



THE RESPECTFUL WORKPLACE: A TRAINING FOR EMPLOYEES



Federal and state laws prohibit specified types of discrimination and harassment in the workplace. This seminar is not intended as a comprehensive or complete legal treatise or legal advice and should not be relied on as such. These materials are intended for general information purposes only, and you are urged to consult with your Manager or Human Resources concerning your own situation and any specific legal questions you may have.



Today's Objectives

- Define what is a respectful workplace
- Educate about rights and responsibilities
- Evaluate your own conduct at work
- Identify a responsible course of action



WHAT IS RESPECTFUL WORKPLACE?

“TO FEEL OR SHOW HONOR OR ESTEEM FOR; CONSIDER OR TREAT WITH DEFERENCE OR COURTESY.”

WEBSTER'S NEW WORLD DICTIONARY, 1980

A Respectful Workplace is a Place Where:

- You acknowledge other's contributions and ideas
- You give credit and recognition where it is due
- All are encouraged to succeed
- Creativity and new ideas are openly invited
- You are truthful and direct
- You let the speaker finish before you begin talking
- Confidences are kept
- You follow through on your commitments
- Humor is appropriately used
- Positive attitudes are common place
- You are approachable and receptive
- You admit and own your mistakes
- There is no gossiping, backstabbing or badmouthing
- Conflict and anger are channeled appropriately
- Problems are solved by being straightforward and direct
- The focus is on issues, not the individual
- All endeavor for a win/win solution

How do you want to be respected at work?

A Respectful Workplace is...

- Courteousness
- Acceptance of diversity
- Free from a threatening or hostile environment
- Conducive to productivity



HOSTILE ENVIRONMENT

WHEN UNWELCOME CONDUCT UNREASONABLY INTERFERES WITH AN INDIVIDUAL'S JOB PERFORMANCE OR CREATES AN INTIMIDATING, HOSTILE OR OFFENSIVE ENVIRONMENT.

What is Not Respectful?

Any behavior (physical, verbal or non-verbal) that injures, demeans, negates or attacks the worth or value of another person.

- Harassment: Defined by the EEOC as “verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, national origin, age or disability, and that: i) has the purpose or effect of creating an intimidating, hostile or defensive working environment; ii) has the purpose or effect of unreasonably interfering with an individual’s work performance; or, iii) otherwise adversely affects an individual’s employment opportunities.”
- Intimidate: From Webster’s Dictionary as “to make timid; make afraid; overawe. To force or deter with threats or violence.”
- Dishonor: From Webster’s Dictionary as “loss of honor; loss of status, respect, or reputation; shame; disgrace.”

Behaviors that Contribute to an Atmosphere of Disrespect

You will note below a number of behaviors that can occur in the workplace. Which would you pick as the most and least disturbing of these behaviors?

- Using obscene or profane language
- Pounding on the table
- Reprimanding or humiliating employees in front of others
- Not listening
- Breaking a confidence
- Racial slurs
- Taking frustrations out on others
- Name calling
- Taking credit for someone else's efforts
- Making a threat
- Snide, sarcastic and inappropriate humor
- Interrupting
- Spreading rumors
- Being dishonest
- Failing to follow through on commitments
- Yelling

What other disrespectful behaviors have you encountered in the workplace?



HARASSMENT

UNLAWFUL WORKPLACE HARASSMENT - UNWELCOME OR UNSOLICITED SPEECH OR CONDUCT BASED UPON RACE, SEX, GENDER IDENTITY, TRANSGENDER STATUS, SEXUAL ORIENTATION, CREED, RELIGION, NATIONAL ORIGIN, AGE, COLOR, OR HANDICAPPING CONDITION.

Harassing Behavior May Include One or More of the Following:

- Verbal abuse or threatening remarks
- Comments about appearance
- Racist or other unacceptable language
- Upsetting jokes, derogatory remarks
- Any statement or comment said with the deliberate intention of causing offense

Facts about Harassment

- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker or someone from the outside.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- The harasser's conduct must be unwelcome.

