

PREVIEW GUIDE



The Respectful Workplace

It Starts With You

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CRM LEARNING'S

THE RESPECTFUL WORKPLACE: IT STARTS WITH YOU

Today's workplace is a vibrant melting pot – an amazing mix of co-workers who often differ in terms of language, gender, age, and cultural background.

For some of us, particularly those who have been around for a while, it's a whirlwind of change we sometimes have trouble keeping up with. For others, it's just the way things have always been.

No matter where we are on the spectrum of understanding and comfort with a changing work environment, there's one thing that we all need to agree on and embrace: our organizations will only succeed and grow when we learn to respect and understand those we work with. It's that simple.

We hear the term "respect" often. But what does respect look like? What does it sound like? How do we know it when we see it? And how can we make it a central part of our path to organizational success?

CRM Learning's ***The Respectful Workplace: It Starts With You*** explores this timely learning challenge. This workshop will help you and your organization:

- Break down the larger and sometimes abstract concept of respect into behaviors that are more easily recognized.
- Raise workplace issues that revolve around the need for respect, and identify both positive and negative thinking patterns and behaviors that affect workplace success.
- Practice techniques that can help your workforce become more sensitive to, and embracing of, the value of individual differences in the workplace.

What's In It For Your Organization?

Here's how this workshop can help you build a more respectful workforce:

- *Do you have a changing mix of employees?* This workshop can help both new and experienced members of your workforce understand the benefits of this influx of new points of view.
- *Do you have work teams that don't seem to be functioning as smoothly as they should?* Use this brief workshop to help team members understand the value of their team's makeup and the need for a cohesive team attitude.
- *Do you want to stay ahead of the game in a changing work environment?* Change comes to every organization. The workshop activities will help your teams develop better understanding and skills for making tomorrow's workforce as effective as it can be.

We're not saying that your employees need to come to work and be best friends with everyone on their team. That's just not the way people and organizations work.

We are saying that if your employees respect each other, appreciate their differences, and look for the value that each of them brings to the team's efforts, you'll have a better chance to succeed in a competitive marketplace.

Overview of the Workshop

The Respectful Workplace: It Starts With You uses carefully selected scenes from best-selling video programs to illustrate how a lack of respect can damage workplace efficiency, and how embracing our personal differences – and understanding where they come from – can lead to increased performance at all levels.

Discussion questions and activities are included to help drive home the four main things each of us needs to do to create a respectful workplace:

1. Avoid clearly discriminatory or intolerant behavior.
2. Respect the unique perspective and knowledge each person has to offer.
3. Act in ways that build people up, not tear them down.
4. Let go of the belief that your way is always right.

Group or Self-Study?

The Respectful Workplace: It Starts With You is designed for use in small group sessions. However, if you have an individual who can benefit from this material but cannot attend a scheduled workshop, they can watch the video and then have a brief discussion with their supervisor about the main content points.

Timing

This guide is designed to be flexible for the trainer. Use as many of the discussion questions and activities as you can in the time available. You'll be able to explore all of the issues in greater depth if you allow 90-120 minutes for the session.

The Workshop Kit

CRM Learning's ***The Respectful Workplace: It Starts With You*** includes this Leader's Guide, a DVD and a CD-Rom.

- This **Leader's Guide** provides an introduction to the workshop, suggestions for its use, discussion questions, and activities.
- The **DVD** includes the 15-minute video program.
- The **CD-ROM** contains PDF files of the activity worksheets.

In the second scene, one employee's report is often late because his colleague can't seem to get her data to him on time. After blowing up about the issue, they sit down and find ways to change how each of them is working, and agree on steps to take to try to make the process work better.

The video hosts summarize the main points and conclude the program with a reminder that all of us need to respect the colleagues we work with.

Discussion Questions and Activities

The questions and activities, like the video, explore four key behaviors that can help build a respectful workplace.

- The questions are organized in line with the four main content points.
- The activities are more universal, helping participants explore the overall issues surrounding respect in the workplace.

Discussion Questions

I. Avoid clearly discriminatory or intolerant behavior

Main Points

We tend to discriminate along a whole range of personal characteristics: weight, gender, race, language, sexual orientation, religion, disability, and others too numerous to mention. Discrimination undermines everyone's performance because it harms the team – after all, if you don't respect one of your co-workers for reasons other than performance, how can you respect and support their work? In some cases, your discriminatory actions may even be illegal.

In today's working world, people look and act differently. If we can just approach each other from a mindset of inclusion, we'll see that our differences actually make us stronger. If we all think the same way, how can we expect to come up with new and innovative solutions?

Video Scenes

Remind the participants of the video scene's contents before asking the discussion questions. In the first scene, three co-workers talk about overweight people they have seen in the movies and then begin talking about a co-worker who is also overweight. Unfortunately, he overhears their conversation.

In the second scene, one employee sabotages a Muslim co-worker's research by purposefully withholding her data and getting it to him late. She admits it's because she doesn't want to work with him because of his religion.

