

Course ID

**RESPECT**

Course Duration

**1 day**

Course Title

**Building a Respectful Workplace**

**Related  
Courses**

- Leadership: Be the Leader Others Want to Follow! (LEAD, 1 day)

**Aimed At**

Individuals, teams, and organizations who wish to develop positive working relationship through increased mutual trust and respect and honest yet tactful communication. Employers who offer this course send a strong message of their commitment to a respectful workplace.

**Group Size**

7-25

**Prerequisites**

None

**Course  
in a Nutshell**

Respect, trust, and integrity are more than words in a mission or values statement. They are the keys to a well-functioning, effective workplace.

In this course, we will define these competencies through behaviors, then study and practice the techniques to bring the successful behaviors into the workplace. We will help you understand and evaluate your own behaviors in the context of your interactions with others. You will learn the skills to practice effective behaviors yourself while drawing others to work with you in a like manner. You will also learn how to handle difficult behaviors and to encourage team-play. It is a fast-paced, highly energizing course that will help you develop work relationships based on mutual trust and respect, open yet tactful communications, and team-work.

**Customize It!**

Customize this course at little-to-no additional cost to your specific needs. We offer distinct versions tailored for such audiences as:

- All members of a given team who don't work as well together as they should.
- All members of two groups who depend on each other to get things done but don't exhibit the communications and team-play needed for accomplishing the common goals.
- Groups of managers charged with disseminating the organizational values or ensuring a respectful workplace.

Whatever your challenge, tell us about it so we can tailor the course to address it. We'll review your policies, culture, mission/values statements, and incidents and develop case studies that mirror them.

**Learn How To**

- Design a plan to understand and build trust with others
- Better communicate with those who communicate differently from yourself
- Recognize how the strengths in our own personality type can be misunderstood by those of different personality types
- Expand from an individual understanding of respect to a more global understanding
- Recognize how people build alliances with people who are different from you
- Identify root causes for why others' work habits are in opposition and create a joint plan to work more harmoniously
- Recognize how our individual biases can produce negative reactions in others, creating a self-fulfilling prophecy of conflict
- Use the strengths from all different personality types to create a high performing team

**Course  
Outline**

- Introduction to Course
  - Course objectives and road map
  - Story: Respect is not always the easy answer!
  - Signature exercise
- What Exactly Is Respect?
  - Case Study: Respect in the workplace
  - The moral of the story: Respect has many meanings
  - Respect at the organizational, process, and individual levels
- Open Communication: Communicating with Honesty and Tact
  - Honesty and Tact: You can't have one without the other!
  - Organizational values and everyday behavior
  - Personality inventory: Are they understanding what you are communicating?
- Teamwork and Caring for Others
  - Discussion: Do we have any responsibility for the well-being of others?
  - Dealing with a maverick employee
  - Dealing with negative attitudes; fighting fire with a match
  - Can morality be learned? Creating an environment of integrity at work
  - The misfit team – dealing with the most difficult behaviors
- Close Out
  - Wrap-up and Q & A
  - Game: Bringing respect back to work
  - Action Plan

**How You Will  
Learn**

- A seasoned instructor will present this course in “workshop” (lecture/practice) format.
- This highly interactive and dynamic course uses stories, games, case studies, exercise, and group activities to drive home the essential points.
- You will receive a toolkit of techniques and skills to help change your work environment into a more respectful and productive place.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

Revised

Nov. 26, 2005