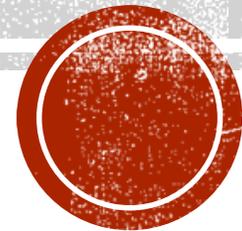


# RESPECTFUL WORKPLACE

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# 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.



# WHY IS IT IMPORTANT?

- It supports a good mental health in the workplace
- Holds people responsible for their actions
- Fosters a workforce that embraces diversity
- Improves working relationships
- Improves problem-solving and conflict resolution
- Increases productivity and engagement
- Reduces workplace stress
- Supports a workplace culture of fairness and equity



# HOW DO WE CREATE IT?

- Recognize and value diversity
- Value the contributions of all employees
- Positive communication and collaboration (team work)
- Equal & fair treatment to all
- Listening to others
- Willingly & sincerely apologize to a co-worker when something you say or do may have offended them
- Ensuring communication, feedback, and workload planning



# WHAT IS BULLYING?

- Comments that could 'mentally' hurt or isolate a person in the workplace;
- It can involve physical contact as well;
- Involves repeated incidents or a pattern of behavior that is intended to intimidate, offend, degrade or humiliate a person or group of people; and
- The assertion of power through aggression



# EXAMPLES OF BULLYING

- Excluding or isolating someone socially;
- Undermining or deliberately impeding a person's work;
- Removing areas of responsibility without cause;
- Assigning unreasonable duties or workload which are unfavorable to one person (in any way that creates unnecessary pressure);
- Establishing impossible deadlines;
- Underwork – creating a feeling of uselessness;
- Withholding necessary information or purposefully giving the wrong information; and
- Bullying via electronic means (Ex: Facebook, Instagram, text).



# WHAT IS THE LAW ON BULLYING?

- Bullying actions and/or behavior are not against the law...yet.
- Employers may have “CIVILITY POLICIES” that prohibit bullying, and any offending conduct could be in violation of such policies.
- However, if the bullying actions and/or behavior constitute a form of unlawful harassment, then the actions and/or behaviors would be subject to both state and federal anti-discrimination laws.



# WHAT IS UNLAWFUL HARASSMENT?

- Harassment is a form of discrimination. It involves any unwanted physical or verbal behavior that offends or humiliates you. Generally, harassment is a behavior that persists over time. Serious one-time incidents can also sometimes be considered harassment.
- Comments or conduct that are abusive, offensive, demeaning or ought to be reasonably known as unwelcome.
- Can be intentional or unintentional.
- It is not your intent that determines whether or not your actions amount to harassment, but the effect it has on another person that matters.



# UNLAWFUL HARASSMENT CAN BE...

- Employer to Employee (or potential employee)
- Co-worker to co-worker
- From a supervisor or from a subordinate
- Man to Woman or Woman to Man
- Man to Man or Woman to Woman
- Comments about a persons friends or family or relationships (ex: wife, girlfriend or child)

AVOID



Pregnancy, Disability, Racial & Age

DISCRIMINATION



# **SEXUAL HARASSMENT**

A form of harassment that involves any unwanted and unwelcome conduct, comment, gesture, or contact of a sexual nature, whether one-time or on a continuous basis that:

- Might reasonably be expected to cause offense or humiliation;
- Is known or ought to be reasonably known as unwelcome;
- Is made to an individual by another individual where one individual is in position to give a benefit or deny a benefit to, the individual to whom the solicitation is made, where the individual who makes the solicitation or advance knows or reasonably ought to know that is unwelcome; or
- Is a retaliation or threat of retaliation against an individual for rejecting a sexual advance



# TYPES OF SEXUAL HARASSMENT

- Sexual harassment can be of a verbal nature, a visual nature or 'the most invasive' physical.
- Verbal: Sexually degrading words, slurs, accusations, name calling or profanity, sexually degrading comments about a person's body "jokes".
- Comments or inquiries into a person's sex life or gender identity.
- Also: Whistling, cat calling... although it often means no harm it is not the intent that counts, it is the IMPACT to the victim.
- Bottom line - it is unprofessional in a workplace.



