Maintaining Respect and Civility in the Workplace

Presenter

Rosalyn Chavis

Rosalyn Chavis studied business management at DeVry Institute and is also a certified nursing assistant. She has an extensive background of more than 10 years of customer-focused positions in a variety of industries.

She has also presented training for over 6 years and during her experience in customer care she knows firsthand why respect and civility is so important in the workplace. Currently she holds the position of Intake Specialist for Workplace Options and is also on a special cross-departmental team as a subject matter expert (SME) for her colleagues throughout the organization.

On the personal side, Rosalyn is a busy mom of 2 beautiful children and enjoys life as a wife. In her limited free time, Rosalyn is an entrepreneur as well and owns her own event management business.

Learning Objectives

- Learn practical ways to maintain a respectful workplace

- Examine current personal reactions that may not be respectful of others

- Increase civility and respect among colleagues and coworkers to promote a healthy work environment

- Discuss how to resolve conflict respectfully

- Identify methods to assertively address inappropriate conduct within the workplace

Reflection Question

How would you define a respectful workplace?

Survey

Select which of the following you feel is the area of greatest need for respect in the workplace:

A. Respecting individuals

B. Respecting others' property

C. Respecting others' beliefs and values

D. Respecting others' feelings and emotional well-being

Costs of a Disrespectful Workplace

- Legal fees
- Higher turnover
- Lower productivity
- Stress
- Lower self-esteem
- Depression
- Digestive and muscular issues

In a University of North Carolina study, **100%** of study participants indicated they had encountered rude or disrespectful behavior in the workplace.

Quote

"I speak to everyone in the same way, whether he is the garbage man or the president of the university."

Albert Einstein

Ways to Show Respect

Treat everyone equally

Don't:	Do:
• Exclude	• Be polite
• Insult	• Watch your tone and your body language
• Interrupt	• Praise
• Nitpick	• Apologize

More Ways to Show Respect

- Be courteous, and display good manners.
- Be punctual.
- Accept feedback.
- Listen to others.
- Deal with sensitive issues privately.
- Keep confidential details confidential.
- Keep personal opinions of people private.

A Few Words About Nonverbal Communication

- What is it?
  - Tone of voice
  - Eye contact
  - Gestures

- How can we communicate respect nonverbally?

The Golden Rule

The Golden Rule, "**Do unto others as you would have them do unto you**," is valid in many situations. For example, if you don't like to be interrupted, don't interrupt other people.

The Golden Rule really concerns realizing that if *you* don't like something to happen to you, *other people* probably would not like it happening to them either. It is being considerate of other people's feelings.

Source: Baso and Hill (2008)

The Platinum Rule

Applying the Platinum Rule™ is much more valuable and useful to other people. "**Do unto others as they would do unto themselves**" means you have <u>listened</u> and <u>observed</u> what the other person wants or needs, and you then try to satisfy those needs.

People know what they want or need. If you can determine those desires and satisfy them, you do a much greater service than giving them what *you* care about.

The "Platinum Rule" expression was coined by and is a trademark of Dr. Tony Alessandra
Source: Baso and Hill (2008)

Reflection Activity

Ask yourself:

- Would my coworkers describe me as being respectful of them?

- Are there any ways that I am not showing respect? What are they?

- What is one action I can take or behavior I can change to demonstrate respect for my coworkers?
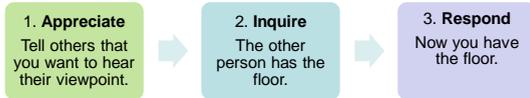
What Happens When Conflict Arises?

Manage Conflict

- Conflict is escalated when both parties participate by using "loaded" or "fighting" words or confrontational comments.

- Conflict can be minimized when one party stays neutral, carefully using nonprovocative language.

- Avoid "you" words or phrases and replace with "I" statements.
  - "You made these mistakes." "You always miss deadlines."
  - "I hear you." "I am sure we can work this out."

- Stay focused on the specific issue that is currently at hand.

Addressing Conflict

Clear the *AIR*

1. **Appreciate** Tell others that you want to hear their viewpoint.	→	2. **Inquire** The other person has the floor.	→	3. **Respond** Now you have the floor.

Source: Kaye (1994)

Tips for Constructive Conflict Resolution

- Control internal chatter that leads to an escalation of emotion, contempt, and hostility.

- Remember to paraphrase the other party's sentiments in neutral language to ensure correct understanding.

- Use "I" statements, and avoid generalizations and accusations.

- Strive for mutually acceptable solutions.

How to Address Inappropriate Behavior

- Be assertive.

- Remain firm when establishing boundaries.

- Request that the individual stop the inappropriate behavior.
  - **R**eport specific behavior.
  - **I**nform of impact.
  - **S**pecify the alternative.
  - State the **C**onsequence.

- Know your organization's policies.

Continuing RESPECT: Promises to Each Other

1. **R**eliable – Be dependable and follow through on responsibilities.

2. **E**xcellence – Go above and beyond to make a positive difference.

3. **S**how appreciation – Value and acknowledge others' contributions.

4. **P**ositive attitude – Be friendly, optimistic, and helpful.

5. **E**mbrace differences – Honor and learn from the uniqueness and experiences of others.

6. **C**ommunication – Listen and seek to understand and share information.

7. **T**eamwork – Support each other, and together we will succeed.

Source: Baso and Hill (2008)

For More Information

Contact Your Employee Assistance Program

Thank You

Questions?

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