



**ACHIEVE**  
CENTRE FOR LEADERSHIP

---

PowerPoint Slides for  
On-Demand Webinar

# Respectful Workplace

Strategies for a Healthy Environment

**TRAINER: Wendy Loewen**

## ***Terms, Conditions of Use, & Disclaimer***

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of ACHIEVE Centre for Leadership.

All information provided is for educational and informational purposes only. It is not intended to provide individual counselling or advice and should not be relied upon for such purposes.



[www.achievecentre.com](http://www.achievecentre.com)



[info@achievecentre.com](mailto:info@achievecentre.com)



1.877.270.9776

WE BELIEVE THAT EVERYONE SHOULD BE ABLE TO LIKE WHERE THEY WORK.

**Check most companies website and you will see “respect” as a core value.**

*“We communicate with mutual respect.”*

*“Everyone is of value no matter what part of the team.”*

*“We strive to foster and maintain an environment of collaboration.”*

**We need to be practical  
about what respect is - and  
what it isn't.**

# WEBINAR OBJECTIVES

---

1. Understand what makes a respectful workplace and what makes a workplace disrespectful
2. Look at the guidelines that should shape our behaviours in a respectful workplace
3. Build skills to communicate

## TAKE A GUESS

---

How many hours does the average person work in their lifetime?

20-65 years of age, at 40 hours per week, with two weeks vacation = 90,360 hours of paid employment



**Think about a word,  
idea, or image that  
illustrates respect.**



Courtesy

Welcoming

Civility

Interest in

Be mindful of

Honor

Think highly of

Consider

Aretha Franklin R-E-S-P-E-C-T

# TOLERANCE

---

In the workplace, most individuals understand that they must learn to tolerate a variety of ideas, people, and situations.



# TOLERANCE

---

- Avoids unneeded contact
- Focuses on individual pursuits
- Keeps silent when annoyed
- Ignores problems in the workplace
- Leaves issues until unmanageable
- Results in minimal personal connection

# RESPECT

---

To show esteem for, being thoughtful in response to another, to not go against or violate, or to have concern for.

# RESPECT

---

- Welcomes diversity
- Develops and rewards teamwork
- Openly discusses what is not working
- Focuses on solutions
- Deals with inappropriate behaviour in a timely manner
- Fosters trust

# WORKPLACE INTERACTIONS

---



DISRESPECT : AVOID : TOLERATE : INTERACT : RESPECT

# RESPECT IS ACTIVE

---

Respect is an active process of engaging people of all backgrounds and differences with the intent to increase awareness and effectiveness. And to make the workplace productive and safe for everyone.

# HIGH COST OF DOING NOTHING

---

Home – Work  
Work – Home



# HIGH COST OF DOING NOTHING

---

- Tangible costs
- Intangible costs



# TANGIBLE COSTS

---

- Increased rate of absenteeism
- Diminished productivity
- Increase in accidents – decreased quality
- Loss of business opportunities
- Staff turnover – recruitment and retraining costs
- Possible legal costs and litigation



# INTANGIBLE COSTS

---

- Lost creativity
- Strained working relationships
- Decreased workplace morale
- Increased stress levels
- Diminished trust in management
- Poor public relations and tarnished corporate image

# REFLECTION

---

Which costs, tangible or intangible, are being experienced in your workplace? Where is your workplace in terms of what we've talked about thus far?

**Most countries have laws and commissions that oversee and educate those in the workplace on their rights and responsibilities.**



**A respectful work environment is not just a nicety - in most countries it is a right.**

# UNIVERSAL DECLARATION

---

## OF RIGHTS AND FREEDOMS

The Universal Declaration of Human Rights lays out 30 articles to which every person is entitled. Since it was adopted in 1948, many countries have worked to elaborate and make the articles a reality.

The declaration is not prescriptive. Rather, it provides guiding principals.