Discussion Questions

1. What have people teased you about? How did it make you feel about working or associating with them?
2. What did the three women get out of their conversation about "fat people"? How did criticizing Jim's weight make them feel?
3. What was the female employee thinking when she sabotaged Hakim's research? How did she think it would affect the organization?

4. Let go of the belief that your way is always right

Main Points

Letting go of the feeling that we are always right is an obvious, but often overlooked, sign of respect for others. None of us is right all of the time.

For collaboration to occur, we need to consider the perspective of others.

Keeping an open mind will provide new ideas and solutions for every member of the team, on every project.

Video Scenes

Remind the participants of the scene contents before asking the discussion questions.

A Hispanic employee speaks Spanish to a co-worker in the middle of a discussion with some non-Hispanic colleagues, one of whom takes him aside and explains that he and others in the group felt ostracized. At first the Hispanic worker is annoyed, feeling that speaking Spanish with his co-workers is his right, and why should he have to change? After their discussion, he sees his co-worker's point and agrees to translate for everyone when he speaks Spanish in front of non-Spanish-speaking co-workers.

In the second scene, Robert yells at Ellen for getting figures to him late, affecting his ability to complete his report. Ellen responds that she is working as hard as she can. When they discuss their conflict more calmly the next day, they explore the logistics of gathering the data and completing the report, both admitting they weren't completely right and agreeing to change what they do to get the work done on time.

Discussion Questions

1. Could the interactions about the language issue lead to greater cooperation in other areas for this group of co-workers? How?
2. What did Ellen and Robert gain from their next-day discussion? What would have happened if they had continued the way they were going?
3. How will Ellen and Robert's agreement affect other members of the team?
4. What is a professional, productive way to admit you might not be right? What about a polite, non-inflammatory way to remind someone else that they might not be right?

Activity 2: Confidential Observation Log

This confidential activity represents a way to work on your own professional development. In the columns below, make short notes on behaviors (including verbal and text communication) you observe in your work environment. Include your own “near misses” if any occur. Do not identify the persons observed, or any specifics of the interactions. See the example below.

Note: You will not be asked to share this information with anyone.

Use this key (letters A – D) to make notes on the type of behavior observed:

- A. Avoid clearly discriminatory or intolerant behavior.
- B. Respect the unique perspective and knowledge each person has to offer.
- C. Act in ways that build people up, not tear them down.
- D. Let go of the belief that your way is always right.

In Meetings		
Type (A-D)	Behavior	Possible impacts
B	Manager criticized work product in front of others	Loss of effort and creativity
In Emails, Texts or Social Media		
Type (A-D)	Behavior	Possible impacts
In Office Interactions (various)		
Type (A-D)	Behavior	Possible impacts
In Telephone Conversations		
Type (A-D)	Behavior	Possible impacts

Activity 3: Building Blocks of Respect

List the names of five people in your organization that you don't know very well. Based on what you **DO** know about each of them, write what you think each person's unique perspective or background might be, and what that person's background might bring to the table if you worked together on a hypothetical project.

Co-Worker name	Their unique perspective or skill	Possible contribution to the project
1.		
2.		
3.		
4.		
5.		

Materials Included With *The Respectful Workplace*

The Respectful Workplace: It Starts With You workshop illustrates how a lack of respect can damage workplace efficiency, and how embracing our personal differences – and understanding where they come from – can lead to increased performance at all levels. This workshop will help your organization break down the sometimes abstract concept of respect into behaviors that are more easily recognized, and practice techniques that can help your workforce become more sensitive to the value of individual differences in the workplace.

- ◆ In the **chaptered DVD**, two onscreen hosts discuss what it means to work in a “respectful workplace” and then introduce viewers to four skill points for achieving such a workplace. For each skill point, two video scenes illustrate the desired behavior or a disrespectful behavior that is to be avoided. The video can be played straight through or in a stop-and-start mode to allow for review and discussion of each behavior.
- ◆ The **Leader’s Guide** provides discussion questions on each of the four behaviors (skill points) presented the video. There are also a number of activities provided which reinforce all the skill points, in general. These will help the facilitator to stimulate discussion and learning by the participants.
- ◆ The **CD-ROM** contains reproducible **Participant Worksheets** that cover organizational policy on disrespect and discrimination, observation and reaction, building blocks of respect, and practicing approaching someone who is a polar opposite. These will help participants gain insight into situations, as well as their own and other people’s behavior and reactions. These worksheets will become an insightful reference during and after the workshop.



Program Information and Pricing

Purchase Price: \$695.00

Rental Price: \$275.00

Preview Price: Free

Running Time: 18 Minutes

Materials included with purchase: chaptered DVD, printed Leader's Guide, CD-ROM with PDFs of reproducible Participant Worksheets

Quantity Pricing Discounts

The Respectful Workplace Program

2 copies	10% off
3-5 copies	15% off
6-10 copies	20% off
11-15 copies	25% off

Industry discounts may also apply; call your Sales Consultant for more information.

(contents, pricing & discounts subject to change without notice)