



RESPECT in the workplace

Week 3: How to Deal with Disrespect



“A good rule of thumb: If it doesn't feel right, it's probably not right. You don't have to like everyone you work with. You just have to act professionally and be respectful.”

Dealing with Disrespect

- ✓ **Tell someone about it** (supervisor, manager). If your supervisor is bullying, contact Human Resources to bring the matter to someone's attention.
- ✓ **Honestly and directly challenge** the specific behaviour and impact of it.
- ✓ **Show respect for the person** ≠ show respect for their *behaviour*. It means respecting they also deserve to be treated with dignity and regard.
- ✓ **Avoid suggestions** to give it back. Mean behaviour that hurts someone is never something to aspire to.
- ✓ **Address the issue.** Ignoring or denying the situation will not make them go away or improve. Thoughtful action is required.
- ✓ **Present with confidence.** A person who owns their power and speaks up for themselves is typically an unlikely target for workplace bullying.
- ✓ **Choose your company wisely.** If people ignore or support a bully's behaviour, choose to spend time with other people.



Tips for Communicating with a Bully



- ✓ Let them know what they are doing that is problematic, be specific (no generalizations).
- ✓ Let them know the impact of their behaviour on you.
- ✓ Always treat them with respect.
- ✓ Treat them how you would like to be treated if someone thought you were a bully. What would you want them to do? How would you want to be handled?

DID YOU KNOW...
 Only 13% of bullies are ever punished or terminated. 71% of bullies are in positions of authority.

Examples of Good Communication

- "It makes me uncomfortable to hear the way you speak to so and so. Is there a more respectful way you could address them?"
- "Please don't talk to me that way. I have always treated you with professional courtesy. I'm willing to talk about how this document could be improved but I need you to tell me what I could do to improve the document."
- "Insulting people's intelligence is not going to get your point across. If you have an issue with that person's work, perhaps you can provide some concrete feedback so she can learn something and improve or fix the situation."
- "I'm not prepared to continue this conversation if you continue to speak loudly at me. I'd be happy to pick up what we're discussing in a normal tone of voice."
- "I can see you're very angry. Perhaps it might be a good idea for you to take a few minutes before we continue discussing this further."

Resources: <http://www.wrha.mb.ca/>