



THE ESSENCE OF
RESPECT
IN THE WORKPLACE

Participant Workbook

The Essence of Respect in the Workplace

WELCOME

Welcome to The Essence of Respect in the Workplace Workshop.

This course begins and ends with the core believe that everyone has the innate right to be respected and heard. Subsequently, it is everyone's responsibility to demonstrate respect, regardless of the differences that exist.

Throughout this workshop, you will explore respect in a tangible manner. Through highly interactive activities and open discussions, you will learn how respect looks and feels, which can be quite different for everyone.

The more you engage in the activities and open yourself to what others contribute, the greater the learning experience will be for you.

Essence of Respect in the Workplace. All Rights Reserved.
Do not reproduce without the written consent of Essence Learning.

The Essence of Respect in the Workplace

LEARNING OBJECTIVES

We are all owners of our workplace culture and we are responsible for fostering an inclusive environment that respects and values the contributions, perspectives and experiences of others.

Upon successful completion of this course, you will be able to:

- Define respect and identify the different behaviors associated with being respected, being disrespected and being disrespectful.
- Discover how respectful behaviors impact the workplace and examine the consequences of disrespect.
- Recognize when respect is at risk and explore how personal biases, traditional thinking and assumptions can become barriers to demonstrating respect.
- Learn and practice skills that build, repair and maintain respectful working relationships.
- Learn principles that manage respect by providing context to the situation and keeps the focus on the facts and objectives, and not the people.
- Develop an action plan to be accountable for fostering and sustaining a respectful workplace.

WORKSHOP EXPECTATIONS

The Essence of Respect in the Workplace

WORKSHOP STRUCTURE

Introduction

- ... Is Respect Given or Earned?
- ... The Respect Spectrum

Module 1: Definition of Respect

- ... What is Respect?
- ... A Working Definition of Respect
- ... Respect is Visible and Tangible

Module 2: Respect and Organizational Effectiveness

- ... Consequences of Disrespect
- ... Signs of a Respectful Workplace
- ... Impacts of Respect

Module 3: Managing Diversity Related Tension with Respect

- ... Diversity Related Tension
- ... Essence of Respect Management Skills
- ... Essence of Respect Management Principles

Module 4: Fostering & Sustaining Respectful Relationships

- ... Putting it all Together
- ... Skills Practice
- ... Action Plan

The Essence of Respect in the Workplace

IS RESPECT GIVEN OR EARNED?

Do you believe that respect is given or earned? On the chart below, capture what you believe and why.

Respect is given	Respect is earned
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

The Essence of Respect in the Workplace

MODULE 1: DEFINITION OF RESPECT

WHAT IS RESPECT?

Respect is not a new term for any of us. We all have experiences with “Respect”, and we have our own interpretation of what it is and how it feels and how it should be demonstrated.

RESPECT SPECTRUM



If we can agree that respect is given as a basic human right and is a social expectation of most cultures, then it is likely that we can agree that respect is earned through trusted relationships and can ultimately lead to esteeming others, honoring or holding them in high regard.

How did you learn about respect?

What is your definition of respect?

The Essence of Respect in the Workplace

A WORKING DEFINITION OF RESPECT

Our working definition of respect is....

TREATING OTHERS WITH DIGNITY BY MAINTAINING THEIR PERSONAL ESTEEM AND VALUING THEIR INDIVIDUALITY

Treat Others with Dignity

Your ability to treat others with dignity is more of a reflection of your character, a glimpse of your personal morals and ethical compass.

You treat others with dignity, by maintaining their personal esteem and valuing their individuality.

Maintain Their Personal Esteem

Maintaining the personal esteem of others causes you to consider the confidence and sense of self-worth they already have of themselves.

Any act toward others should not depreciate from their personal value and self-worth, requiring you to acknowledge and value each person as a unique individual.

Value Their Individuality

To value their individuality, indicates you are sensitive to the innate uniqueness and distinction of others. This sensitivity reminds you to engage others at the pace and to the degree that is comfortable and appropriate for them.

