

THRIVE IN '25

## Creating a Culture of Professionalism, Civility and Respect



Supporting Employers since 1937

### Monterey County Works 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

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



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### 2025 WEBINAR SERIES

Sponsored by Monterey County Works



 <b>JANUARY 22</b> 2025 Labor Law Update	 <b>JUNE 11</b> Mid-Year Labor Law Update
 <b>MARCH 5</b> Customer Service: Exceeding Expectations and Building Loyalty	 <b>JULY 23</b> Creating a Culture of Professionalism, Civility, and Respect
 <b>MAY 7</b> Hire Right the First Time	 <b>SEPTEMBER 17</b> What Employers Need Today

Webinars are provided as a complimentary resource for all Monterey County employers.

Presented in partnership with: 

### Have HR Questions?

We've got answers!

Contact the no-cost Monterey County Works HR Hotline to get advice on the proper way to handle employee concerns!



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Providing guidance on:

- Hiring and firing best practices
- Paid sick leave laws
- Wage and hour laws
- Employee handbook policies
- HR compliance
- Accommodations in the workplace
- And much more!

Two ways to contact the HR Hotline:

**Call us:**  
**888.217.6899**

**Email:**



Scanning the QR code with your smartphone opens an email that will be sent directly to the HR Hotline.

HR Directors are available for Monterey County Employers Monday - Friday from 8 a.m. - 5 p.m.

Hotline powered by 

Monterey County Works is an initiative of the Monterey County Workforce Development Board. This project is funded through the California Employer's Association. This program or activity is an equal opportunity workplace program. Our facilities and services are available upon request to individuals with disabilities. (FRCR) (507 711)



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## Contact us today!

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Email: [KershnerL@co.monterey.ca.us](mailto:KershnerL@co.monterey.ca.us)  
Website: <https://www.montereycountyworks.com>



## Real Talk. Real Resources.

Providing employers with Peace of Mind through exceptional HR solutions, trainings, and professional development services.

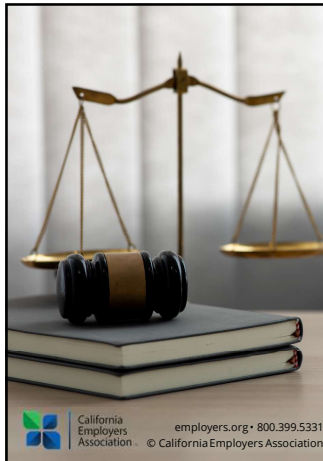
Members receive unlimited phone support with HR experts, onsite assistance, and a multitude of online resources.

### What We Provide:

- Quick and responsive answers to HR questions
- Employment forms, policies, handbooks, guidelines, and fact sheets
- Training for supervisors, managers, and employees
- Consultation on workplace issues and negotiations



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## Legal Disclaimer

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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## We will cover:

- Barriers to Civility & Respect
- Creating a Culture of Civility, Professionalism, and Respect
- Making Work Human

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## What happens when we fail to have a foundation of respect in our workplace?



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## When We Don't Have a Foundation of Respect

- Decreased employee morale & engagement
- Increased conflict
- Higher turnover & difficulty keeping talent
- Reduced collaboration & productivity
- Increased absenteeism
- Customer experience suffers
- Impacts company's brand
- Legal risks



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## The Costs

Tangible Costs	Intangible Costs
<ul style="list-style-type: none"> <li>• Decreased Productivity</li> <li>• Mistakes, Poor Quality, More Rework</li> <li>• Increased Absenteeism, Tardiness, and Employee Turnover</li> </ul>	<ul style="list-style-type: none"> <li>• Lower Morale</li> <li>• Gossip, drama</li> <li>• Loss of Commitment to Job</li> <li>• Loss of Credibility in the Community</li> </ul>

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## Poll

### How often do you witness or experience a lack of respect in the workplace?

- Never
- Rarely
- Occasionally
- Frequently
- All the time

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## 5 Signs of Toxicity

- Incivility and disrespect
- Divisive environment
- Unethical behavior
- Cutthroat competition
- Bullying at work



MIT Sloan Review 2022



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## Barriers to Respect

- **Gossip** and hurtful statements or humor
- Invasion of privacy or **personal space**
- **Disrespectful** listening
- **Fault finding** and doing so in a negative manner
- Criticizing or **mocking** someone in front of others



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## Building a Foundation of Respect

