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Respect @Work

Objectives

- Identify the communication cycle and discuss the impacts of verbal and non-verbal communication regarding respect in the workplace.
- Review the Diversity Wheel to better understand and appreciate the dimensions.
- Compare the generations in the workplace.
- Review video clips of scenarios and discuss 'WHAT IF' situations were reported to you. As a PACD leader, what would you do?
- Understand the important role a leader has to establish the expectations and ground rules in order to have a harassment free workplace.

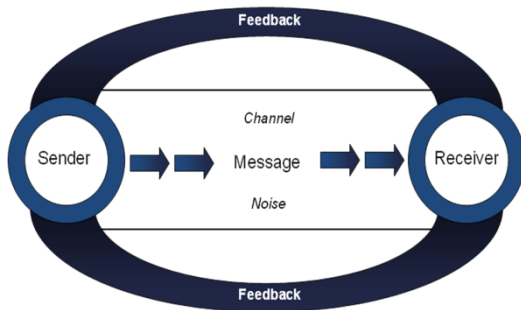
Basic Human Needs

- The need to be heard and understood
- The need to feel that we have received a timely response.
- The need for comfort
- The need for accuracy and consistency

Others:

Communication Process

The Process



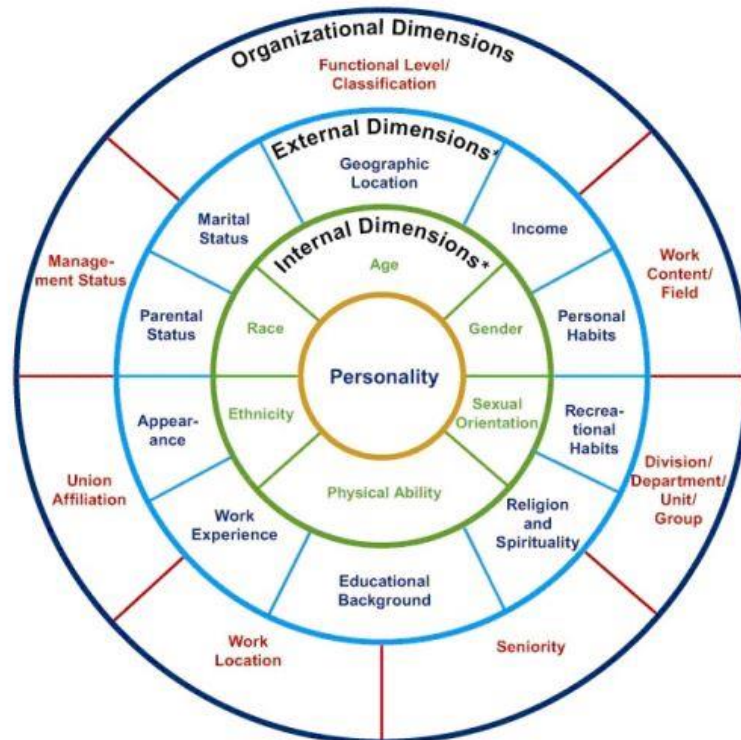
Non-verbal 'red flags' in my workplace?

Non-Verbal Communication

Your estimate...		Research says...	
Verbal message	%	Verbal message	%
Vocal message	%	Vocal message	%
Visual message	%	Visual message	%
100%		100%	

"One of the most sincere forms of respect is actually listening to what another has to say." Bryant McGill

Diversity Wheel (*)



*Source: Gardenswartz & Rowe, *Diverse Teams at Work* (2nd Edition, SHRM, 2003)

Perceptions Across the Generations

Traditionalist/Veterans: Born Before 1943	(75 years or older)
Baby Boomers: 1943-1964	(75 - 54 years old)
Generation X: 1965-1980	(53 - 38 years old)
Millennial/Y: 1981-2000	(37 - 18 years old)
Generation Z: 2001-2015	(17 - 3 years old)

➤ **What differences in generational perceptions have you experienced in your workplace?**

Sexual Harassment: A Commonsense Approach:

As a PACD Leader—what would you do if an employee came to you about these situations?

1. Third party harassment (shipping)....what would you do?
2. Unwelcome touching (restaurant).... what would you do?
3. Hostile environment (birthday party)....what would you do?
4. Unwelcome romantic interest (lab) what would you do?
5. Quid pro quo (basketball coach) what would you do?

NOTES from the Clips...My ACTIONS...

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“Our lives begin to end the day we become silent about things that matter.” Martin Luther King

Other Forms of Harassment

- Race/Color
- Religion
- National Origin
- Disability

How would you respond to the following Scenarios?

As a PACD Leader—what would you do if an employee came to you about these situations?

1. Hey, it's on the radio...If this happened to you, or your employees, how would you respond?
2. He's big, really big... If this happened to you, or your employees, how would you respond?
3. We don't want him on our team... If this happened to you, or your employees, how would you respond?
4. Did you hear about... If this happened to you, or your employees, how would you respond?
5. It'll change your life... If this happened to you, or your employees, how would you respond?
6. Warning lights... If this happened to you, or your employees, how would you respond?
7. Here's how we do things... If this happened to you, or your employees, how would you respond?

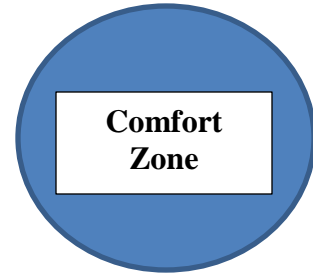
Supervisory Responsibilities

- Leaders and supervisors must understand that they themselves can be individually liable for harassment suits if they ignore the reported situation.
- Employers can be held liable if they do not enforce or choose to ignore harassing or discriminating situations.



“The words of the tongue should have three gatekeepers: Is it true? Is it kind? Is it necessary?” Arabian proverb

Ground Rules for My Team



Before you Speak/Act....Consider.....

- Is there equal power between myself and the other person?
- Would I behave the same way if my significant other, parent, or child were present?
- Would I want someone to do or say such things to me, to my family, or to my friends?
- Would I want to see how I'm behaving or what I'm saying announced on the evening news or printed in the local newspaper? The company newsletter or website?
- Be mindful of 'water cooler' conversations. Who is within 'ear shot' of conversations?
- Do I look over my shoulder before I say or do something?



Action Planning

What actions will you take based on this training?

Start, Stop & Continue

Start doing that would make a positive difference for PACD, my team and for my life.

Stop doing that would help us move forward on an even more positive journey.

Continue doing what is already working well.

Start	Stop	Continue
EX: Doing a monthly workplace 'scan' to see if there are offensive things in our workplace.	EX: Stop telling people, 'I'm sure he/she didn't mean that.'	EX: Continue having monthly one-one meetings with my team to make sure they have a chance to discuss important matters with me.

"It starts with respect. If you respect the person as a human being, and truly honor their right to be treated fairly and honestly, everything else is much easier." Unknown