Demonstrating respect and giving reverence to their individuality makes it safe for others to be their authentic self and to genuinely embrace who you are.

NOTES

Consider the impact these words, actions and feelings can have on an organization when used as a common practice.

What impact did these words and actions have on your relationship with the person/people that demonstrated respect?

The Essence of Respect in the Workplace

RESPECT IS VISIBLE AND TANGIBLE

What does respect look like? How do we know when respect is present, absent or at risk? These next series of activities are designed to examine the signs of respect and the words, action, attitudes and feelings that make respect visible and tangible.

Activity 1: Being Respected

Find a partner and take turns describing a time when you felt respected in the workplace.

While sharing, describe the situation, and if appropriate name the person or people that demonstrated respect for you. Share what was said or done and how you felt when treated with respect.

While listening write down the action words you hear your partner use. Write down how it made them feel. As the listener if you don't hear your partner sharing what they did or how they felt, ask them to tell you.

You will have 10 minutes to complete the activity, allowing 5 minutes for each partner to share.

NOTES

The Essence of Respect in the Workplace

Consider the impact these words, actions and feelings can have on an organization when used as a common practice.

When reflecting on the other persons' actions, words and feelings, do you think it was their intent to be disrespectful? Explain

Activity 2: Being Disrespected

Let's look at the flip side of being respected, and take turns describing to your partner a time when you **felt disrespected** in the workplace.

Describe the situation, but this time do not share the name of the person or people that demonstrated disrespect. Share what they said or did and how you felt when they treated you with disrespect.

When it is your turn to listen to your partner, write down the action words you heard them use. Be sure to capture how it made them feel. If you don't hear them share what the person did or how they felt, ask them to tell you.

You will have 10 minutes to complete the activity, allowing 5 minutes for each partner to share.

NOTES

Consider the impact these words, actions and feelings can have on an organization when used as a common practice.

When reflecting on the other persons reaction/response, what impact do you think you had on them?

What impact did your behavior have on you?

What impact did their reaction/response have on you?

The Essence of Respect in the Workplace

Activity 3: Being Disrespectful

Now let's look at respect through a different lens. We have discussed how we felt when we were respected and when we were disrespected.

This next activity is designed to help us look at disrespect through the eyes of others and to help us understand our role in creating a safe, secure and respectful workplace.

This time you will not work with a partner. Think of a time when you were disrespectful to someone.

Write in detail, the words you used, as well as the actions, emotions and attitude you displayed.

Describe how the person or people responded to you.

Describe how you felt throughout the situation (before, during and after).

The Essence of Respect in the Workplace

MODULE 2: RESPECT AND ORGANIZATIONAL EFFECTIVENESS

Each of us have personally experienced respect and disrespectful behaviors and we have explored the impact these experiences can have on individuals in the workplace.

Now let's look at the business case for fostering and maintaining a respectful workplace. Let's discuss the direct and active role, respect has on organizational effectiveness.

What are the consequences of disrespect?

What are signs of a respectful workplace?

What are the impacts of respect?

ASK AND ANSWER

- ... Why is respect so important to your organization?
- ... What are the benefits of a respectful workplace?

The Essence of Respect in the Workplace

NOTES

What did you learn and how will you apply it when you return to work?

What did you learn that you will share with someone else?

What did you learn that has challenged and stretched your mindset?

What questions or concerns do you have?



KEY LEARNINGS

APPLICATION



KEY LEARNINGS

APPLICATION



KEY LEARNINGS

APPLICATION

The Essence of Respect in the Workplace

MODULE 3: MANAGING DIVERSITY RELATED TENSION WITH RESPECT

DIVERSITY-RELATED TENSION

Diversity is the mixture of individuals with differences and similarities in their appearance, abilities, experiences, beliefs, thoughts and perspectives. Diversity is multi-dimensional and includes layers of characteristics and traits that makes each individual unique.