Harassment

Harassment comes in many forms:

- Sexual
- Verbal
- Physical
- Visual
- Racial



Sexual Harassment

- Unwelcome sexual advances
- Requests for sexual favors
- Other verbal or physical contact of a sexual nature

Verbal Harassment

- Name calling
- Derogatory comments
- Slurs
- Jokes
- Threats

Physical Harassment

- Interference with movement
- Blocking movement
- Unwanted physical contact
- Assault

Visual Harassment

- Pictures or posters
- Cartoons
- Drawings
- Email/Text
- Calendars
- Screen savers
- Obscene gestures and objects

Racial Harassment

Offensive behavior by a person or group of one racial or ethnic origin against a person or group of another.

Racial Harassment includes:

- Derogatory name-calling
- Insults and racist jokes
- Ridicule of an individual related to cultural differences
- Exclusion from everyday conversation or social events
- Display of offensive and racist material

What Harassment is Not...

Performance Management is not harassment unless what is discussed is in violation of your civil rights.

Offensive Behavior is Often Unreported

- Fear of getting someone in trouble
- Fear of retaliation
- Feeling out of control
- Feelings of guilt
- Lack of knowledge

Consequences for the Victim

Physical Reactions

- Headaches
- Diarrhea
- Insomnia
- Ulcer
- Back & neck pain
- Indigestion
- High blood pressure

Emotional

- Anger
- Helplessness
- Instability
- Sense of isolation
- Guilt
- Fear
- Depression
- Anxiety

At Home

- Poor communication
- Relationship problems
- Financial
- Legal concerns

At Work

- Conflicts with co-workers
- Increased absenteeism
- Lowered morale
- Reduced work performance
- Reduced job satisfaction

In a Respectful Workplace...

- There is an acceptance of diversity
- Employees are valued
- Communication is polite and courteous
- People are treated as they wish to be treated
- Conflict is addressed in a positive and respectful manner
- Disrespectful behavior and harassment are addressed
- The workplace environment is conducive to productivity



Employee Responsibility

- Employees should understand that offensive conduct could come from any person.
- Write down dates, places and other specifics.
- Talk to your supervisor or HR about what is happening and use your organization's complaint procedures.
- Tell your supervisor if you are aware of offensive conduct in your department.

Retaliation

It is illegal to fire, demote, harass, or otherwise “retaliate” against people (applicants or employees) because they filed a charge of discrimination, because they complained to their employer or other covered entity about discrimination on the job, or because they participated in an employment discrimination proceeding (such as an investigation or lawsuit).

Source: US Equal Employment Opportunity Commission <http://www.eeoc.gov/laws/types/retaliation.cfm>

It is Everyone's Responsibility to Prevent Disrespect

- The Source: The person who is communicating disrespect
- The Target: The person who is being disrespected
- The Observer: Anyone who observes another person being disrespected
- Persons with Authority: Supervisors, Management, Human Resources

Modeling Respect

- Trying to understand the other person's point of view
- Accepting values and opinions that are different from your own
- Identifying our own feelings before you share your concerns with another person
- Not blaming, threatening or name-calling - even if you are angry or hurt
- Reporting abuse, discrimination, or harassment to the appropriate person

We must work toward understanding; not to refute, deny, criticize, or even change minds.



To Avoid Offensive Behavior

- Be sure to tell a person whose conduct is bothering you to please stop; that you find the behavior offensive or unwelcome. Some people simply don't know when they have crossed the line.
- Learn to speak up and let others know how you feel. Your confident attitude and setting limits will let others know where you stand.
- Avoid romantic relationships with a superior or subordinate at work.

Your Kepto EAP

- EAP Services available to employees, any household members and dependents
- Confidential
- EAP Counselors available 24/7/365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year, per household member
- Management Consultations
- Financial/Legal Consultation and Referral Service
- Work/Life & Convenience Services
- <https://sowi.mylifeexpert.com> Company code: SOWI



Questions & Answer

The Respectful Workplace:
A Training for Employees