# UNIVERSAL DECLARATION

---

## OF RIGHTS AND FREEDOMS

ARTICLE 1- All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

[WWW.UN.ORG](http://WWW.UN.ORG)

# UNIVERSAL DECLARATION

---

## OF RIGHTS AND FREEDOMS

ARTICLE 2 - Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

[WWW.UN.ORG](http://WWW.UN.ORG)

# SOME HELPFUL DEFINITIONS

---

- Harassment: Demeaning behaviour
- Sexual Harassment: Unwanted sexual behaviours
- Discrimination: Denied access based on difference
- Disrespect: Any behaviour that is unwarranted and/or unwanted

# HARASSMENT

---

HARASSMENT is unwarranted comments or behaviour that is embarrassing, humiliating, or demeaning.

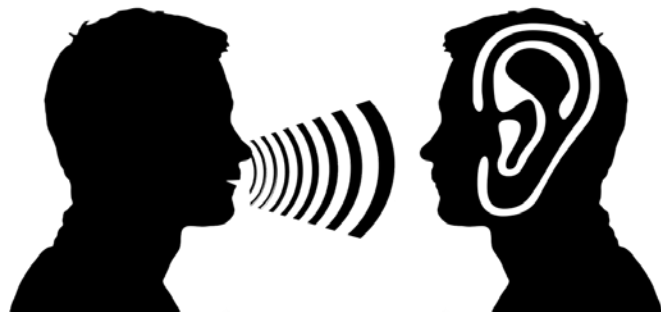
- Unwelcomed physical contact
- Comments on...



## COMMENTS ON:

---

- Religion
- Family status
- Sexual orientation
- Disability
- Ancestry
- Nationality
- Place of origin
- Age



# SEXUAL HARASSMENT

---

SEXUAL HARASSMENT includes any unwarranted comments or behaviours of a sexual nature.

- Offensive published materials such as pictures, cartoons, sketches, mugs, screen savers...
- Inappropriate conversations of a sexual nature
- Inappropriate conversations regarding one's own sexuality
- Unwelcomed invitations to engage in sexual activity

# DISCRIMINATION

---

DISCRIMINATION is excluding an individual's access to resources, supports, or social activity based on some identifiable characteristic. It is the process of restricting members of a certain group for opportunities or even privileges.

# DISRESPECT

---

DISRESPECT is any behaviour that is unwarranted. Any comment or act that causes offense to another, that is unwelcomed or objectionable, is considered disrespect.

- Ignoring
- Discrediting
- Discounting input or ideas
- Verbal incivility
- Put-downs

# WHAT IS NOT DISRESPECT

---

Disrespectful behaviour does not include acts of supervisory responsibilities provided they are performed in a professional and respectful manner.

- Managerial direction
- Performance reviews
- Counselling services
- Differences of opinion
- Personality clashes

# RIGHTS & RESPONSIBILITIES

---

You have the **right** to be treated respectfully in your place of work. You also have the **responsibility** to refrain from participating in disrespectful behaviour.

# THE ROLE OF INTENT

---

*Intent is NOT the measuring stick of respect.*

If our intent was not malicious but the effect was negative, we are responsible to acknowledge, apologize for, and change our behaviour, even when/if we meant no harm.

# LETTER & SPIRIT OF THE LAW

---

We can have workplaces that are free of harassment, sexual harassment, discrimination, and disrespect, but the environment is still hostile.

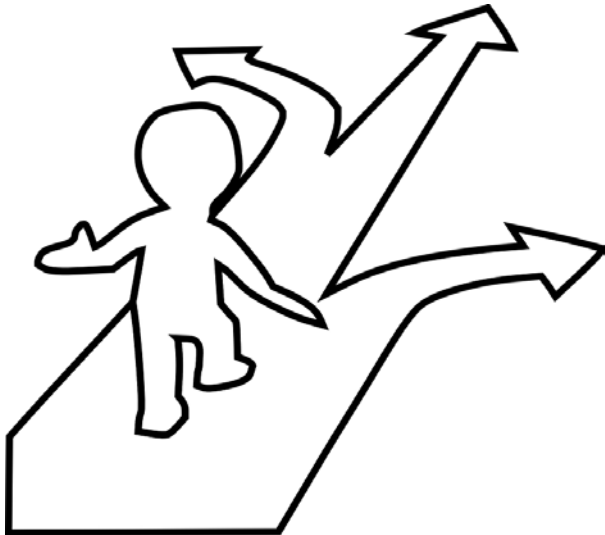




# GREY AREAS

---

Grey Areas: Those behaviours that are generally annoying and may be considered bad manners.



