

Respect in the Workplace

R-E-S-P-E-C-T

- Living policy.
- Treat people with courtesy, politeness, kindness.
- Listen to what others have to say before expressing your viewpoint.
- Never insult, name call, disparage or put down people or their ideas.
- Include all coworkers in meetings, discussions, training, events.



Why Respect in the Workplace?

- ✓ Improve team communication.
- ✓ Strengthen employee retention.
- ✓ Enhance organization health.
- ✓ Increase morale.
- ✓ Reduce absenteeism.
- ✓ Create stronger corporate culture and reputation.
- ✓ Increase productivity.

Canada is ranked 4th in the world for having aggressive workplaces.

Did You Know ...

- Targets endure bullying for almost **two years** before filing a complaint.
- 17% of targets have to transfer to other jobs.
- Only **13%** of bullies are **punished** or terminated.
- **71%** of bullies are in positions of **authority**.
- Bullying is **three times** more prevalent than sexual harassment.

Examples of Disrespectful Behaviour

- Any act of violence
- Leering at a coworker
- Ignoring a coworker
- Rolling your eyes when you're talking to someone
- Bullying
- Gossiping
- Making racist, religious, or sexist jokes
- Abuse of authority

Workplace Bullying



A bully's behaviour IS:

- Persistent
- Offensive
- Abusive
- Intimidating

A bully is NOT:

- Demanding boss
- Having normal conflict with a coworker
- Someone with whom you poorly communicate
- Assertive or director person

Dealing with a Bully

- ✓ Tell someone about it (supervisor, manager).
- ✓ Honestly and directly challenge the specific behaviour and the impact of it.
- ✓ Show respect for the *person* ≠ show respect for their *behaviour*.
- ✓ Address the issue.
- ✓ Present with confidence.
- ✓ Choose your company wisely.

MYTH: Bullying is a school problem.

FACT: Bullying occurs wherever people gather to live, learn or play. We must create positive environments, promote healthy relationships, and end violence.

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?



Pst... Gossiping



Gossip: idle talk or rumors,

especially about the personal or private affairs of others.

Is Gossip Bullying? It is a form of harassment. Personal harassment can be any behaviour which demeans or humiliates someone including spreading information that may or may not be true.

What Can I Do? Create a gesture that reminds people in a non confrontational way that you will not engage in the “gossip” or rumor. Go to the source to find out if the information is true or not true rather than speculate. Encourage others to go to the source.

Social Exclusion or Isolation

Exclude: to shut or keep out.

Isolate: to set or place apart; detach or separate so as to be alone.

What does this look like? Giving or observing the silent treatment, refusing to make eye contact or to say hello, or avoiding work with specific people.

What can I do? We don't have to like or agree with everyone, but everyone deserves the common courtesy to be welcomed and feel welcome. If you have conflict with someone, get support to mend it or get over it and move on. Practice smiling!

Bullying is
three times
more prevalent
than sexual
harassment.



Intimidating a Person



Intimidate: to make timid; fill with fear; force into or deter from some action by inducing fear.

What does this look like? Deliberately forcing someone to do a task that he/she does not want to do, using authority or physical size to change someone's actions and opinions

What can I do? Let the person know that you are uncomfortable and hurt by the behaviour. Look for support and try to solve the problem as soon as the behaviour starts occurring.

MYTH: Reporting bullying will only make the problem worse.

FACT: Bullying is often invisible and occurs behind closed doors without witnesses. Employers must convey that they want to know about their employee's experiences and that it's their job to stop the bullying.

Bullying in Disguise

Belittling a Person's Opinion	Laughing at a person's opinions; being told that your ideas are unrealistic or stupid; Having your idea or opinion shot down before being able to explain.
Criticizing a Person Persistently or Constantly	Criticizing a person constantly; mocking a person's possessions; picking apart their work on a regular basis. This behaviour occurs when an individual feels that they can build themselves up by putting another person down. It often occurs when a person is envious and wishes they had the ideas or possessions that another person has.
Taking Credit for Another Person's Ideas or Successes	Stealing ideas and claiming them as their own; Not giving the credit where credit is due. This behaviour occurs because an individual is envious of the idea or success that another person has. There is a need to look good in front of others and they believe the idea will give them greater opportunities within the organization.

Putting Yourself First: Self Respect

Regard and respect the person you spend the most time with ... yourself.

"Ultimately it's about owning your piece of accountability - not pointing fingers."

Basics of Self Respect

- ✓ Protect the most precious resource: you
- ✓ Speak honestly
- ✓ Set boundaries
- ✓ Ask for help
- ✓ Be compassionate with yourself
- ✓ Think about how your behaviour affects others
- ✓ Think before you speak
- ✓ Take responsibility for yourself and your behaviour

Practical Tips in the Workplace

- ✓ Take time to eat a meal and recharge
- ✓ Set appropriate boundaries with people and yourself.
- ✓ Don't take it personally when others set boundaries with you.
- ✓ Do not take on more than you can handle.
- ✓ Ask for help. You may be surprised at the opportunities of collaboration and support you can receive in time your time of need.



How to Best Communicate in Tough Situations



- ✓ 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?

Examples

- "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."

3 Important Things When Communicating

1. Use "I" statements.
2. Focus on the issue at hand.
3. Keep it short and sweet.



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