

Hello. I'd like to welcome everyone to our session today, "Maintaining Respect and Civility in the Workplace." My name is Kate Muhlhammer, and I'm pleased to be your technical behind-the-scenes moderator for today's session.

Before I introduce our presenter, I do want to mention a couple of quick housekeeping items to help you make the most out of your time listening to today's webinar. First, if you look on the left-hand side of your screen, you will see a couple options. One says "Ask a Question," and then there's a "Send" button. I'll tell you a little more about that after today's presentation. But should you have any questions, you can type those in there and send them. We do receive those via email, and we'll email you back.

There's also an option that's called FAQs or Frequently Asked Questions if you're having any technical difficulty or perhaps wondering whether you'll receive an attendance certificate. Scroll through that FAQ section, because chances are your question is answered. And then finally, we have an Event Resources section where we've uploaded the presenter's slide deck, so you can download that and make a copy if you'd like.

We are very pleased to have Rosalyn Chavis presenting today's topic. Let me tell you a little bit about Rosalyn and her background. She studied business management at DeVry Institute, and she's also a certified nursing assistant. She actually has an extensive background of more than 10 years in customer-focused positions in a variety of industries. She has also presented trainings for over 6 years, and during all of her experience in customer care she certainly knows and understands 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 or SME for her colleagues throughout the organization.

Outside of work on a personal side, Rosalyn is a busy mom of two beautiful children and enjoys life as wife. In her limited free time, understandably, Rosalyn is an entrepreneur as well, and owns her own event management business. So, Rosalyn, we're thrilled to have you here, and particularly for today's topic on respect and civility in the workplace, so I'm going to go ahead and pass it to you to get us started.

All right. Perfect, thank you so much, Kate. Thank you for having me. Hello to everyone. I hope you guys are having a wonderful day today. So, we're going to go ahead and jump right in with today's objectives. So, first we're going to learn practical ways to maintain a respectful workplace. We're going to examine current personal reactions that may not be respectful of others. We're going to increase civility and respect among colleagues and coworkers to promote a healthy work environment, and also discuss how to resolve conflicts respectfully. And then we're also going to touch on identifying methods to assertively address inappropriate conduct within the workplace.

OK, so what I want to do now is just go ahead and have you take a moment to reflect on this question: How would you define a respectful workplace? OK. Perfect. Thank you so much for taking that moment just to think about exactly how you would feel and how you would define the respectful workplace. We're actually going to touch a little bit more in detail and cover that within the presentation as we move forward.

So, we also have a survey for you guys to take for us. Kate, did you want to touch on that a little bit more?

Sure. Let me go ahead and send that survey out to everyone. You should see that pop up on your screen. We'd just like you to take a moment and select which of the following four options do you feel is the area of greatest need for respect in the workplace? And we've got four options for you: respecting individuals, respecting others' property, respecting others' beliefs and values, or respecting others' feelings and emotional well-being. And when you click on the option that you would like that best represents how you feel, you'll be able to see the results of everyone who has read and listened to the presentation before you, so that you can get a sense of where other audience members around the country feel in regards to the survey question. So, we appreciate you taking a moment to do that survey, and I'm going to go ahead and pass it back to you, Rosalyn. Thanks.

All right. Perfect. Yeah, so definitely we thank you for taking the survey. You know, just looking at all the answers here, they're all really great answers. But one thing that just really stands out to me is, A, respecting individuals. You know, if you really think about it, this encompasses all of them. More so on a personal note with my extensive background of customer focus, respect is so vital in the workplace, as well as your home

life, your daily lives. You never, never know what someone may be going through, so it's just much better to, like, build them up than tear them down or make assumptions of why they're looking or feeling a certain way. Just try to be positive and respect them as well.

So, let's talk about the costs of a disrespectful workplace. You know, many people don't think about this, but it definitely costs a company money when there's disrespect and there's no policy in place for a workplace. You have legal fees. You know, you have higher turnover rates, lower productivity. You have a lot of your coworkers coming in with unnecessary stress, lower self-esteem. It may cause depression, and even digestive and muscular issues.

In University of North Carolina the study actually shows a hundred percent of participants indicated that they had encountered rude or disrespectful behavior in the workplace, and if you even start thinking about yourself and what you have dealt with in the past, or even now, it's really sad to think about.