# COMMON GREY AREAS

---

- Taking something without replacing it
- Having loud phone conversations
- Someone not cleaning up in the staff kitchen
- Looking at a coworker's computer screen over their shoulder

# WHAT IF IT WAS YOU?

---

**DO** – Talk to me, make me aware, and give me the benefit of the doubt

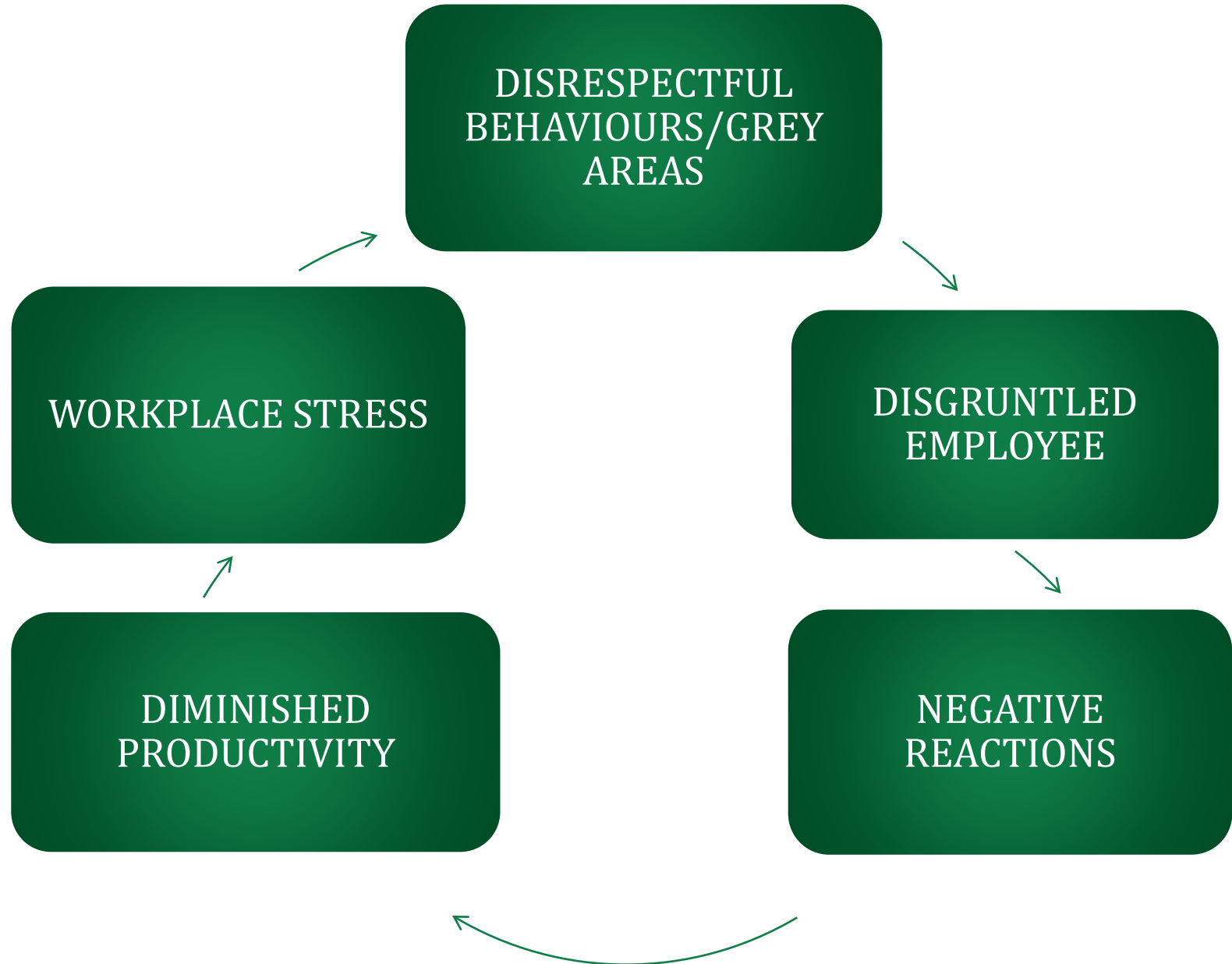
**DON'T** – Talk to everyone else, allow me to blindly continue, or assume the worst about me

