

The Golden Rule

How to Create a Respectful Workplace

Individual Behaviors that Build Respect

Use common courtesy and good manners.

- Greet colleagues by name.
- Say “please” and “thank you.”
- Use clean language.
- Don’t interrupt others.
- Hold the door open for others.
- Clean up after yourself.
- Arrive for meetings on time.

Building-Up Behaviors

- Go out of your way to include others.
- Think before you speak.
- Show empathy.
- Be a good listener.
- Take responsibility for resolving conflict productively.
- Compliment others.
- Respect others opinions and beliefs.

Elements of Organizational Respect

- **Support:** Provide employees with the necessary tools to complete their work efficiently and effectively.
- **Influence:** Encourage employees to share input and give them the authority to make decisions.
- **Community:** Make employees feel significant and valued for their unique contributions to the organization.

Respect in a Digital Workplace

- Focus on the person you’re with—not your device—when meeting with someone.
- Return phone calls, emails, and texts in a timely manner.
- Don’t abuse work time with personal Internet surfing.

Social Media: Facebook, Twitter & Everything Else

- Don’t say anything you wouldn’t say in person.
- Take ownership of your words and actions—don’t post anonymously.
- Keep criticism constructive.
- Represent your organization in a positive manner.

Support Respect with Reciprocity

- Offer information, assistance, or a favor without expectation of receiving something in return.
- Allow reciprocal behavior to be freely expressed.
- Offer favors before being asked.
- Find ways to complement each other’s skill sets.

Maintaining Respect in Challenging Situations

Be especially sensitive to the following situations.

- ✓ Stress
- ✓ Uncertainty
- ✓ Change
- ✓ Cultural differences

“In-the-Moment” Strategies for Stress

- Close your eyes (if setting or situation is appropriate to do so).
- Take a deep breath and let it out slowly.
- Count to ten.
- Visualize a setting that makes you happy/peaceful.
- Ask yourself if whatever is stressing you out will matter in a day, week, month, or year.

“After-the-Moment” Strategies for Stress

- Make a list of what you can and can’t control.
 - Make decisions about what you can control and accept the things you can’t.
- Call on support from colleagues and friends.
- Adjust your expectations.

When Someone Hurts You

- Don’t immediately respond, but do address it.
- Be direct yet polite.

When You Hurt Someone

- Apologize sincerely.
- Express how the person is important to you and the organization.
- Take actions to rebuild trust.
 - Don’t make promises you can’t keep.
 - Don’t talk about the person to others.
 - Support and help the person.
 - Be consistent in your behavior.
 - Be upfront about actions and intentions.