When we encounter diversity, our personal biases, individual preferences and assumptions can create tension within us, and they can become barriers to demonstrating respect.

Not all differences create tension, yet, there are differences in people, culture, perspectives and approach to certain situations that may challenge us and make us feel uncomfortable. We refer to this discomfort as diversity-related tension.

Diversity-Related Tension is not good or bad it is a signal that the difference you are experiencing is not normal **to you** and is causing **you** to be uncomfortable.

Diversity-Related Tension is Your Opportunity....

Tension related to differences are normal and should be expected. The presence of diversity is your opportunity to:

- ... Broaden your experiences and diversity maturity
- ... Challenge your assumptions, biases and traditional thinking
- ... Learn from different perspectives
- ... Consider new possibilities and explore innovative ideas
- ... Enhance relationships
- ... Create synergy and high performing work groups
- ... Be agile and quick to facilitate change

NOTES

A WORKING DEFINITION OF RESPECT

TREAT OTHERS WITH DIGNITY BY MAINTAINING THEIR PERSONAL ESTEEM AND VALUING THEIR INDIVIDUALITY.

TREAT OTHERS WITH DIGNITY

Your ability to treat others with dignity is more of a reflection of your character, a glimpse of your personal morals and ethical compass.

ASK AND ANSWER

- ... What is causing me to be uncomfortable?
- ... In what ways am I displaying tension?
- ... Is my reaction and discomfort based on facts, or my personal biases, assumptions and traditional way of thinking?
Explain
- ... Are my words and actions having their intended impact? Explain
- ... Am I putting respect at risk?
Explain
- ... What are my desired results?

The Essence of Respect in the Workplace

THE ESSENCE OF RESPECT MANAGEMENT SKILLS

How we react to differences can indicate respect to some and disrespect to others. When used, effectively, these skills can help you demonstrate respect to others no matter the differences.

... [Manage Personal Impact](#)

... [Engage Others](#)

... [Leverage Differences](#)

When we link the Essence of Respect Management Skills with our definition of respect, it is easy to see how the effective use of these skills can help to build and maintain respectful and trusting relationships.

Manage Personal Impact and Treat Others with Dignity

Recognize the impact your personal biases, assumptions and traditional thinking has on others.

- Admit that you are uncomfortable
- Challenge your reaction
- Examine your intent

NOTES

MAINTAIN THEIR PERSONAL ESTEEM

Consider the sense of self-worth they already have of themselves. Any act toward others should not depreciate from their personal value and self-worth.

ASK AND ANSWER

- ... What other perspectives have I considered?
- ... Am I willing to listen to other? Explain
- ... How can others contribute?
- ... Am I willing to let others challenge my perspective? Explain
- ... What are the differences in the perspectives I am considering?
- ... What are the similarities in the perspectives I am considering?
- ... Am I willing to share my perspective for others to consider? Why?

The Essence of Respect in the Workplace**Engage Others and Maintain their Personal Esteem**

Seek to understand the thoughts, feelings and perspectives of others, and make it safe for others to challenge assumptions, biases and traditional thinking.

- Explore different perspectives/points of view
- Listen to understand and consider other perspectives
- Willingly share your perspectives

NOTES

VALUE THEIR INDIVIDUALITY

To value their individuality, indicates you are sensitive to the innate uniqueness and distinction of others.

ASK AND ANSWER

- ... What new ideas have I heard?
- ... What are the business needs and requirements?
- ... What are we trying to achieve, what is the desired result?
- ... What is our mutual purpose?
- ... What have I learned/can I learn from this experience?
- ... Do I need to seek a fresh perspective to the same situation?

The Essence of Respect in the Workplace

Leverage Differences and Value Their Individuality

Leveraging differences is a skill that transitions us from defending or focusing on our personal biases, assumptions and traditional ways of thinking, to pursuing new ideas, seeking to learn from new experiences and including the contributions of others.

