



Knowledge, Tools And Skills For Creating a Respectful Workplace

Field Supervisor Training

Introductions

- Name, organization, position
- Preferred pronouns
- Who has been your best coach/mentor ?

Community Agreements

- Be present and open to learning
- Be respectful
- Participate
- What happens in the classroom
- Any others?



Training Overview

Training Components

Awareness	Knowledge	Tools
<ul style="list-style-type: none">• Equity vs. Equality• Implicit Bias• Subtle Acts of Exclusion• Intention vs. Impact	<ul style="list-style-type: none">• What is a respectful workplace?• Examples of bullying, hazing, harassment and retaliation	<ul style="list-style-type: none">• Conflict Resolution• Giving & Receiving Corrective Feedback• Scenario Review



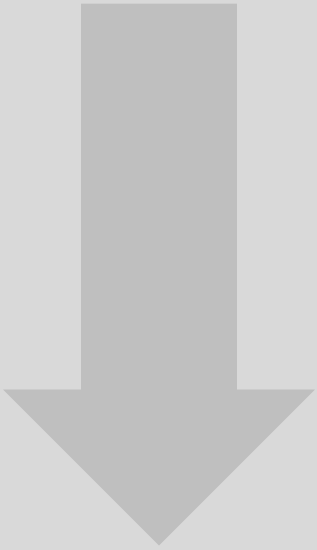
What does it mean to RISE Up?

RISE – To assume an upright position

Up – Into an advanced or better state

RISE Up is focused on....

Minimizing Distractions



Maximizing Productivity





Module

1

Respectful Workplace Expectations





What is a Respectful Workplace?

A Respectful Workplace is....

one where all employees are treated fairly, difference is acknowledged and valued, communication is open and civil, conflict is addressed early, and there is a culture of empowerment and cooperation.





Roadblocks to a Respectful Workplace

Examples of Unacceptable Behavior

Bullying – repeated, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which is intended to intimidate, degrade, humiliate or undermine; or which create a risk to the health or safety of the employee(s).

Harassment – similar to bullying, but is when behavior is towards a protected class. This includes: race, religion, sexual orientation, gender identity, pregnant persons, age, and/or able-bodiedness.

Hazing – initiation rituals or activities expected of someone joining a group/worksites that are often humiliating, degrading, and sometimes dangerous and are done regardless of a person's willingness to participate. There is a social pressure to go along with the behavior out of fear of group rejection.

Retaliation – any action taken when a person takes an adverse action against an individual or group in response to an individual asserting their rights to be free from harassment or bullying.



Harassment, Bullying, and Hazing Can Include:

using racially derogatory words, phrases, epithets

demonstrations of a racial or ethnic nature such as the use of gestures, pictures, or drawing which would offend a racial or ethnic group

negative comments about an employee's religious beliefs

comments about an individual's skin color or other racial/ethnic characteristics

humiliating initiation practices

suggestive or demeaning pictures, cartoons, calendars

leering, staring or gesturing

comments about body parts or sex life or unwanted touching

vulgar jokes

vandalizing personal belongings

verbal aggression or yelling

change in individual's employment status (hiring, firing, demotion, moving employee)

Harassment, Bullying, and Hazing *Does Not* Include:

expressing differences
of opinion

offering constructive
feedback about work
performance or
expectations

action taken to manage an
employee including
evaluating performance,
disciplinary action or
assigning work

normal disagreements
between co-workers

enforcing policies or
rules (as long as it is
done equitably)

What are the possible consequences of these behaviors on co-workers?

Work & Social Effects

Inability to concentrate

Reduced productivity

Increased turnover

Increased demand on management to deal with complications

Risk of legal action

Stress on family

Strained relationships

Low morale

Physical Effects

Sleep disturbances

Loss of appetite

Illness

Headaches

Panic Attacks

Psychological Effects

Depression

Frustration

Anger

Loss of confidence

Panic & Anxiety

Types of Harassment in the Workplace

Racial
Discrimination

Gender/Sexual
Harassment

**It is unlawful
to harass a
person
because of
that person's
race or color.**



Harassment can include, for example, racial slurs, offensive or derogatory remarks about a person's race or color, or the display of racially-offensive symbols.

