Cultivating a Workplace of Civility and Respect – It Starts at the Top!

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Complete the Reality Check Exercise
Stand
if this is You
Cohesive Workplace Teams

Make better, faster decisions
Tap into the skills & perspectives of all
Avoid wasting time or energy on politics, confusion, destructive conflict
Create competitive advantage
More fun!
COSTS

$1,000,000
Individuals

Humiliation
Loss of Pride
Increased Blood Pressure
Decrease Immune System
PTSD
Decreased Performance

Organization

Inability to Retain/ Recruit
Spread of toxic behaviors
Brand/Reputation Bashing

Decreased Performance
Effects of incivility in the workplace

Employees who experience incivility:
66% say performance declined
80% lost work time worrying about the incident
63% wasted time avoiding the offender
75% have less commitment to the organization
12% simply quit

Simply witnessing disrespectful behavior results in:
Reduced concentration, memory and focus
Negative responses from customers and citizens
Who’s at Risk?

Homogenous
Many Young Workers
Some Workers Do Not Conform to Workplace Norms
Cultural and Language Differences
Decentralized Workplaces
Rely on Customer Service-Satisfaction
Power disparities

Monotonous/Low Intensity Tasks

Alcohol Consumption
Social Discourse Outside Work

#MeToo
So What?
In order for harassment to be illegal, it must be connected to a protected *class* or *activity*.
All of these are examples of protected classes or protected activities under the Law:
1. Physically or mentally disabled
2. Co-workers who are being interviewed in an investigation of Hostile Working E.
3. Co-workers who have received a promotion even though they didn’t deserve it
4. Pregnant women
The courts consider that a victim claiming harassment should have told the potential harasser that their behavior was unwelcome.
Reasons people give for not reporting harassment in the workplace:
1. Fear of losing their job and/or their good reputation
2. Assuming they won’t be taken seriously
3. Belief that nothing will be done by management about the report
4. Fear of retaliation from management or other colleagues
Bullying is a lot like harassment or discrimination and just as destructive but it is not illegal.

Hit or Miss?
The company’s goal and written policies should be to ensure a **ZERO tolerance** for inappropriate behavior, so that everyone is treated with respect while enabled to perform to the best of their abilities.
“Not everything that is faced can be changed, but nothing can be changed until it is faced.”

James Baldwin
How do we change workplace culture from

NO Harassment

to

ACCOUNTABILITY FOR RESPECT
What if people had their needs \textit{written all over them}?
“Zero Tolerance?”
Respectful Workplace Training – General Session

Respectful Workplace Training—Supervisor Session
Erin Wade  CEO
Homeroom Oakland, CA
Lead!!
Insert Values
Assess Risk
Use Reality Checks/Profiles
Review Current Policies/Processes
Interactive Training with PRACTICEs
One commitment I’ll make to cultivate respect in my workplace is ________

If there were one thing I’d change about this experience, it would be ________