# SAY SOMETHING

---

Individuals who display questionable behaviours are often unaware of the impact on others, or sometimes they simply do not care.

Regardless, if we are continuously bothered with certain behaviours, we are responsible to voice our concerns.



# IDENTIFYING UNHEALTHY ENVIRONMENTS

---

- Decision making is poor
- Dissatisfaction between management and staff is high
- Productivity is low

# IDENTIFYING UNHEALTHY ENVIRONMENTS

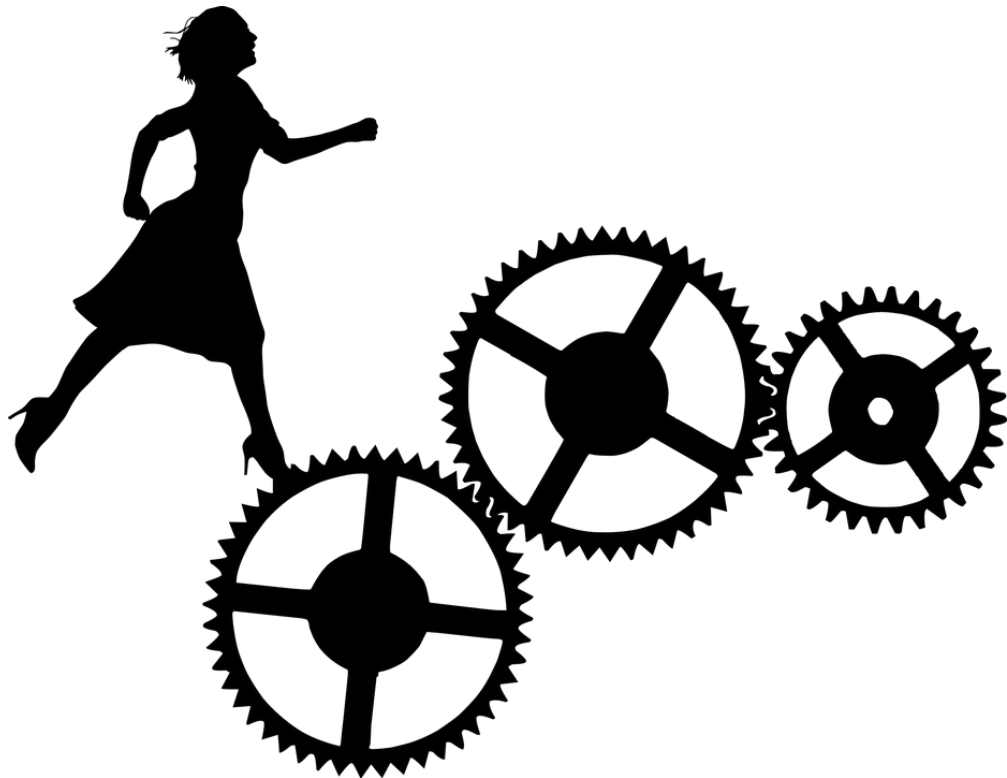
---

- High levels of support in the work environments
- Growth is continual
- Employees actively participate in their duties

# THE RESULT

---

HEALTHY WORK ENVIRONMENT = PRODUCTIVITY





# EVERYONE IS ACCOUNTABLE, RESPONSIBLE, & INVOLVED

---

Everyone has responsibility:

- Initiator
- Offended
- Observer

# INITIATOR

---

If you are the cause of someone's discomfort, the onus is on you to change your behaviour.