So, with a disrespectful workplace as well, there is so many effects that it can have on employees' well-being too. You know, it again, it does create unnecessary stress. Even in our daily lives we have unnecessary stress, so to come to work and have that on top of what is going on at home is very detrimental. It can create a really hostile work environment, and nobody wants that. The target may begin to engage in self-doubt, feeling overwhelmed, and to a point where maybe you don't even want to come to work. Depression may occur, along with other physical elements, particular issues, like digestion and muscular tightness and pain.

Have you ever been at work and you just all of a sudden just had an overwhelming feeling come over you, or even like just headaches from nowhere? You know, and then others could become angry and hostile, and it's just so much, and I feel like it's very unnecessary and preventable if we all would just take a moment to respect each other in the workplace.

I really love this quote. "I speak to everyone in the same way, whether he is the garbage man or the president of the university"—Albert Einstein. You know, if you just take a moment to think about this quote, it is very powerful, because how many times have we judged or prejudged someone because of their status or their current position? So, just thinking about

everyone as a person, as a human being, and respecting them in that manner, not on a scale of where they are or what position they carry, I feel like it's very vital, not only for you but for them and the way they look at themselves.

So, ways to show respect: Treat everyone equally. How many times can you think about that you have heard, "Hey, you should treat everyone equally"? There is so much to that. You know, as far as let's talk about the dos and the don'ts. What's a don't? You don't want to exclude anyone from anything. You don't want to insult. You don't want to interrupt or even nitpick.

Now, on the other hand, you want to be polite, watch your tone and your body language, give praises where it's due, and also don't be scared to apologize. We all mess up. We're not perfect, so it's OK to just come forth and say, "I'm sorry. I'm sorry if you felt this way or if I treated you a certain way. I didn't mean to." Or even me, you know, "I'm having a bad day, I'm so sorry, it came off wrong." It's just more pleasant than just leaving it where it's more disrespectful.

So, there are so many more ways to show respect. You can be courteous and also display good manners, use "please" and "thank you" and "you're welcome." Another way to show courtesy is just respect others' personal space and their property, and also their time. Be punctual.

Accept feedback. Even when it comes back to accepting feedback, constructive criticism is another aspect of respect. There are many people who are not able to accept feedback. Personally, I love feedback, because, to me, that's the only way I will grow, because a lot of times we don't see ourselves as others see us or see what we're doing or how we can even grow, so a lot of people become more defensive, especially if they're not able to see what the other person is saying. But, you know, I love to just take a moment to take it in, what are they saying and why are they saying this to me, and also, where is it coming from? This actually prevents them from being able to listen to others, which is another aspect of respect.

Listen to others. Making eye contact is a part of this. This goes a long way. What we already discussed about not interrupting others when they are talking. Just for an example, have you ever spoken to anyone and you're just having a conversation, and you see their eyes wandering and you're

like, "This person is just not paying attention to anything I'm saying." And, ultimately, that's just really rude.

So, deal with sensitive issues privately. Additionally, in a personal environment when a person faces sensitive issues, it should be dealt with in private. It should never be resolved in public. Also, all confidential details should be kept confidential. It should never be released to the public, or even to others in the organization who should not have access to this information. If you think about it, even from something that you want sensitive in the workplace, as well as like your home life, have you ever told someone something and you're like, "Don't tell anybody. I just want to keep this between me and you," and they go and tell someone? And you're like, "Oh, my gosh," and how you felt in that moment. So you want to keep confidential details confidential.

Also, keep personal opinions of people private as well, even if you may feel a certain way about someone or you may have your own personal opinion about someone. But you want to be very cautious of what you speak on them or about them, because it really shouldn't be shared with others, because that could possibly get back to them, or even taint someone's image of others. It causes gossip and it's just not a place for the workplace. So, as you can see, there are so many ways to show respect, and what you say and do each day is very vital in the workplace.

So, let's talk about a few words about nonverbal communication. What is it? The tone of your voice, eye contact, gestures. How can we communicate respect nonverbally? Communication is actually so much more than just words that we use. You know the saying, "Actions speak louder than words." It is so true. Because, have you ever had somebody apologize to you, but on their face they're saying, "I'm not sorry, and I'm not even sure why I'm saying it?"

So true, Rosalyn. So true.

And then our tone of our voice. Have you ever had just spoken to someone about anything that's going on or that you felt a certain way about something, and their tone is a little bit higher than yours, so you even try to match that tone and it gets higher and higher and starts to cause an argument, in a sense? You have to be very cautious about the tone of your

voice and how you want your position or what you're speaking about, the issue at hand, to come across.

