

Introduction to a Respectful Workplace


Participant Guide



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Introduction to a Respectful Workplace

Sub-Title




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Thought Starter:



Why are respect and professionalism important at work?

What makes you feel respected at work?

Why do these behaviours make you feel respected?

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Learning Objectives



By the end of the session, participants will gain a broader understanding of respect in the workplace and:

- Identify the signs of discriminating and harassing behaviours
- Examine the impact of incivility and harassment in the workplace
- Apply strategies for communicating concerns constructively
- Define one's accountability for fostering respect in the workplace

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Agenda


- Understanding Respect and Civility in the Workplace
- Harassment
- Promoting Respect and Civility in the Workplace
- Communicating Concerns



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Understanding Respect and Civility in the Workplace



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Civility and Respect



CIVILITY
A standard of interpersonal communication and behaviour characterized by respect, self-restraint and consideration for others under all circumstances.




INCIVILITY
"Seemingly inconsequential, inconsiderate words or deeds that violate conventional norms of workplace conduct which may or may not be intended to harm."
-Pearson and Porath

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Examples of incivility:

- ❖ Forming cliques, spreading rumours or excluding others from social functions
- ❖ Not saying hello, please or thank you
- ❖ **Withholding information** that someone needs to do their work
- ❖ Eye rolling when others are talking
- ❖ Chastising or talking down to someone
- ❖ Repeated interruptions
- ❖ Using a sarcastic or condescending tone of voice
- ❖ Using unprofessional or inappropriate language



Incivility can escalate to harassment / discrimination.

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**The cost of incivility and harassment:
Global Statistics**

- **62%** of workers surveyed worldwide reported they were treated rudely at least once a month
- **45%** of employees have experienced bullying behaviour at work
- **66%** admitted their performance declined
- **38%** intentionally decreased the quality of their work
- **12%** said they left their job because of uncivil treatment

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Harassment




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Workplace Violence and Harassment

"A range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aim at, result in, or are likely to result in **physical, psychological, sexual or economic** harm, and includes gender-based violence and harassment;"

- International Labour Conference
(Geneva, 21 June 2019)



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Types of Harassment

Harassment based on Discrimination

Harassment on the basis of a **protected personal characteristic**:

- race
- national or ethnic origin
- colour
- religion
- age
- sex, sexual orientation, gender identity or expression
- marital status
- family status

Sexual Harassment

"A sex-based behaviour that is *unwelcome and offensive to its recipient*".

For sexual harassment to exist these two conditions must be present:

1. Quid Pro Quo - when a job benefit is made conditional on the victim acceding to demands to engage in some form of sexual behaviour
2. Hostile working environment - the conduct creates intimidating or humiliating conditions for the victim.

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Examples of harassment and violence

Harassment based on a prohibited ground of discrimination

- Remarks and stereotypes relating to protected personal characteristics
- Discriminatory jokes

Harassment

- Isolating a team member
- Derogatory comments
- Pranks
- Cyber harassment (use of email/ text messages, etc.)

What's not harassment:

Candid performance discussion and performance reviews

Fair and consistent management of employees

Misunderstandings and conflict are often not harassment

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Examples of harassment and violence (part 2)

Sexual Harassment

- Sexual innuendos
- Leering
- Attempted physical/sexual contact
- Repeated, unwanted intimate invitations

Violence

- Threatening behaviour: gesture using a fist, destruction of equipment, throwing objects
- Written or verbal threats
- Bullying and mobbing
- Physical aggression: unwanted physical contact such as hitting or punching

What's not harassment:

- Candid performance discussion and performance reviews
- Fair and consistent management of employees
- Misunderstandings and conflict are often not harassment

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Behaviours that cross the line


- Chronic incivility
- Discrimination
- Sexual harassment
- Workplace harassment
- Bullying
- Mobbing
- Implied or actual violence

