WORKPLACE CIVILITY

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Workplace Civility
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"ENOUGH ABOUT ME"

"LET'S TALK ABOUT YOU"
It’s Never Easy Being the Responsible One
WHAT WE HOPE TO COVER TODAY
WORKPLACE CIVILITY

Diving In: Definitions & Self Assessments

Getting Started: Branding Your Culture

Leadership Commitment, Policies, & Performance Expectations

Training Resources & Mainstreaming Civility Into All Employment Practices

It Takes A Village: Cultivating Your Ambassadors of Workplace Civility
Workplace Harassment Remains a Persistent Problem

Workplace Harassment Too Often Goes Unreported

There Is a Compelling Business Case for Stopping and Preventing Harassment

It Starts at the Top - Leadership and Accountability Are Critical

Training Must Change

New and Different Approaches to Training Should Be Explored
READY FOR A SELF ASSESSMENT?

KEEP CALM
AND
LET'S DO THIS TOGETHER
WHAT DOES IT ALL MEAN?
RESULTS OF WORKPLACE HOSTILITY:

- Poor self esteem
- Hypertension, nervous conditions, sleep disorders
- Eating disorders
- Apathy, disconnectedness, depression, low morale, suicide (successful or not)
- Impaired personal relationships
- Removal of self from workplace – psychologically, physically (sick leave, stress leave, resignation); reduced productivity
HELP COMBAT WORKPLACE HOSTILITY:

• Keep an open mind
• Listen to your coworkers
• Help each other
• Find ways to connect
• Improve ourselves
• Keep the goal in focus
GETTING STARTED: BRANDING YOUR CULTURE

“Journey of a thousand miles begins with a single step.” — Lao Tzu

Workplace Civility
BRANDING YOUR CULTURE

Lord help me to be the person my dog thinks I am.
BRANDING YOUR CULTURE

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BRANDING YOUR CULTURE
LEADERSHIP COMMITMENT

Workplace Civility
Using respectful, supportive, and encouraging language in workplace interactions

Listening to others politely

Expressing appreciation when a peer or subordinate does something correctly and in a timely manner

Approaching conflict with maturity and true desire for resolution, rather than as a fight or opportunity to “win”
MAINSTREAMING CIVILITY INTO ALL EMPLOYMENT PRACTICES

IKEA Job Interview

Please have a seat

Workplace Civility
CREATING A CULTURE OF WORKPLACE RESPECT

Is there anyone who does not want to be treated with respect?

The Golden Rule: Treat others as you want to be treated.
TRAINING RESOURCES: LINKS PROVIDED FOR MOST

• Ouch! That Stereotype Hurts
• Gallup Strengths Finder & Q-12 Engagement Survey
• Similarities & Differences
• Use of Anonymous Voting Buttons
• Dignity & Respect Campaign
• Privilege for Sale
• Can You Explain It?
• Unconscious Bias Videos from Grovo
• Note to Self
• Working Agreements for Work Groups
SIMILARITIES AND DIFFERENCES

WE’RE ALL DIFFERENT IN SOME WAY
Workplace Civility

OUCH!
That Stereotype Hurts
Online Learning Experience
HOW DO WE PRACTICE OUCH! IN THE WORKPLACE?

- Think before you speak – “Will this offend someone?”
- G-rated workplace
- Not everyone shares your attitudes and comfort levels
- Avoid negative comments about others
  - She is really stupid
  - He is strange
- Avoid spreading rumors and gossip
- Jokes – fun or play is never at the expense of someone else
## 30 Tips of Dignity & Respect

**Practice the Tips!**
Sometimes it's the smallest things that have the biggest impact. By practicing one of the 30 Tips of Dignity & Respect every day, each of us can make our world a better place for ALL to live—with ALL of our differences.