Eye contact and gestures are very important components of communication. It's also important that we actually use our words very carefully as well.

All right, let's talk about the Golden Rule, "Do unto others as you would have them do unto you." It is very valid in many situations. For example, if you don't like to be interrupted, don't interrupt other people. On the other hand, if you do like to be interrupted, don't interrupt other people. So, it can go hand in hand here. The Golden Rule really concerns realizing that if you don't like something to happen to you, other people probably would not like it to happen to them either. It is being considerate of other people's feelings.

Now, the Platinum Rule I also love. Applying the Platinum Rule is actually much more valuable and useful to other people. "Do unto others as they would do unto themselves." Just for the example I just gave, you know, there are some people are OK being treated a certain way, but you certainly don't want to do that to someone else. So, with this Platinum Rule, it allows you to take a moment and listen and observe what the other person wants and needs, and you would then try to satisfy those needs. People know what they want to believe. If you can determine those desires to satisfy them, do it. You do a much greater service than giving them what you care about. It's like you're going over and beyond to make them smile and to please them. And you can take this back, not even just with the workplace, to your home life, your daily lives, and watch many people, you'll see more smiles in your daily lives.

OK, let's take another reflection activity. I want you to ask yourselves, would my coworkers describe me as being respectful to them? Are there any ways that I am not showing respect, and what are they? What is one action I can take or behavior I can change to demonstrate respect for my coworkers? So, I thank you for taking a reflection activity. I, as well, took a reflection activity, and I feel like, depending on your answers, you definitely just want to take a moment and think about that through your day-to-day. Everybody can grow in different areas. You also may want to think about feedback that you have received from your other parties or other coworkers

that maybe you didn't take in at that moment, but it could be some growth there that you maybe want to look into.

So, this is a big question here. What happens when conflicts arise? So, we're going to spend some time discussing ways to respectfully and professionally handle conflicts at work. So, many would ask, how would you 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. You definitely want to avoid "you" words or phrases and replace them with "I" statements.

Just think about these different scenarios. "You made these mistakes." "You always miss deadlines." "I hear you." "I am sure we can work it out." You see the difference to think about, just one sounds better and which one you would actually want to hear, because you may take offense to the other way versus "I hear you" and "I am sure we can just work this out." You definitely want to stay focused on the actual issue at hand, because there could be so much going on in that moment, and so many different emotions as well, especially when you're trying to manage your conflict. But you definitely don't want to pull in unnecessary topics or issues; that's just really going to escalate even further.

So, this is a great way to address conflicts. Let's just clear the air. So, with the acronym anymore AIR: *Appreciate*, tell others that you want to hear their viewpoints, you know. Have you ever spoke to someone and you know they're not trying to hear anything that you're saying, or they're cutting you off? That's really making you feel even worse at that moment, and that's not helping the conflict at all.

You definitely want to *inquire*, meaning the other person has the floor. Allow them to speak. Concentrate on what they're saying. Why are they saying it? What is their point of view? You know, where are they coming from with this? You know, I like to say, put yourself in their shoes why they're feeling this way.

And then take a moment to *respond*. Now, you have the floor. You know, it's your turn to give your point of view. "Now that I have a sense of your point of view, let me explain where I'm coming from." You know, don't attempt to twist what the other person said before to your benefit. Be

honest and open and express what is on your heart. You know, I definitely don't want you to keep it in, but you just kind of want to engage in "I" statements, meaning to reduce the defensive enough from the other person. Because when you say "you this," "you that," it's more so that you're attacking this person, even though it might not be intentionally, and even though it may be true, but there's a different way of saying it.

So here are some additional tips for constructive conflict resolution. First, you want to listen to the internal chatter to determine whether your thoughts are leading you to instructive direction. Showing mutual respect is good for you as well as the other party, you know. But, in some cases, you may need some time to pull down and to get your thoughts together so that you can actually be in a better shape to respond appropriately.

And just to touch on that a little bit, as far as, like, your internal thoughts, because have you ever been in a situation where you're talking, literally talking to yourself, like, "Ooh, my God, this is making me extremely upset," and you've already preplanned exactly what you're going to say and how you're going to say it, so in that case, you definitely want to take a moment to reflect on how that would come across before you put it out there.