If you are unsure if an action was hurtful or offensive, you should ask.

If someone mentions that you have offended, you need to stop whether you think the behaviour is acceptable or not.

If you think your actions are questionable, this is probably a good indication that they are.

# INITIATOR

---

## **Strategy:**

Own up to your behaviour. Stop. Get help if you need to.

# OFFENDED

---

Address the offensive behaviour as soon as you can.

Tell the person you are bothered by the behaviour and ask them to stop.

You may need to remove yourself from the situation or take a minute to formulate your response.

# OFFENDED

---

## **Strategy:**

Acknowledge the impact. Tell the person to stop. Find supports.

# OBSERVER

---

As a witness of offensive behaviour, you need to voice your disapproval. Remember, you are not an innocent bystander.

Simply giving voice to your observance and stating what would be appropriate is a first step in addressing the behaviour.

If the negative behaviour persists, you should report it to a supervisor and follow appropriate protocol in your organization.

# OBSERVER

---

## **Strategy:**

Recognize your role. Voice your disapproval.

# STATE EXPECTATIONS

---

OBSERVER OR OFFENDED

1. Name the event
2. State the effect
3. Ask for intent
4. Make your request



# 1. NAME THE EVENT

---

Be brief and to the point, leave emotions aside, give specifics, be nonjudgemental, and do not blame the other person.

## 2. STATE THE EFFECT

---

State the effect the event had on you, be transparent and honest, do not overdramatize, and use “I” language.

### 3. ASK FOR INTENT

---

Allow them the chance to clarify the meaning behind the event from their perspective. This does not negate your experience – you may need to state workplace standards at this point.

## 4. MAKE YOUR REQUEST

---

Tell the person what you need and expect from them in the future. Keep your request as simple as possible.

DIRECTLY  
PRIVATELY  
WITH WILLINGNESS TO LISTEN

## SCENARIO: OBSERVER

---

Jim works in the office next to yours. You really like Jim and have a long history of working well together. Last month the company hired a new employee, Marcus, who Jim seems to dislike.

Jim has not said anything directly to Marcus, and it seems there are no professional issues. You hear him making comments about Marcus to other staff members.

You are sure Marcus hears it all. Jim's comments revolve around Marcus and his live-in girlfriend whom Jim thinks is cheating on Marcus. You wonder why he persists in mentioning the situation.

# STRATEGY FOR CHANGE:

---

## OBSERVER

---

**EVENT:**

Yesterday at coffee break, I overheard you talking about Marcus' girlfriend and that you think she is cheating on him.

**IMPACT:**

I'm not sure if you are aware of the impact your comments are having, but I was uncomfortable with them and know Marcus has heard you and is embarrassed.

**ASK FOR INTENT:**

Talking about other people's personal lives at work is not a good idea. I am not sure what is going on for you, but if you need someone to talk to, I'm open. But you need to be aware that this is an issue you need to rectify.

**REQUEST:**

From here on, I would appreciate if we could respect Marcus enough to not talk about his personal life at work.

# STRATEGY FOR CHANGE:

---

## OFFENDED

---

**EVENT:**

Yesterday at coffee break I overheard you talking about my relationship with my girlfriend.

**IMPACT:**

I'm really uncomfortable with my private life being discussed at work.

**ASK FOR INTENT:**

I'm not sure if there is an issue between us, and I would be open to a conversation. But my relationship with my girlfriend is not up for workplace conversation.

**REQUEST:**

From here on, I would appreciate if you could respect me enough to not talk about my personal life at work.