- Recognize we come to work from different backgrounds & points of view
- Give each other space to be different
- Value the contributions of all employees
- Positively communicate & collaborate (team work)
- Consistent & fair treatment
- Listen & avoid overreacting



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## Small Acts of Civility

- Say thank you, please, you're welcome
- Don't speak unkindly of others
- Greet people: Hello, Good Morning
- Respect meeting times
- Don't belittle others and their efforts
- Refrain from texting or reading phone during conversations
- Listen
- Respond to emails in a timely manner
- Don't write rude emails
- Own your mistakes

**Test your Civility -**  
[www.christineporath.com](http://www.christineporath.com)



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**What happens when we fail to represent our company in a respectful manner outside of our workplace?**



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## Professionalism 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!
  - Be aware of your surroundings-Serious? Informal?



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## Leveraging Everyone's Potential



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## Communication in Multigenerational Workforce

**81% of today's workers** say primary difference between workers in the workplace is communication styles

	Millennials (born 1981-1996)	Baby Boomers (1946-1964)	Generation X (1965-1980)	Generation Y (1981-1996)	Generation Z (after 1996)
Preferred ways to engage	Formal letter	Telephone	E-mail & Text message	Text message & Social media	Handheld devices
Preferred communication methods	Face to face	Face to face preferred	E-mail & Text message	Online & Mobile	Facetime
	Pre 1945	1945-1960	1961-1980	1981-1995	1995&after

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## What We Bring to Work

### The Mix!



- Differences** in racial and ethnic, gender, socioeconomic and geographic backgrounds
- People with different** opinions, backgrounds (degrees and social experience), religious beliefs, political beliefs, sexual orientations, heritage, careers and life experience


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## Elements of Belonging

<b>SEEN</b> When you are seen at work, are recognized, rewarded and respected by colleagues.	<b>CONNECTED</b> When you are connected at work you have positive, authentic social interactions with peers, managers and senior leaders.
<b>SUPPORTED</b> When you are supported at work, those around you give what you need to get your work done.	<b>PROUD</b> When you are proud of your work and your organization, you feel aligned with its purpose, vision and values.

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## Unconscious Bias



Refers to an **automatic response** triggered by our brain when we make **quick judgements** about people or situations based on **our own experiences and perceptions**

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## Micro Messages

Micro-Inequities	Micro-Affirmations
<ul style="list-style-type: none"> <li>• Taking more questions from certain people during a meeting</li> <li>• Not making eye contact with certain team members but engaging fully with others</li> <li>• Consistently mispronouncing a person's name</li> <li>• Continually interrupting</li> </ul>	<ul style="list-style-type: none"> <li>• Asking others for their opinions</li> <li>• Recognizing the achievements of others</li> <li>• Using friendly facial expressions and gestures</li> <li>• Taking a genuine, professional interest in someone's personal life</li> </ul>

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## What if I say or do the wrong thing?

If you make a mistake, **own it!**




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## Make it Right

<u>DO</u>	<u>SAY</u>
• Check your ego	• I'm sorry
• Be honest	• It was a mistake
• Acknowledge what happened	• I was wrong about..
• Apologize	• What can I do to make this right?
• Move forward	• How can I learn from this situation?

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## How to Make Work Human



**THANK**  
When our gratitude is turned into action

**TALK**  
How we share our sense of meaning between organization and individuals


**CELEBRATE**  
How we share our humanity and our common purpose

*Making Work Human, Derek Irvine & Eric Mosley, Authors*

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## Thank

- Promote **peer-to-peer** recognition
- Recognize **both** large and small contributions
- Recognize individuals in **ways they value**
- **Praise every 7 days**
- **Good Vibes**



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## Talk

- Build **relationships** and **trust**
- Create a committee
- Incorporate **One-on-One** meetings
- Have **“regular”** conversations



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## Celebrate

- Build **community**
- Celebrate **all the wins**, big and small
- Expand **company holiday** calendar
- Recognize **life events**, both personal & professional



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## Creating Respectful Communication at Work

- Be **sensitive** to the reactions of others
- Do not **participate** in speech or behavior that is unwelcome, makes others uncomfortable, or is derogatory/insulting
- If you make a mistake, **own it** and **apologize**
- **Speak with your colleagues, not about them**
- Avoid snap judgements and make a genuine effort to include people who are "**different**" from you
- **Respect** your coworkers and peers



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## A Final Question to Consider

**What will you apply starting right away from this discussion today?**



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## Contact us today!

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