# TYPES OF SEXUAL HARASSMENT



# **WHAT ACTIONS/BEHAVIOR DO NOT CONSTITUTE UNLAWFUL HARASSMENT**

- A difference of opinion
- Normal disagreements between co-workers
- A manager following up on absences or deadlines
- Legitimate feedback from a manager regarding work
- Progressive discipline or disciplining employees appropriately
- A hug between friends
- Enforcing policies or rules (as long as it is done equally to all staff/workers)
- 1 single isolated remark or having an abrupt manner



# WHAT IS THE DIFFERENCE BETWEEN “BULLYING” AND “HARASSMENT?”

- An individual can bully another without being motivated by their protected class status.
- If the repeated negative behavior is not motivated or based on an individual’s protected class status, it **WILL NOT** meet the legal definition of harassment.



# EXAMPLES OF BULLYING & HARASSMENT

- Yelling, shouting and or using profanity
- Intruding on a persons privacy by spying or stalking
- Constantly interrupting
- Spreading malicious rumors or gossip
- Name calling and or making fun
- Sarcasm or Rolling eyes
- Offensive jokes
- Demeaning, belittling or humiliating someone
- Ignoring someone
- Abuse of authority, undermining another's career
- Unwelcome remarks, innuendoes or taunting
- Racial or ethnic slurs, including derogatory nicknames
- Humiliation of staff in front of co-workers
- Displaying or sending sexist, racist or other offensive pictures or emails
- Actual or threatened physical assault
- Insulting gestures
- Texting about others



# RECOGNIZING APPROPRIATE BEHAVIOR AND INAPPROPRIATE BEHAVIOR IN THE WORKPLACE:

There are 2 different types of behavior at work:

- **Work Behavior** – actions/behaviors that are necessary to accomplish your job.
- **Social Behavior** – actions/behaviors we do at work that are not necessary but either make the job more enjoyable or can make the job miserable/intolerable.



# **POSITIVE SOCIAL BEHAVIOR IN THE WORKPLACE**

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## **Appropriate Behavior**

- Positive social behaviors make the job more enjoyable.
- Developing friendships by showing interest in someone as a person — discussing common interests such as family, sports, hobbies, etc....
- Can enhance and encourage better work performance from your co-workers.



# **NEGATIVE SOCIAL BEHAVIOR IN THE WORKPLACE**

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## **Inappropriate Behavior**

- **Most common occurrences are the reactive, insensitive and/or unconscious inappropriate statements or actions:**
  - Put down humor/sarcasm.
  - Arguing, fighting, and quick tempers.
  - Inappropriate joking, teasing, and hazing.
  - Bullying.



# **Conduct yourself in a manner that treats others with dignity and respect in the workplace.**

## **Ask yourself:**

- **Does my behavior go towards getting the work done?**
- **Is my behavior a social interaction? If so, is the behavior positive, neutral or negative and detracting from the work environment?**
- **What are the effects of my behavior on the person receiving communication? Positive or negative?**



# WHEN DOES “INAPPROPRIATE BEHAVIOR” BECOME “BULLYING?”

## *Bullying is generally defined as:*

- Repeated, harmful mistreatment of a coworker by another coworker (whether peer or supervisor) through abusive conduct that is threatening, humiliating, intimidating, or interferes with the work getting done.
- This can include sabotaging others' work or reputations, browbeating, threats or intimidation, or physical assaults.



**WHOSE RESPONSIBILITY IS IT?**

**Everyone!**

Everyone deserves to put in a day's work without having to worry about or deal with harassment, discrimination, bullying and disrespect.



Get comfortable with calling people out on  
**INAPPROPRIATE BEHAVIOR**  
before it becomes **BULLYING.**

- **Respond clearly** — state the exact behavior they did that you are not comfortable with.
- **Be direct and to the point** — tell them it is not OK for them to repeat or continue with their behavior on the jobsite.
- **Get commitment** — tell them no explanation is needed, just a commitment that it won't happen again.