The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, or someone who is not an employee of the employer, such as a client or customer.

Forms of Racial Discrimination

racial slurs

display of racially-offensive symbols

the “n” word

jokes about a particular race

commenting on physical characteristics associated with a particular race (such as hair or skin color)

racially offensive cartoons, drawings, symbols or gestures

Gender and Sexual Harassment

Gender-based harassment is unwelcomed conduct based on an individual's actual or perceived gender.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature.



Understanding Gender and Self-Identification

Why Should I Care?

Misgendering can have a negative emotional impact;

- Falls under the umbrella of harassment and bullying
- *They* feel unsafe
- Negatively impacts psychological safety
- Feels othered, or stigmatized

By normalizing asking people their pronouns and offering yours you can contribute to creating a safe and welcoming work site.



Forms of Gender and Sexual Harassment

Propositioning

Talking or joking
about someone's
sexual orientation

Demeaning verbal or
written comments

Unnecessary
touching

Commenting on
physical attributes

Workers of one
gender ostracizing
those of another

Types of Sexual Harassment

QUID PRO QUO

Harassment by a supervisor, superintendent or other person in authority. In quid pro quo harassment, the harasser demands a sexual favor; in return the victim keeps the job, gets a promotion, good assignments, or other job-related benefits.

HOSTILE WORK ENVIRONMENT

Harassment by a co-worker that is **unwanted** and **repeated**.

Types of Sexual Harassment

SEXUAL FAVORITISM

In this type of harassment, supervisors reward only those employees who give in to their sexual demands. Other employees denied good training assignments or laid off can claim that they're at a disadvantage by not giving in.

HARASSMENT BY NON-EMPLOYEE

Employers are responsible for harassment by non-employees if they have control of or could control their actions.

Sexual Harassment Prevention Exercise

- You will be divided into small groups
- Choose someone to report out what your group decided
- Discuss each scenario and choose “Yes”, “No”, “Maybe”, or “Not Sure” for each scenario
- We will reconvene as a group and debrief



Bias

- WE ALL HAVE BIAS
- Bias is a tendency, inclination, or prejudice toward or against something or someone.
- Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.
- It is activated involuntarily and without our awareness or intentional control.
- It does not necessarily align with our declared beliefs.



Subtle Acts of Exclusion

Another common form of harassment includes subtle acts of exclusion also known as microaggressions. These acts are often unintentional acts that communicate one of the following:

- You are invisible
- You are inadequate
- You aren't normal
- You don't belong
- You are a threat/burden



Intention vs. Impact

INTENT – what we meant to or wanted to happen



Intention

We judge ourselves by our intentions.

IMPACT – how the action impacts others



Impact

We judge others by their impact.

EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



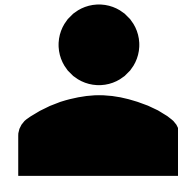
In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.

New Shoes

- Second year apprentice, black, single mother
 - First year apprentice, white male, gay
 - Third year apprentice, non-binary, no one knows your pronouns
 - First year apprentice, black male, criminal background
 - Fourth year apprentice, young white female
 - First year apprentice, white male, 54 years old
 - Second year apprentice, white female, 54 years old
-



Tools & Skills



Bystander Intervention

Conflict Resolution

Corrective Feedback

The Role of Supervisors

1. Address the situation.

Immediately and firmly address the situation.

2. Don't move the victim.

The victim should never be removed from the work site.

3. Watch for retaliation.

Watch and address any retaliation or intimidation resulting from the situation.