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Why Colleagues Stay Silent

- Powerlessness
- Fear of not being believed or ridiculed
- Does not want to disturb the status quo
- Not sure if the behaviour was intentional
- Rejection by colleagues and leaders
- Retaliation (loss of job, limited opportunities)
- Becoming labeled as "over-sensitive", "trouble maker" or "not having a sense of humour"
- Gossip, loss of confidentiality, damaged reputation



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Communicating Concerns



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Respectful Relationships at Work

Communicate Concerns Constructively

- State **why** you are having this conversation.
- Describe your **perception** of the situation.
- Describe the actual **behaviour**; never use labels nor criticize the individual.
- Describe how you **feel** about what has happened.
- Clarify **expectations** - specific actions.
- Invite the other person to give their **perspective** on the situation.
- **Listen** actively.

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Communicating Concerns Constructively

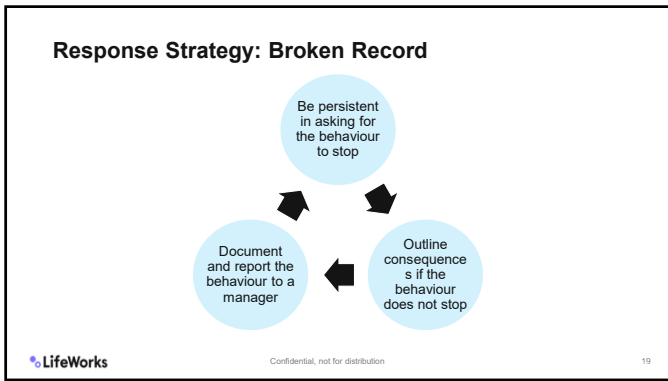
Communicate Directly

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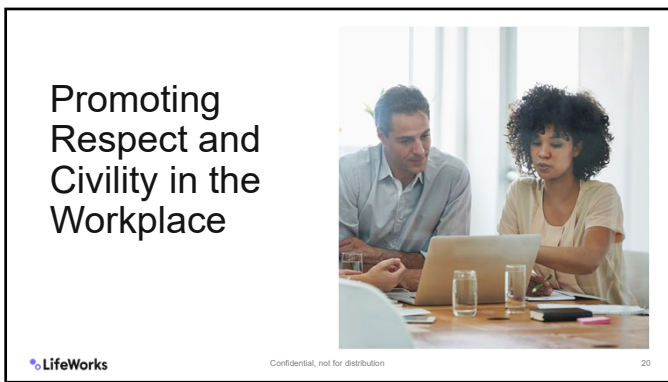
When...	What happened? Describe the behaviour concerning you.
I feel (or think)...	What is your belief (or reaction)?
Next time...	What is the impact? What change would you like to see?
Settle or Seek Commitment	Is this something you can do going forward please?

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- ### Everyone has a role to play
- Maintain work relationships based on civility and respect
 - Collaborate and problem solve to de-escalate conflict
 - Document any concerning behaviour (dates, times, witnesses, etc.)
 - Report harmful behaviour (against themselves or as a bystander), or threatened act, of violence
 - Contact your manager and Human Resources
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Employee Responsibilities

We are responsible for our behaviour where and when business or business social activities are conducted.

- Holiday parties
- Lunches and breaks
- Business trips
- Social media sites
- Company sports teams
- Sporting events


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Employer Responsibility

- Create a safe environment
- Have a complaints resolution process in place
- Address issues when they are reasonably aware
- **Informal:** in-house (proceed informally)
- **Formal:** in-house (file a formal complaint)

External Procedure:
A complainant has the right to file a complaint with appropriate Legislative body at any point.



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Summary

To improve interpersonal relationships, remember the following:

- The behaviour we model, will determine the environment we work in
- We need to be aware of our behaviour and its impacts at all times
- It all comes down to **Respect**

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Access your Employee and Family Assistance Program (EFAP)

For confidential support and access to resources, contact your EAP using WorkHealthLife.com or the LifeWorks app.

Contact your leader or HR to learn how to access your organization's EAP.



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