# WHAT IF YOU ARE THE TARGET OF BULLYING OR HARASSMENT?

- Do not ignore it & you do not have to deal with it alone
- Don't blame yourself
- Tell someone you trust
- Assess the situation and if possible speak with the person respectfully (privately, in person or in writing), if you need support ask for someone to accompany you
- Keep written records of the events
- If not resolved by speaking with the 'respondent' report the incident to:
  - Human Resources
  - Safety Manager
  - Contact your Union Representative
  - *Foreman or Supervisor*



# WHAT IF YOU ARE A WITNESS?

- If you see harassment/discrimination in progress, let the 'respondent' know this behavior is not appropriate or acceptable
- Offer the 'target' your support and encourage him or her to take action
- Go with the 'target' speak with the 'respondent' or to a supervisor
- Keep detailed, factual records of any incidents you witness
- Help the 'target' prepare to meet with or write to the bully
- Workplace harassment is harmful behavior that neither you nor your employer can afford to ignore



# WHAT IF YOU ARE ACCUSED?



- Keep your cool
- Listen attentively to the concerns of the 'target'
- Be honest & seek an early resolution
- If it is true, stop the behavior immediately
- If it is not true, ask witnesses to speak on your behalf
- Prepare a written account of the events for the investigation
- Be open to working with HR/Union to solve the issue
- There may be nothing you can do until an investigation takes place
- You may want to inform your union what has occurred



# WHEN SOMEONE REPORTS IT TO YOU?

- Meet with the 'target' as soon as possible
- Objectively listen to what happened or has been happening
- Ask if they want a formal complaint made or would they like try to address it with the 'respondent'
- Have a formal conversation with HR
- A formal investigation may occur and all parties involved will give statements as well as any witnesses (if taken to HR)
- After a thorough investigation a decision on how to proceed will be given



# CASE STUDY

Jessica is a new apprentice that shows plenty of promise, she is also very attractive. She has been on the job for 7 months earning her place on the crew and has the respect of her peers for her hard work and motivation. Recently you notice that Jessica has become interested in Joe. She is obviously flirting with him and often makes sexual innuendoes when he is seriously speaking to her about work related matters. You know that Joe is a happily married man, and you can sense that Jessica's flirtations and innuendoes are starting to make him uncomfortable. On top of that people are starting to gossip that there might be something more to Jessica and Joe than a work relationship. You know that it is not true as Joe is in your car pool, and returns to his family every evening. Last night on the way home, Joe confided in you that Jessica tried to kiss him while the two were alone but Joe told her he was not interested. Joe is also very stressed that these false rumors may get back to his wife. The next morning you notice Jessica's behavior is even more aggressive towards Joe.

- What are Joe's options?
- As a Shop Steward, how can you help him?
- Create a script/narrative on how to achieve the best outcome for everyone.



# CASE STUDY

Tom has 25 years in the trade, but has only been with ABC company for 6 months. Most of the crew know him from previous jobs and Union membership. Tom has a reputation as a hot head as he gets upset with people often and very easily. Tom has been known to be a bit of a bully, but no one has ever addressed Tom about his behavior.

Lucas is a 1<sup>st</sup> year apprentice, and just started working for ABC 2 weeks ago, he is in Tom's crew. Last week Tom has was seen yelling at Lucas and calling him stupid when Lucas wasn't familiar with the name of a tool. More recently Tom has been calling Lucas 'dumb ass' and 'idiot'. He has also been sticking insulting names on Lucas' hard hat and coveralls. Lucas has become increasingly withdrawn, and as a committee member you know you need to help Lucas out, but you also have a long working relationship with Tom as you've worked on many other projects together.

- What are your options?
- What is your best solution?
- Creative a narrative or script on how you would proceed.



**TAKE ACTION!**



**DON'T ALLOW ANYONE TO POISON YOUR  
WORKPLACE**



**QUESTIONS OR COMMENTS?**

