Maintaining Respect and Civility in the Workplace

NYS Balance
Resources for Work & Life
Maintaining Respect and Civility in the Workplace

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Additional resources are available through your NYS Employee Assistance Program (EAP). For more information about EAP and other Work-Life Services benefits, please visit www.worklife.ny.gov.
Learning Objectives

• Identify methods to assertively address inappropriate conduct within the workplace

• Increase civility and respect amongst colleagues and co-workers to promote a healthy work environment
Practicing Civility, Promoting Respect

In order to successfully ensure that every professional institution or team has the ability to build and maintain itself as a fully operational entity capable of achieving its potential, it must manage its interpersonal relationships in a positive – civil and respectful – manner.

What’s your take?

A. Agree
B. Disagree
C. Unsure

Adapted from Start Right…Stay Right by Steve Ventura
Behavior in the Workplace

On a scale of 1-10, please state the degree to which you think your workplace displays respectful interpersonal relationships

Scale of 1-10
- 1 – Not very civil and respectful
- 10 – Very civil and respectful

Adapted from Start Right…Stay Right by Steve Ventura
Displaying RESPECT in the Workplace

- Recognize the inherent worth of your co-workers
- Eliminate derogatory words and phrases
- Speak with people – not at them – or about them
- Practice empathy. Put yourself in their situation
- Earn the respect of colleagues and co-workers through your behaviors
- Consider your impact on others before speaking and acting
- Treat everyone with dignity and courtesy

Adapted from Start Right…Stay Right by Steve Ventura
A Disrespectful Workplace

- Creates unnecessary stress
- Reduces self-esteem
- Depression
Manage Conflict

• Conflict is escalated when both parties participate by using “loaded/fighting” words or confrontational comments.

• Conflict can be minimized when one party stays neutral, carefully using “non provocative” language.

• Avoid “You” words or phrases and replace with “I” statements
  – “You made these mistakes,” “You always miss deadlines”
  – “I hear you”, “I am sure we can work this out,”

• Stay focused on the specific issue that is currently at hand
  – Avoid trying to solve issues out of your control
How to Address Inappropriate Behavior

• Ensure that you are assertive
  – You have a right to take action or impose consequences when someone oversteps boundaries in their comments or behaviors. It is really important to speak up for yourself, in these situations, “bullies” will perceive you as an acceptable victim for their poor behavior.

• Remain firm when establishing boundaries.

• Request that the individual stop the disruptive behavior.
How to Address Inappropriate Behavior Cont....

- Report specific behavior
- Inform of impact
- Specify the alternative
- Consequence
Maintaining Composure

• losing control = losing period!
  – Self-control is critical in dealing with difficult people.
  – Pay attention to the speed and loudness of your speech.
  – Take your time. When people get excited they tend to talk more quickly and loudly.

• Take a break
  – Watch your reactions!
  – Don’t be afraid to say, “I need to check something out, I’ll get back to you.”
  – Gather your thoughts before responding.
Signs of a Respectful Work Environment

• Acknowledge all individuals in a respectful manner.
• Don’t get involved in abusive situations. Step away.
• Don’t tolerate “put downs” of others for whatever reason. State how inappropriate and unprofessional they are.
• Individuals take responsibility for their actions/behavior rather than making excuses or blaming others.
• People collaborate on important issues by seeking out each others opinions and expertise.
• Individuals value each other’s background and experience rather than discrediting each other’s competence.
Resources

NYS-Balance Consultants
  • Free over-the-phone counseling, education, and referrals

NYS-Balance Website
  • Articles, resources, assessments, Skill Builders, and more

NYS Work-Life Services Website
  • For more information about EAP and other Work-Life services benefits, please visit http://www.worklife.ny.gov
Work-Life Services

- Employee Assistance Program (EAP)
- Flex Spending Account
- Worksite Child Care Centers
- Pre-Retirement Planning Seminars
- NYS-Ride
- NYS-Balance
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- Child Care and Parenting
- Elder Care/Adults with Disabilities
- Care Coach
- Education
- Health and Wellness
- Daily Life
- Legal Consultation
- Financial Consultation
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Thank You!

Questions???
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Works Cited
