



HEREFORYOU IN '22

MCWDB Business Services

We help businesses stabilize, strengthen, and grow!

RECRUITMENT

- Job & Career Fairs
- Customized Recruitment
- Job Boards &
- Other Promotional Activities

TRAINING

- Incumbent Worker Training
- On-the-Job Training
- Layoff Aversion

RESOURCES & OTHER SERVICES

- Micro Business Grants
- Human Resources Hotline
- Resources & Referrals for Business Solutions
- Rapid Response: Employee and Employer Support during Downsizing





We are here to help you succeed!

Contact us today!

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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.



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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



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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 negative remarks or
 - Demean someone’s abilities
 - Skills
 - One earns respect by giving respect to ones self and to others



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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



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Why Should Employees Care?

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
- 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



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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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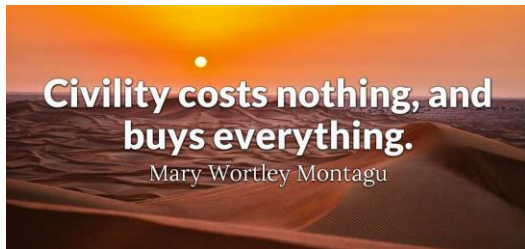
Did You Know? August is National Civility Month

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



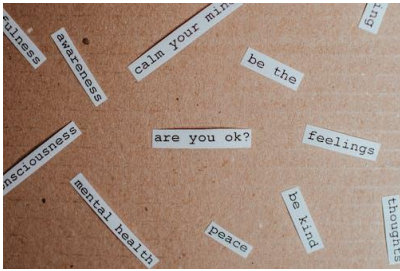
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Civility In the Workplace



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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



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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 jokes
- **How you treat people says a lot about you**
 - Positive comments boost others
 - Welcome new employees
- **Understand your work environment**
- **Be personable yet professional**



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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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Levels of Listening



Empathetic



Attentive

Ignore

Selective

Pretend



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Respect in the Digital World



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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



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Tools To Maintain Foundation of Respect in the Workplace



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.

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The Ladder of Influence

"I Agree"

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 selves" to work.
- Be mindful of underrepresented groups' needs, and give them necessary support and resources.
- We are a safe space to voice concerns.

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The Benefits

- Reduce stress – handle sensitive issues more effectively
- Enhanced teamwork
- Appreciate yourself and others
- Communicate more effectively
- 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.



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Appreciation and Recognition



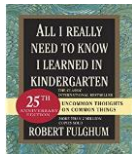
Are you doing enough?



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Finally , When all Else Fails...

- Share everything
- Play fair
- Don't hit people
- Put things back where you found them
- Clean up your own mess
- Don't take things that aren't yours
- Say you're sorry when you hurt somebody
- 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?



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