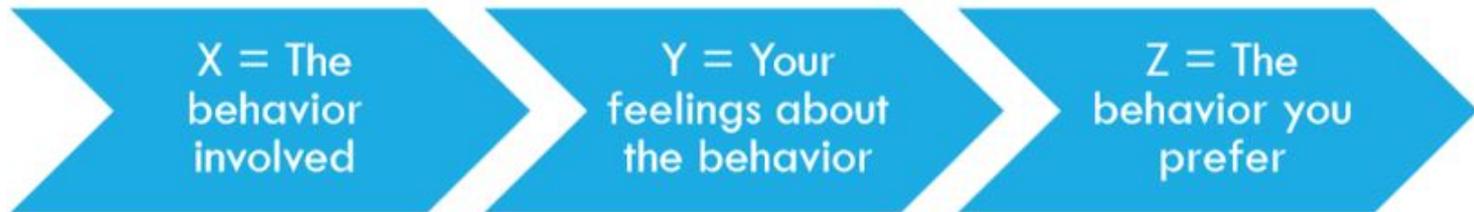
You share everything with your coworkers – Too Much Info (TMI)

You talk to your coworkers about religion and politics

You chew gum loudly

Feedback Conversation

XYZ METHOD



- When you (X) it makes me feel (Y).
Would you (Z) instead?

Scenarios – What would you do?

- Your boss asks you if you would take on some of their workload, so they can leave early on Friday. However, your schedule is full, and you are not sure you'll get everything done on time.
- The colleague who sits next to you is oblivious to the fact that their unnecessary noise prevents you from doing your own work. (music, etc.)
- You overheard a team member speak rudely to a student/staff member/customer.
- A team member has been sharing very personal details about their life and it makes you uncomfortable.

More scenarios

- During a staff meeting, a colleague makes a sarcastic remark (while rolling their eyes) about another team member's suggestion.
- You often must do a co-worker's part in a presentation or briefing because they are consistently late and/or not prepared.
- Refrigerator etiquette – someone has taken some of your food (and it's not the first time)
- You find the copy machine out of paper or jammed. Based on the documents you find once you fix the machine, you know who, more often than not, is the culprit.

Action Plan

What is a behavior I need to STOP doing?

What is a behavior I need to START doing?

What could or should I be working on to improve my communication skills and interactions with others?

I'm not concerned with your liking or disliking me. All I ask is that you respect me as a human being.

- Jackie Robinson

Respect

GIVE IT



TO GET IT

Resources

Assessment Tool available at:

www.christineporath.com/assess-yourself/

Christine Porath is a professor at Georgetown University (Washington, DC); author of “Mastering Civility” and other publications.

Dr .P.M. Forni is a professor at Johns Hopkins University in Baltimore, MD He teaches Italian Literature and Civility. He is the author of “Choosing Civility – The Twenty-Five Rules of Considerable Conduct.” Visit Dr. Forni’s Civility web site at <http://krieger2.jhu.edu/civility/>

Questions?

THANK YOU!

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