Next, take time to make sure that you correctly understand the other party. This is one of the best things you can do to stay on track. I know it may sound simple, yet, in the heat of anger, one may think he or she knows the other person's intention and meaning. But that might not be accurate, and all it's going to do is heighten the conflict.

Third, take responsibility for your words as well as your perceptions. Instead of accusing the other person in an exchange, such as "You make me so mad," rephrase the statement to say something like, "I get angry when . . ." For an example, you know, if you're going through the drive-through with another party and you ask them, "Hey, do you want anything to eat?" and they say, "No," and you know that you're hungry, you haven't eaten all day, so you order what you want, you're excited about the food that you have, and as soon as you get the food, the other party wants some. So, it would be simple to just, you know, instead of me saying—this is more personal, by the way—but instead of me saying, "You know what, I'm never taking you with me to get food again. You're getting on my nerves. You're making me so mad," just say, you know, "I get angry when I

already asked you if you're hungry and then you say, 'no,' but then you—your action says something else with my food."

So, finally, strive for a mutually acceptable solution. It may seem easier to keep pushing for what you want at the expense of the other person's desire or to just ignore it. But think of it in the long run. Is always fighting the other person really worth the cost? What are we losing when we fail to collaborate together?

You know, one thing about this is I always think about time, and who wants to spend—every minute that goes by, you cannot buy that back. You can't get it back. But who wants to spend unnecessary minutes of time that equals life, your life, being upset? So, choose wisely to not be angry for a long time or to just give up and allow the other person to take it and move forward, because you definitely don't want to waste time.

How to address inappropriate behavior: So, unfortunately, sometimes we may encounter inappropriate behavior in the workplace. You know, sometimes it definitely does happen. How should we handle this? You definitely want to know your organization's policies. You want to be assertive. You also want to remain firm when establishing boundaries. You have the right to take actions for imposed consequences when someone oversteps boundaries in their comments or behaviors. Monitor your nonverbal behavior. Remain calm. Let the individual know that he or she must stop the inappropriate behavior or there will be consequences.

I know many people who actually—they'll laugh it off. You know, I think about no matter how small it may be, you know, you definitely want to nip in the bud in the beginning and let them know how you're feeling and what's right is right and wrong is wrong. You should never have to come to work and feel uncomfortable or even hesitate to come to work because someone has disrespected you in that way.

When dealing with inappropriate behavior, please remember this acronym. RISC, R-I-S-C. *Report*, R, report specific behavior. Discuss the specific behavior that is inappropriate: "when you make comments about my body."

*Inform* of the impact. Inform a person of how his or her behavior makes you feel. "I feel very uncomfortable when you look at me the way you do or when you make those gestures." Anything that make you feel

uncomfortable, most of time it's just not right. You know, when it's, like, 99.9% of the time, it's just not right.

*Specify* the alternatives. State what you would like to happen. "Hey, I don't agree with this. I want you to stop. Do not talk to me in that manner."

Then what you want to do is just state the *consequence*. "Hey, if you keep it up, you know, I already warned you, I will definitely have to just report to HR." And leave it at that.

Now, always think about, even when it comes to addressing inappropriate behavior, there are some people who there is fear involved, you know, in a lot of different situations, and that's why it's just very vital for you to understand your organization's policies and know that HR is there for you. Even if you just have to—a lot of companies have your counseling benefits as well, so even if you just had to go speak to someone, like, just generally, like, "Hey, this is what's going on, what do you think I should do?" And if you have an issue with approaching someone or even taking those steps for risk, have somebody help you do it. Again, that's what HR is for.

So, listed here is the acronym for RESPECT. These are excellent ways to represent how to demonstrate respect to each other. So, 1, let's just be *reliable*, be dependable, and follow through on your responsibilities. If anyone asks you to do something and you accept it, just make sure it is done.

*Excellence*, go above and beyond to make a positive difference each day. That is going to go a long way, and it will be recognized, because, you know, as people, we all have lives, and always with lives, we all go through a lot of different things, and you never know what someone is going through. So, just to see a smile or being more just positive in your day, for someone to actually see that, I think that would make a difference, not even for you but others.

*Show* your appreciation. Value and acknowledge contributions. I know, you know, you have kudos that are given through your company, and you can acknowledge that with your coworker, like, "Hey, wow, I heard about this. That is awesome that this happened to you. You're such a wonderful person." It's just building them up and just showing them, hey, like, "I'm just excited to see you every day, and we really appreciate you here."

