HEALTH IMPACTS SAFETY

- **Treating others respectfully and with civility at work can improve:**
  - **How we feel about our work**
  - **Our productivity and ability to stay safe**
  - **Our morale, emotional health, and how long we choose to work for our organization.**

Safety Meeting Guide

TWH11# What's respect got to do with it?

INSTRUCTIONS: Hold the guide with this side facing you and the other side facing your committee. Then share the information on this page.

Our safety talk today is about how disrespect and incivility in the workplace can impact our safety, health, and well-being. Civil & respectful work environments are places where employees are respectful and considerate in their interactions with one another, as well as with customers, clients, and the public. Civility and respect are based on showing esteem, care, and consideration for others and acknowledging one another's dignity.

Polls suggest that many Americans believe that incivility is a serious problem in today's workplace. Examples of incivility include being rude and discourteous, showing a lack of regard for others, using sarcasm or making disparaging remarks, giving hostile stares or giving others the "silent treatment." Treating co-workers poorly can reduce staff retention, drain productivity, and affect actions and decisions made about safety. Incivility can decrease job satisfaction and lead to increased turnover. It can also affect employee mental health, which may lead to ill physical health.

Here are actions that indicate workplace respect & civility:

- Before acting, consider the impact of your words and actions on others. Self-monitor the respect that you display in all areas of your communications, including verbal, body language, and listening. Understand your triggers: Knowing what makes you angry and frustrated enables you to manage your reactions and respond in a more appropriate manner.
- Take responsibility for your actions and practice self-restraint and anger management skills in responding to potential conflicts.
- Practice assertive communication and reflective listening.
- Help to create an inclusive and diverse work environment, organization-wide.
- Adopt a positive and solution-driven approach in resolving conflicts.

**ASK: "Does anyone have more ideas or comments to share?"
Pause for discussion. Then see if there are ways to take action.**

END WITH ACTION PLAN (ideas for what to ask or say).

- What are some ways to help create a more respectful work environment?
- Can you identify specific activities or communication messages that would improve our culture of respect?
- Are there any things that you think our organization management might address to help improve inclusivity and support diversity in our workplace?