

Promoting Respect:

Being Polite and Dealing with Those Who Are Not



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THE NEED

Most organizations mention "respect" as a key value but it is worth asking whether everyone knows what it looks like and are able to deal with those who do not? This course provides guidance on how to make sure we come across respectfully in the eyes of others. It also provides needed skills and strategies for dealing with those who may be rude, uncivil or even harassing so the work environment stays positive.

What an Effective Workplace Requires

- The course begins with a discussion of the ideal work environment based on current data and input from participants so they can explore their own values and preferred state.
- A look at how respect factors in to productivity, innovation, quality, safety, engagement and customer relations with reference to people's emotional experience and physiology (brain science) when feeling disrespected.
- Painting a picture of what respect looks like at work and highlighting each person's responsibility to consider their behavior. An activity allows everyone to describe in tangible terms how they see respect, disrespect and everything in between.

Why People Are Not Always Respectful

- Respect is presented as a perception – "how we come across to others"- raising the possibility of someone being unconsciously disrespectful.
- Those who seem consciously disrespectful are discussed in terms of motives and manifestations.
- Influences behind behavior at work are explored to determine what we can do to control, influence and manage misbehavior.

How to Become More Respectful

- Examining what respect might look like when interacting with colleagues or customers from non-verbal cues to proper etiquette, being on time, speaking over people, responding to emails, etc.
- Learning how to maintain calm in stressful situations and responding in healthy ways to daily challenges. Techniques for being mature when circumstances might provoke us to be discourteous.
- Practicing positive behavior by having people consider what being respectful (or not) might mean when at a meeting, talking to a customer or co-worker or walking through someone's workspace.

Ways to Promote Respect

- Ways to be proactive and build rapport while minimizing triggers and provocations.
- Raising awareness and expectations around respect. Inviting others to tell us how we "come across", not waiting until someone is disrespectful to encourage them to maintain a high standard.
- Stepping up when needed with an intervention skill called N-O-T when others are not respectful: 1) Note any disrespect, 2) Overcome reluctance 3) Take action – which means, do something politely to promote respect. This module provides a chance to practice promoting respect and participants are given customized scenarios to get better at it.

Conclusion

- The workshop ends with a commitment to do more than talk about respect by agreeing to practice it after the session with follow-up activities to reinforce the learning.