*Positive* attitude, that's one thing that I love. Be friendly and helpful to everyone, even, you know, the ones that are not the same to you, because it is going to affect them in such an amazing way. Again, you know, you never know what that person has come in on or what happened to them in the park, on their way to work, or the call that they just received 10 minutes ago about something, you know, whether it happened with their family. So, just be friendly and helpful and have that positive attitude to get you and your coworkers through their working day.

OK, so, next we have *embrace* differences. Honor and learn from others. You know, everybody is unique and have experiences in their own way. One thing I love about embracing differences is more that you can learn from others. Somebody might be better in a certain area that you want to grow in, so why not embrace that? "Hey, wow, you know, they have a lot of wisdom in this area, I need that." And embrace it, and then you can grow from it.

*Communication*: Listen and seek to understand and share information. I always feel like without communication you really have nothing, so you definitely want to communicate in a positive way, definitely by listening and seeking to understand.

*Teamwork*: Support each other, and together we will succeed. With teamwork, you know, I just feel like you can build anything. You can do anything. I always say I'm a wonderful leader but I'm also a strong follower. I work extremely well with teams and groups, because just not only are you guys working together, you're empowering each other to move forward and just do something great together.

So, at this point, what I want to do is just go ahead and, Kate, if you wanted to speak a little bit about the Employee Assistance Program that is offered.

Certainly. Thank you, Rosalyn. We're going to come back to Rosalyn to close us out in a moment. I know she has a couple final words to share with everyone, but I do want to thank everyone for joining and certainly thank Rosalyn for sharing her thoughts and expertise and for the great tips and recommendations for us.

We do want to also remind everyone that you do have, as Rosalyn shared a little about a couple slides ago, your Employee Assistance Program, and we encourage you, whether it's, as Rosalyn shared, you've got some concerns about inappropriate behavior and you're not sure how to proceed, or you just want somebody to listen to, whether it's a personal situation, perhaps you're grieving the loss of a loved one, or even a practical need, you're moving to a new city and would like some assistance locating housing, your Employee Assistance Program is there for you 24 hours a day, 7 days a week, 365 days a year, so we do want to encourage you, take advantage. It is at no cost to you to reach out to your EAP or your Employee Assistance Program.

Also, I do want mention, as I mentioned at the beginning, if you have questions on this particular topic, you can use that "Ask a Question," button, or that section over on the left-hand side of your screen. Simply type in a question and then send it out. We will receive that via email, so it won't be an instant answer, per se, but it will be one that we'll be able to email you back, usually within a couple days, depending on the nature of your question and when we're able to connect with Rosalyn for her feedback on that.

We also, as I mentioned at the beginning, have a copy of her slides for you that you can download, and we'll have a brief survey when you log off in a moment, and we certainly would appreciate you taking maybe 30 seconds to fill that out and give us your feedback.

So thank you, everyone, for joining. We trust you have picked up some practical tips on today's session. I also want to, again, thank Rosalyn for sharing her real-life and real-work experiences and walking us through some great tips for how to maintain respect and civility in our workplace and in our lives. So, Rosalyn, I'm going to go ahead and pass it back to you then to close us out.

All right. Wonderful. You guys, I'm really thankful for being your presenter today. I really was excited to do this. There are actually two special quotes that I love when it comes to respect that I really want you to just reflect on, take with you, post it up. I feel like it will help you in many different occasions, even in your daily lives. So, the first one is "Respect for ourselves guides our morals. Respect for others guides our manners," and that is by Laurence Sterne.

And the second one is just more of—I know sometimes it is hard to respect, you could say, difficult people or people who you feel like don't respect you, or it's just hard to deal with them. So, I just want you to take this quote for that reason as well. "When we treat people merely as they are, they will remain as they are. When we treat them as if they were, what they should be, they will become what they should be." So, it's just a little bit and that is by Thomas S. Monson. And one thing I love about this quote is, I always think about planting positive seeds within other people's lives, because you never know, they could not see or be able to see anything positive depending on what they're going through at that moment or in their season in their lives, so I feel like that quote definitely would allow you to treat them differently, even if they're treating themselves differently.

OK, so thank you so much for today, for allowing me to be your presenter. I hope and trust that you learned something great that you can take back with you today, and I hope you have a wonderful rest of your day.