## SCENARIO: INITIATOR

---

Your boss is nearing retirement and you know the transition out of the workforce is causing anxiety for her. You have tried to lighten the atmosphere by throwing out jokes on aging and the need for her to dial it down.

Some of the jokes have been about memory loss, dentures being cheaper “down south,” hair growth, and the need for “young blood.” The other day, she surprised you by reacting in anger to your jesting.

# STRATEGY FOR CHANGE:

---

## INITIATOR

---

**EVENT:** Yesterday at the meeting, I made light of you retiring.

**IMPACT:** You were put on the spot and my comments made you angry.

**INTENTION:** My words were thoughtless. My intent was not to embarrass you or make you upset. I know you are not sure about retirement and I was trying to help you feel okay about it.

**APOLOGIZE:** I am very sorry. From here on, I will be more thoughtful and refrain from commenting in jest.

# ONGOING DISRESPECT

---

## STEPS TO DEAL WITH IT

### **Step 1: Set the Stage – First Thing's first**

- Think, approach at an opportune time

### **Step 2: Bring in Support**

- Manager

### **Step 3: Look for Options**

- What could be done

### **Step 4: Choose an Option**

- Move forward

# STEP 1: SET THE STAGE

---

## FIRST THINGS FIRST

Think – approach at an opportune time.

Be proactive. Do what you can to contribute to a healthy workplace. When issues arise, address them quickly and respectfully.

## STEP 2: BRING IN SUPPORT

---

### MANAGER

If step 1 has not resolved the issue or if you do not feel comfortable approaching on your own, you may need to discuss the problem with someone in a supervisory position. At this point, it is important to talk about confidentiality and make sure that there is agreement.

## STEP 3: LOOK FOR OPTIONS

---

What could be done? Here are options:



## STEP 4: CHOOSE AN OPTION

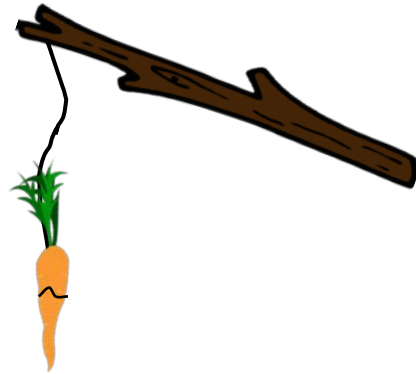
---

- Have a plan
- Move forward
- Indicators
- Check-in times

# EMPLOYER RESPONSIBILITIES

---

Employers need to set the boundaries of what will be tolerated and what will not.



Combining criticism, feedback, guidance, discipline, and rewards is all part of the ongoing process of maintaining respectful workplaces.



# EMPLOYER RESPONSIBILITIES

---

- Screen applicants
- Transition plans
- Educate
- Clear messages
- Evaluation
- Audits
- Processes, services, and policy

# EMPLOYEE RESPONSIBILITY

---

- Be respectful
- Deal with what you can

# EMPLOYEE RESPONSIBILITY

---

- Interview your organization
- Find a sounding board
- Enlist witnesses—if needed
- Document
- Seek legal advice
- File
- Leave

# THE REVIEW

---

- Model respect
- Openly challenge unacceptable behaviour
- Speak the hard thing
- Know what to tolerate and what to engage
- Take responsibility for your behaviour
- Make people personally responsible and accountable for their behaviour

# RESPECTFUL WORKPLACE

---

## RIGHTS AND RESPONSIBILITIES

Every employee can expect to be treated respectfully in the workplace. Every employee has the responsibility to refrain from participating in behaviour that is, or could be perceived to be, disrespectful in nature.

[WWW.GOV.MB.CA](http://WWW.GOV.MB.CA)

## ADDITIONAL EVENTS & RESOURCES

---

- Other Public Workshops
- On-Location Training
- Live and On-Demand Webinars
- Blog Articles
- Free Monthly Webinar

\* Follow us on LinkedIn and Facebook to receive notices