Conflict Resolution

1. Clarify the problem

2. Establish common goal

3. Discuss ways to meet goal

4. Determine barriers to goal

5. Agree on resolution

Dos and Don'ts of Resolving Conflict

DO:

- Acknowledge that conflict is going to happen – it is inevitable
- Resolve conflicts quickly
- Focus on the problem or behavior
- Be open to solutions
- Acknowledge how employees are feeling
- Listen actively

• DON'T

- Focus on personality traits that can't be changed
- Interrupt
- Attach emotions
- Disregard feelings
- Avoid the conflict
- Allow emotions to take over
- Impose personal beliefs or values

Corrective Feedback and Direction

Three key elements of effective feedback are:

1. Identifying the behavior – what the employee did and how they did it
2. Identifying the outcome – what resulted from the behavior and how it impacted the person, team and company
3. Expectations – Establish expected behavior

Feedback must be applicable in the future to be worth sharing.



Be Ready & Be Prepared

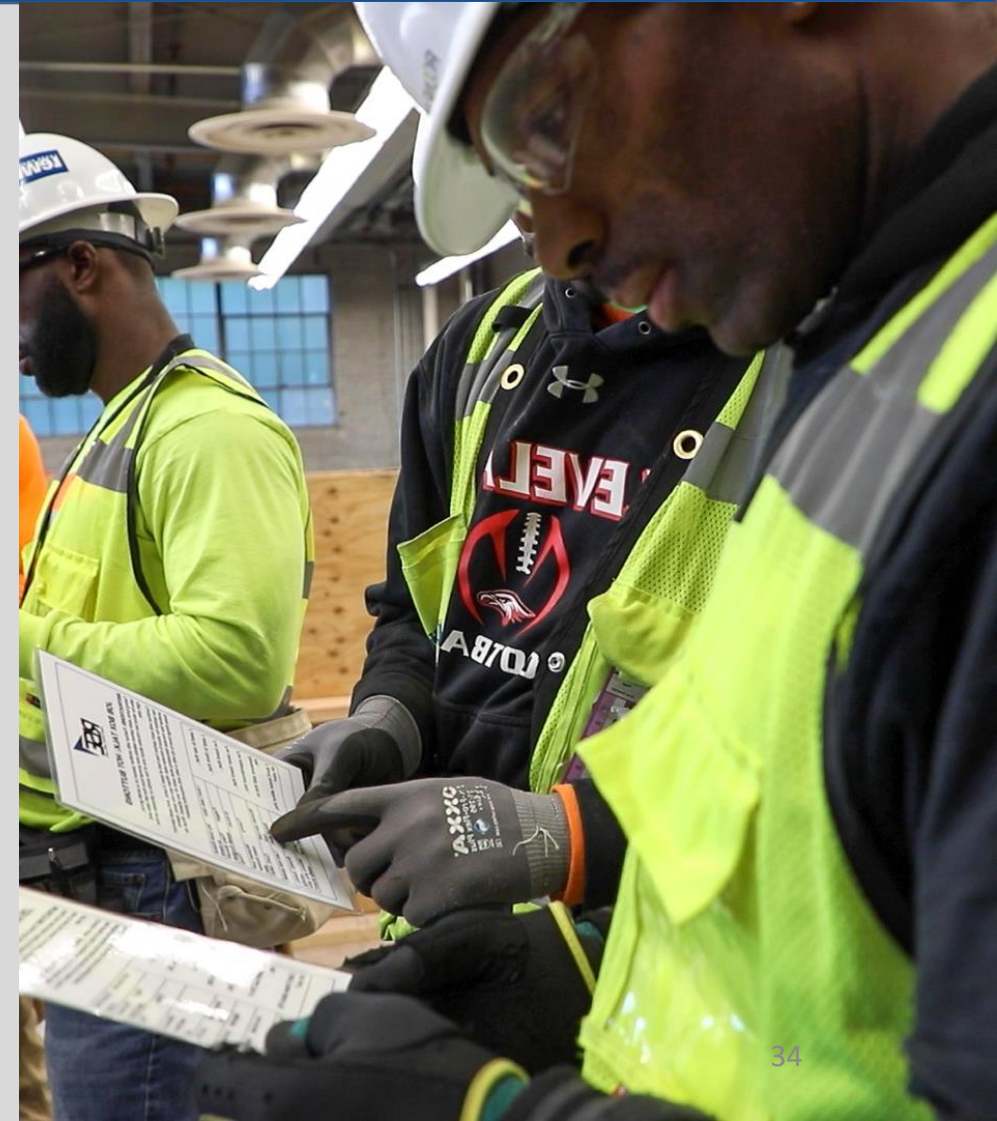
As a supervisor, at some point you will hear about or see something inappropriate or discriminatory.

