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WORKFORCE

Activities

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We are here to help you succeed!

# Contact us today!

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#### **Real Talk. Real Resources.**

CEA provides *Peace of Mind* with exceptional human resource compliance solutions, training and recruiting services. Members receive unlimited phone support with HR experts, onsite assistance, and a multitude of online resources.

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- Quick and responsive answers to HR questions
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- Training for supervisors, managers, and employees Consultation on workplace issues and negotiations

#### CONTACT US

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#### **Stuff Our Lawyers** Make Us Say

This presentation should not be relied upon as legal advice. Consult an attorney about any issues of legal significance to you & your company.

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#### **Discussion Today**

- What is Workplace Respect?
- · Barriers to Civility and Respect
- · Strategies to Creating a Culture of Respect
- · Professionalism in the Workplace
- Understanding Generational Differences
- The Importance of Appreciation



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# Recent Surveys Say

- 38% of workers believe the workplace is becoming more disrespectful
- 67% of workers say there is a strong need for civility training
- 90% of American workers say they have been victims of uncivility at work
- Four out of five workers have lost work worrying about their unpleasant incident.



### What Does it Mean to You?



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## What is Workplace Respect?

- Respect can be defined as consideration for self and of others
- Respect includes consideration for other's privacy, their physical space and belongings
- Respect for different viewpoints, philosophies, physical ability, beliefs and personalities



# **Everyone Deserves Respect**

- Leaders set the tone.
- · Workplace should reflect a culture of respect
- · To earn the respect of others, we must first have respect for ourselves
- It is not respect when someone jokes or makes no software remarks or



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- Demean someone's abilities - Skills
- One earns respect by giving respect to ones self and to others



#### Why Should **Employers** Care?

**Employers care because:** 

- · Respect evokes trust amongst employees
- · Improves morale and engagement
- Encourages feedback
- · Higher productivity
- Creates a better working environment and culture

#### Why Should Employees Care?

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**Employees care because** 

- You feel more secure at work • Less stress = Happier at work and home
- Positive work environment
- · You feel connected to others

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# What Happens When There is No Foundation of Respect?



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# The Costs

#### Tangible Costs

- Decreased Productivity
- Mistakes, Poor Quality, More Rework
- Increased Absenteeism/ Tardiness/ Employee Turnover
- · Loss of Customers

# Intangible Costs Lower Morale

- · Gossip, drama
- · Loss of Commitment to Job

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- Loss of Credibility in the Community
- Loss of trust by the Customers

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- Barriers to Respect
- Gossip
- Inconsiderate of others
- Condescending
- Isolating others
- · Being rude or vulgar
- Bullying
- Loud Conversations
- Discrimination

# **Additional Barriers**

- "A know it all"
- · Misuse of power or position or both
- Sexual Harassment
- Threats-veiled, direct and physical violence
- Taking credit for someone else's work

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#### Did You Know? August is National Civility Month

This was founded to help the world remember to treat others the way we wish to be treated ourselves — with kindness, empathy, and respect.





# Civility In the Workplace

**Civility costs nothing, and buys everything.** Mary Wortley Montagu

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# Civility is Self-awareness & Social Awareness.



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# Examples of Incivility

- · Silent treatment
- Talking about somebody behind his back
- Showing lack of respect by: comments or gestures
- Making accusations related to professional competence
- · Chastising publicly
- Showing a bad temper
- · Emotional tirades

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#### These Behaviors are Not OK





# Why are People Disrespectful?

#### **Personality Traits**

**Examples:** Insecure, depressed, clueless, lack of empathy & paranoia

#### **Motives**

**Examples:** Power, control, pump self up, confidence, be in spotlight & to be left alone

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# Etiquette in the Workplace

- Professionalism first and foremost
  - Make a good first impression
  - Watch your language
- No inappropriate jokesHow you treat people says a



- Positive comments boost others
   Welcome new employees
- Understand your work environment
- Be personable yet professional



Tools to Maintain

**Foundation of** 

**Respect in the** 

workplace

#### **Effective Communication**

- Active listening
- Appropriate nonverbal communication/body language
- Ability to identify and understand emotions of all individual
  - Transparency







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# **Respect in the Digital World**



# Communication Challenges in the Digital Age

- Less face-to-face communication
- · Lack of non-verbal communication cues
- Shorter attention spans
- · Distractions
- Speed in which we respond digitally results in misunderstandings and miscommunication
- · Information overload





# Right Tool for the Job

		0	-		5	8	
		Email	Collaboration Tool	Video Conferencing	Face-to-Face Meeting	Telephone Call	
16	Good for	Updating large groups	Casual team discussions and brainstorming	Meetings between dispersed teams	Reaching clearly determined goal in less than an hour	Urgent matters	
١ę	Bad for	Time-sensitive collaboration	Sensitive one- on-one business conversations	Routine check-ins	Anything that can be achieved with email or collaboration tool	Situation when you are able to use one of these other tools	
0 <sup>0</sup>	Works well with	Collaboration tool, meetings	Email, meetings	Email, collaboration tool, phone	Email, collaboration tool	Video conference	
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# Virtual Communication



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#### Turn the Camera On

# Reasons to Turn your Video On:

- It communicates confidence
   with technology
- It captures non-verbal cues
- It improves engagement
- It keeps teams connected remotely
- Auditory recognition
   memory is inferior to visual
   recognition memory

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87% of employees feel more connected to their coworkers when using video conferencing software

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# Implement the Ladder of Influence

1. Acknowledge that we have heard the other individual. Actively listening

2. Show sincere appreciation for a differing point of view, "I can see how it makes sense to you."

3. Reach a point of real understanding. " I hear you, I appreciate where you are coming from."

4. Total agreement can be considered the ultimate, and is not always achievable or necessary to maintain a respectful environment.

#### **The Ladder of Influence**

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"I Agree"

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Understand

Appreciate

Acknowledge







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Tools to Maintain **Foundation of Respect** in the workplace

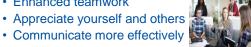


#### **Create an Inclusive Work Environment**

- . You understand that inclusion is about ensuring that everyone's voice is heard, opinions are considered and value to the team is evident.
- Value differences and create an environment where people can feel comfortable bringing their "full column" to work • selves" to work.
- Be mindful of underrepresented groups' needs, and give them necessary support and resources.
- We are a safe space to voice concerns.

# **The Benefits**

- · Reduce stress handle sensitive issues more effectively
- Enhanced teamwork



- · Feel better about job
- · Higher productivity and engagement
- · Greater self-awareness

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#### Abide by the **Platinum Rule**



Treat others the way they want to be treated.

# Appreciation and Recognition



Are you doing enough?

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them
Clean up your own mess
Don't take things that are

· Play fair

Share everything

Don't hit people

Don't take things that aren't yours
Say you're sorry when you hurt somebody

Put things back where you found

Wash your hands before you eat



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# **Personal Action Plan**

- What is the one thing you will do differently starting tomorrow?
- Why will that be important for you?
- How will you measure your success in this area?