- Pursue new ideas
- Learn from diverse experiences
- Embrace fresh perspectives

The Essence of Respect in the Workplace

THE ESSENCE OF RESPECT MANAGEMENT PRINCIPLES

Respect Management Principles provides the framework to target the real issue(s) that impact working relationships and helps to identify solutions to effectively manage diversity-related tensions.

- ... Define diversity mixtures and their related tensions
- ... Distinguish facts from assumptions, biases and traditional thinking
- ... Act to manage diversity-related tension
- ... Act to foster and maintain a respectful workplace

ASK AND ANSWER

- ... What dimensions of diversity are present in this situation?
- ... What assumptions am I making about the diversity mixture?
- ... What facts do I have about this diversity mixture?
- ... What dimensions of diversity will have an impact on the desired results and multiple purpose?
- ... What diversity-related tensions exist? Explain

Define diversity mixtures and their related tensions

Clearly define and understand the unique diversity-mixtures that are present in the situation. Identify what differences matter to others in the mixture. Consider the multiple perspectives that exist and identify if these are diversity related tensions that can put respect at risk.

The Essence of Respect in the Workplace

Distinguish facts from assumptions, biases and traditional thinking

Seek agreement on the facts, business requirements and mutual purpose to avoid the trap of managing assumptions, individual preferences, biases and traditional thinking.

Consider only the perspectives, experiences and ideas that most closely align with the facts, business requirements and mutual purpose.

ASK AND ANSWER

- ... What are the facts and mutual purpose?
- ... What bias, assumptions and traditional thinking are barriers to achieving our results or putting respect at risk? Explain
- ... What perspectives, experiences and ideas are achieving our results and building respect? Explain

The Essence of Respect in the Workplace

Act to manage diversity related tension

Take action to understand your biases and attitude toward differences. Take responsibility for your actions and the impact they have on others. Don't make others responsible for how you feel about their differences. Lean into the tension and use the opportunity to learn about yourself and others.

Consistently challenge yourself and others to experience differences differently and to examine the same set of circumstances from a different point of view.

ASK AND ANSWER

- ... Am I considering multiple perspectives, or am I primarily relying on my own ideas and experiences?
- ... What assumptions am I making?
- ... What am I learning about myself and others through this experience?

The Essence of Respect in the Workplace

Act to foster and maintain a respectful workplace.

Openly share your commitment to a respectful workplace that values diversity. Be accepting and inclusive of different approaches, opinions and experiences even in the presence of diversity-related tension.

Listen with the intent to understand, engage diverse thinking and pursue fresh ideas. Willingly share information, experiences and communicate with transparency.

Encourage and appreciate those that contribute to their full potential and are motivated to challenge the status quo with diversity of thought and innovation.

ASK AND ANSWER

- ... What self-awareness training is available for me?
- ... What external affiliations can I align with to gain new and diverse experiences?
- ... How will I hold myself accountable for my commitment?

The Essence of Respect in the Workplace

NOTES

What did you learn and how will you apply it when you return to work?

What did you learn that you will share with someone else?

What did you learn that will challenge and stretch your mindset?

What questions or concerns do you have?



KEY LEARNINGS

APPLICATION



KEY LEARNINGS

APPLICATION



KEY LEARNINGS

APPLICATION

NOTES

RESPECT MANAGEMENT PRINCIPLES WILL GUIDE YOUR **INTENTIONS** TO DEMONSTRATE RESPECT

RESPECT MANAGEMENT SKILLS WILL MANAGE YOUR BEHAVIORS TO HAVE THEIR INTENDED **IMPACT**.



© Copyright 2019, Essence Learning

RESPECT MANAGEMENT SKILLS

- ... Manage Personal Impact
- ... Engage Others
- ... Leverage Differences

RESPECT MANAGEMENT PRINCIPLES

- ... Define diversity mixtures and their related tensions
- ... Distinguish facts from assumptions, biases and traditional thinking
- ... Act to manage diversity-related tension
- ... Act to foster and maintain a respectful workplace

The Essence of Respect in the Workplace

MODULE 4: FOSTERING & SUSTAINING RESPECTFUL RELATIONSHIPS

PUTTING IT ALL TOGETHER

Respect Management Principles and Skills work together to support diverse thinking and inclusive behaviors.