How are you going to handle it?

What are the company policies?

What else do you have to take into consideration?

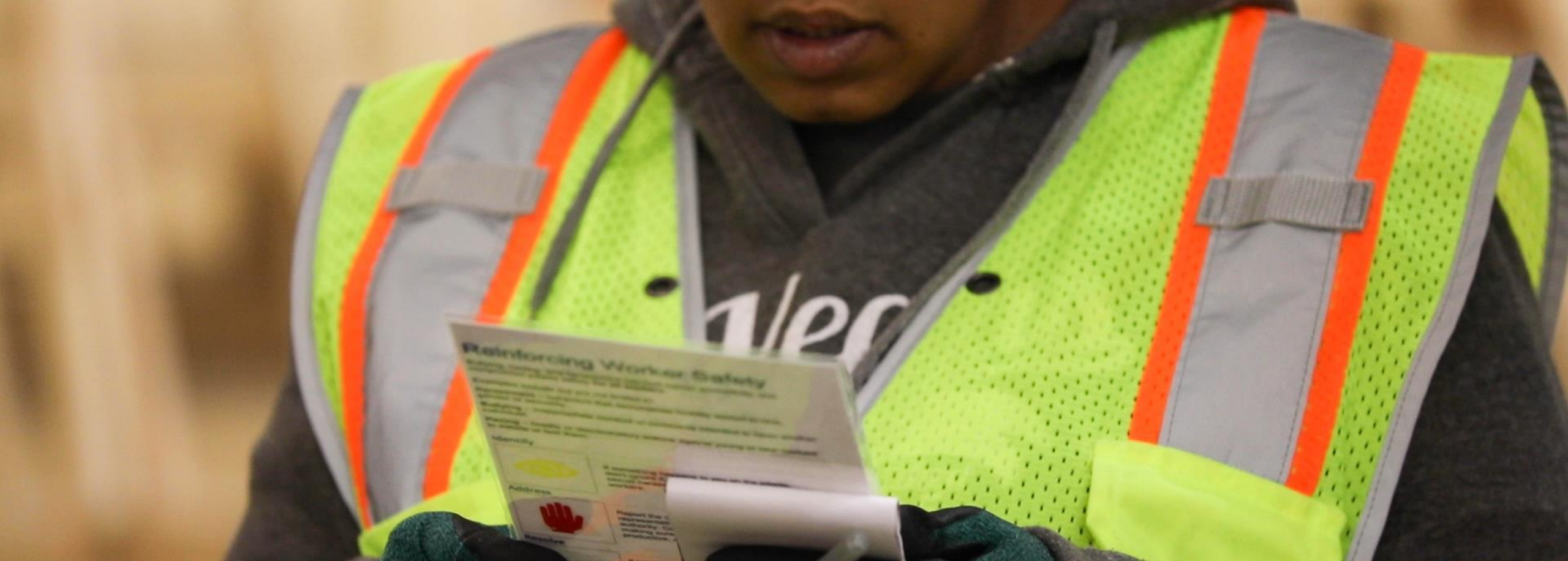
Be ready to intervene and take care of the issue quickly and clearly.





What is your role in creating a respectful workplace?

- Discussion -



Questions and Closing

For more information on RISE Up contact riseup@anewcareer.org
www.riseup4equity.org