RESPECT IN THE WORKPLACE:
CREATING A RESPECTFUL ENVIRONMENT FOR ALL EMPLOYEES

What's different? Rather than dwelling on legal standards and what NOT to do, this training will focus on WHAT TO DO – the words and actions that promote respect and fairness, and participants' responsibility for contributing to respect in the workplace. Using case studies, trainees strategize about bystander intervention and ways to help others who may be behaving in ways that are disrespectful or who are being targeted by disrespect. Finally, they use a feedback model to practice both giving and getting feedback about behavior that is uncivil or disrespectful.

(*Italicized items unique to employee training* – regular font common to both employee and supervisor trainings)

PART 1: RESPECT

Objectives
- Develop a shared and specific understanding of respectful words and behavior.
- Understand the relationship between perceived respect and organizational performance.

Post-training resource: Workplace-Specific Respectful Cues

PART 2: WHAT GOES WRONG – DERAILERS

Objectives
- Understand all forms of conduct that derail respect, including incivility, abusive behavior and unlawful harassment
- Identify behavior that is problematic and/or unlawful
- Define and understand unlawful harassment
- Understand choices when an employee becomes aware of possible unlawful conduct

Post-training resource: Continuum of Behavior Chart

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PART 3: POLICY REVIEW

Objectives
- Be familiar with the organization's policy regarding harassing conduct
- Understand rights and responsibilities under the organization's policy
- Understand different options for reporting
- Understand the process after a report of harassment is filed

Post-training resource: Organization's Anti-Harassment Policy and Procedures

PART 4: STEPPING UP AND STEPPING IN

Objectives
- *Understand the value of peer intervention/bystander intervention and develop a sense of collective responsibility*
- *Identify the ways that bystanders can intervene when they observe or learn about problem behavior in the employee's specific workplace*
- *Explore barriers to bystander intervention and how they can be overcome*
- *Practice applying bystander intervention techniques to a simulated situation*

Post-training resource: *Bystander Options*

PART 5: FEEDBACK – GIVING AND GETTING THE GIFT

Objectives
- *Understand the power of peer-to-peer effective feedback in workplace situations*
- *Identify barriers to effective feedback in workplace situations*
- *Learn a model for giving and getting feedback about derailer behaviors*

Post-training resource: *Feedback Model*

PART 6: LEARNING

Objectives
- Commit to making a change or taking action
- Share that commitment with a colleague and hold each other accountable

NOTE: Three hour training also includes:

- Additional case examples and more opportunities to practice and re-enforce skills
- More interactive discussions rather than lecture format
- Explanation of difference between authority and influence
- Opportunity to practice providing and receiving feedback about derailer Behaviors

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