Effectively and consistently applying the principles and skills will build and maintain respectful relationships and keep the focus on driving business results. Each situation you face will likely have a unique diversity mixture with individual perspectives and related tensions.

SKILLS PRACTICE

Refer to the time when you were disrespectful and use the Respect Management Principles and Skills to help you form a different response and to discover a more effective way to manage the same situation. Share your situation and new approach and response with your partner. Ask them to provide you with feedback on the impact of your words and attitude.

COMMITMENT PLAN & ACCOUNTABILITY STRATEGY

The common factor in each situation you face is you, and your commitment to manage tension and respect differences. Consider your current and potential impact and prepare a statement that describes your commitment to fostering and sustaining a respectful workplace.

Develop S.M.A.R.T. Goals and an action plan that will demonstrate your commitment to make respect visible and tangible through your words, behaviors and attitude.

Create an accountability strategy to keep your commitment plan on track and part of your daily focus.

The Essence of Respect in the Workplace

RESPECT MANAGEMENT PRINCIPLES	RESPECT MANAGEMENT SKILLS		
	Manage Personal Impact	Engage Others	Leverage Differences
Define Diversity Mixtures and their Related Tensions <hr/> <hr/>	<u>Admit you are Uncomfortable</u> <ul style="list-style-type: none"> • <i>What is causing me to be uncomfortable?</i> • <i>In what ways am I displaying tension?</i> • <i>What dimensions of diversity are present?</i> 	<u>Explore Different Perspectives</u> <ul style="list-style-type: none"> • <i>What other perspectives have I considered?</i> • <i>Are others willing to share their perspectives? Explain</i> • <i>What are the intentions of others?</i> 	<u>Pursue New Ideas</u> <ul style="list-style-type: none"> • <i>What new ideas have I heard?</i> • <i>What barriers have I experienced or observed?</i> • <i>What are we trying to achieve what is our mutual purpose?</i>
Distinguish Facts from Assumptions, Biases, and Traditional Thinking <hr/> <hr/>	<u>Pause & Challenge your Reaction</u> <ul style="list-style-type: none"> • <i>Is my reaction and discomfort based on facts? Explain</i> • <i>What assumptions am I making about the diversity mixture? Explain</i> • <i>What facts do I have about this diversity mixture?</i> 	<u>Listen and Understand</u> <ul style="list-style-type: none"> • <i>Am I willing to listen to other perspectives? Explain</i> • <i>What are the differences in perspectives?</i> • <i>What are the similarities in perspectives?</i> • <i>What are barriers to achieving our results and building respect? Explain</i> 	<u>Learn from Diverse Experiences</u> <ul style="list-style-type: none"> • <i>What have I learned from the experience?</i> • <i>What is my reaction to my new experiences?</i> • <i>What are the facts and mutual purpose?</i> • <i>Which perspectives, experiences and ideas will best achieve our results and build respect? Explain</i>
Act to Manage Diversity Related Tension <hr/> <hr/>	<u>Examine Your Intent</u> <ul style="list-style-type: none"> • <i>Do my words and actions have my intended impact? Explain</i> • <i>Am I putting respect at risk? Explain.</i> • <i>What dimensions of diversity can best impact the desired results?</i> • <i>What diversity-related tensions exist? Explain.</i> 	<u>Share Your Perspective</u> <ul style="list-style-type: none"> • <i>Am I willing to share my perspective/point of view and my intention? Explain</i> • <i>Am I willing to let others challenge my perspectives? Explain</i> • <i>What assumptions am I making about myself and others?</i> 	<u>Embrace Fresh Perspectives</u> <ul style="list-style-type: none"> • <i>What multiple perspectives am I and others considering?</i> • <i>What value do I and others see in the different perspectives and experiences?</i> • <i>Am I relying primarily on my own ideas and experiences? Explain</i> • <i>What am I learning about myself and others?</i>
Act to Foster and Maintain a Respectful Workplace <hr/> <hr/>	<u>Continuous Learning</u> <ul style="list-style-type: none"> • <i>What am I doing to enhance my emotional intelligence and diversity maturity?</i> • <i>Do I take opportunities to gain new diverse & cultural experiences?</i> • <i>How will I hold myself accountable for my commitment?</i> 	<u>Create a Culture of Inclusion</u> <ul style="list-style-type: none"> • <i>How do I make it safe for others to engage with me when respect is at risk?</i> • <i>Do I initiate conversations in the presence of diversity related tension?</i> • <i>Do I see signs that respect is at risk in the workplace? Explain</i> 	<u>Value Innovation and Diversity of Thought</u> <ul style="list-style-type: none"> • <i>How do I demonstrate appreciation for innovation and diversity of thought?</i> • <i>Do I consistently challenge my assumptions, preferences and traditional thinking?</i>