| Tip 1 | Start with you.  
|--------|----------------|
|        | Reflect on how you see others, and how others see you.  
| Tip 2 | Sweat the small stuff.  
|        | It's often the small things, such as being kind and courteous, that make a difference.  
| Tip 3 | Smile.  
|        | A smile can be contagious.  
| Tip 4 | Say "Hello."  
|        | You could make someone's day.  
| Tip 5 | Say "Thank you."  
|        | Gratitude is a gift that's never too small to give.  
| Tip 6 | Treat others the way they want to be treated.  
|        | Find out what respect means to others.  
| Tip 7 | Build cultural awareness.  
|        | Differences are barriers only if we allow them to be.  
| Tip 8 | Make a new friend.  
|        | Start a conversation and learn something new.  
| Tip 9 | Demonstrate mutual respect.  
|        | Inclusion means being respectful regardless of position or title.  
| Tip 10 | Ask.  
|        | It's ok to ask when you're not sure.  
| Tip 11 | Find common ground.  
|        | Discover what you have in common.  
| Tip 12 | Communicate respectfully.  
|        | It's not just what you say, but how you say it.  
| Tip 13 | Practice patience.  
|        | Take the time to get the full story.  
| Tip 14 | Seek understanding.  
|        | It's better to not fully understand than to fully misunderstand.  
| Tip 15 | Share your point of view.  
|        | Everyone has a perspective. Let others benefit from yours.  
| Tip 16 | Get someone else's point of view.  
|        | After sharing your perspective, give others a chance to share theirs.  
| Tip 17 | Reinvent the wheel.  
|        | Do something that hasn't already been done.  
| Tip 18 | Be open.  
|        | Try to experience new thoughts and ideas as learning opportunities.  
| Tip 19 | Be flexible.  
|        | Things don't always go as planned. Adapt to changing conditions when necessary.  
| Tip 20 | Join the team.  
|        | Do your part to support teamwork.  
| Tip 21 | Be a relationship builder.  
|        | Seek ways to expand your network.  
| Tip 22 | Build trust.  
|        | Be fair. Limit bias and favoritism.  
| Tip 23 | Lead the way.  
|        | Let your inclusive behavior light a path for others.  
| Tip 24 | Listen.  
|        | People feel respected when they know you're listening to their point of view.  
| Tip 25 | Remember, we all make mistakes.  
|        | Resist the urge to point out the ones others make.  
| Tip 26 | Do the right thing.  
|        | Make a difference. Get caught being good.  
| Tip 27 | Become a mentor.  
|        | You—you—can help others realize their potential.  
| Tip 28 | Lend a hand.  
|        | A little help can go a long way.  
| Tip 29 | Live a healthy life.  
|        | Do something good for your mind, body, & soul. Encourage others to join you.  
| Tip 30 | Be a champion of dignity and respect.  
|        | Demonstrate respect for self, others, and your community.  

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BREAK OUT EXERCISE

Workplace Civility
30 TIPS INSTRUCTIONS

• Review tips in your assigned group
• Pick (assign, volunteer, draw straws) roles
• Pick one tip (from assigned) for your group to focus on
• Briefly come up with 5 ways to implement tip at work

scribe & reporter
I will do my part to make our world a better place by treating everyone with dignity and respect.

- https://dignityandrespect.org/campaign/ta
Gallup Engagement Hierarchy

**Basic Needs**
- Q1: I know what is expected of me at work.
- Q2: I have the materials and equipment.

**Management Support**
- Q3: Do what I do best every day.
- Q4: Recognition last seven days.
- Q5: Supervisor/Someone at work cares.
- Q6: Someone at work encourages my development.

**Teamwork**
- Q7: At work, my opinions seem to count.
- Q8: Mission/Purpose of company.
- Q9: Coworkers committed to quality.
- Q10: I have a best friend at work.

**Do I belong?**
- Q11: Progress in last six months.
- Q12: Opportunities to learn and grow.

**How can we grow?**
- Q6: Someone at work encourages my development.
- Q5: Supervisor/Someone at work cares.

**What do I give?**
- Q3: Do what I do best every day.
- Q4: Recognition last seven days.
- Q5: Supervisor/Someone at work cares.

**What do I get?**
- Q2: I have the materials and equipment.
- Q1: I know what is expected of me at work.

**Growth**
- Q11: Progress in last six months.
- Q12: Opportunities to learn and grow.

*It's About Respect*
STAND UP IF YOU ALWAYS ... write down a list of things to do and stick to it.