

# Respect for People

## *How to live our value of respect in the workplace*

- 1. Be present and listen actively – ask questions to understand.** Good listening means giving the speaker your full attention. Non-verbal cues like eye contact and nodding let others know you are paying attention and are fully present in the conversation. Avoid interrupting or cutting others off when they are speaking. When you hear something that you don't understand, ask questions for your understanding.
- 2. Acknowledge clients and coworkers with a greeting.** Notice those around you and smile. This acknowledgement, combined with a few sincere words of greeting, creates a powerful connection. Practice courtesy and kindness in all interactions.
- 3. Encourage each other.** Encourage your coworkers to share their ideas, opinions and perspectives. Find ways to say "thank-you" and let them know you appreciate their work, especially when someone goes out of their way to assist you.
- 4. Share information.** When people know what is going on, they feel valued and included. Be sure everyone has the information they need to do their work and know about things that affect their work environment. Sharing information and communicating openly suggests you trust and respect others.
- 5. Find ways to recognize the contribution of others.** Share the responsibility for praise and recognition of each other and our accomplishments. Commit to spreading positive news and goodwill; refrain from gossip and destructive conversation.
- 6. Speak up.** It is our responsibility to ensure a safe environment for everyone in the workplace; not only physical safety but mental and emotional safety. Create an environment where we all feel comfortable to speak up if we see something unsafe or feel unsafe.
- 7. Give and receive feedback respectfully:**
  - a) describe the situation
  - b) express its impact
  - c) check your assumptions
  - d) invite the other person's point of view
  - e) mutually agree on where to go
- 8. Be open to trying new things and standard work.** We need to be continuously improving the way we do our work. Share your ideas for improvements at daily huddles and in Kaizen events and build on each other's ideas. When new ways of doing work are introduced follow the new standard work – and keep bringing ideas for improvement to the team.
- 9. Be a team player – give and receive help, share work.** When you are finished your tasks look at how your co-workers are doing with their tasks and step in to help them complete their tasks. When someone steps in to help you with your tasks say Thank-you for sharing the work and helping you do your best work.
- 10. Be patient with self and others.** We are all here to do our best work. Sometimes we will make mistakes. Mistakes help us figure out how we need to work differently and help us learn. When someone makes a mistake, ask them if you can give them some feedback and then provide it respectfully. Mistakes are an opportunity to grow and develop.

**For additional respectful workplace tools and resources, visit [Organizational Learning and Leadership on the Infonet](#).**