The Essence of Respect in the Workplace

RESPECT MANAGEMENT PRINCIPLES	RESPECT MANAGEMENT SKILLS		
	Manage Personal Impact	Engage Others	Leverage Differences
Define Diversity Mixtures and their Related Tensions <hr/> <hr/> <hr/>	<u>Admit you are Uncomfortable</u> <hr/> <hr/> <hr/>	<u>Explore Different Perspectives</u> <hr/> <hr/> <hr/>	<u>Pursue New Ideas</u> <hr/> <hr/> <hr/>
Distinguish Facts from Assumptions, Biases, and Traditional Thinking <hr/> <hr/> <hr/>	<u>Pause & Challenge your Reaction</u> <hr/> <hr/> <hr/>	<u>Listen and Understand</u> <hr/> <hr/> <hr/>	<u>Learn from Diverse Experiences</u> <hr/> <hr/> <hr/>
Act to Manage Diversity Related Tension <hr/> <hr/> <hr/>	<u>Examine Your Intent</u> <hr/> <hr/> <hr/>	<u>Share Your Perspective</u> <hr/> <hr/> <hr/>	<u>Embrace Fresh Perspectives</u> <hr/> <hr/> <hr/>
Act to Foster and Maintain a Respectful Workplace <hr/> <hr/> <hr/>	<u>Continuous Learning</u> <hr/> <hr/> <hr/>	<u>Create a Culture of Inclusion</u> <hr/> <hr/> <hr/>	<u>Value Innovation</u> <hr/> <hr/> <hr/>

The Essence of Respect in the Workplace

DATE:

COMMITMENT STATEMENT

COMMITMENT PLAN

Develop S.M.A.R.T Goals with action plans that demonstrates your commitment to making respect visible and tangible in the workplace.

GOAL: <i>Enter your S.M.A.R.T Goal -Specific, Measurable, Attainable, Relevant, Timely</i>					
#	Action	Start Date	End Date	Date Completed	
GOAL: <i>Enter your S.M.A.R.T Goal -Specific, Measurable, Attainable, Relevant, Timely</i>					
#	Action	Start Date	End Date	Date Completed	
Accountability Strategy Select one or more of these practices to create a strategy that will keep your commitment plan fresh, meaningful and on target. Be sure your strategy includes coaching, continuous learning, sharing best practices and rewarding yourself for your accomplishments.					
<input type="checkbox"/>	Identify an Accountability Partner	<input type="checkbox"/>	Share my action plan and progress with my team	<input type="checkbox"/>	Provide frequent updates to my manager
<input type="checkbox"/>	Document my progress and maintain a file for me to review and adjust as needed.	<input type="checkbox"/>	Add action plan and accomplishments to my performance review process	<input type="checkbox"/>	Request feedback from others on your action and/or accomplishments
<input type="checkbox"/>	Other _____	<input type="checkbox"/>	Other _____	<input type="checkbox"/>	Other _____