

as **Simple**
as **Respect**

Diversity, Respect and Inclusion In the Workplace

REPRODUCIBLE MATERIALS

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As Simple As Respect Post-Viewing Questionnaire

1. What constitutes a respectful workplace? What general lessons have you learned about diversity, respect and inclusion?
2. In what ways will you contribute to creating a more respectful workplace based on the Guidelines that have been covered?
3. Why is respect an important part of the workplace? How do respect and inclusion impact a workplace in terms of productivity, stress and happiness?
4. Please list ways in which you personally will contribute to promoting respect, diversity and inclusion in your workplace.

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5. Can you think of ways in which you will be better able to help coworkers promote respect and inclusion in your workplace?

6. Please list the Simple Steps that you will incorporate into your behavior at work.

7. In what ways do you feel you will be better able to identify disrespectful or non-inclusive behavior in your workplace?

8. Have you identified personal behavior that you now realize is disrespectful? In what ways will you change that behavior?

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Note to facilitator about the Assessment evaluation

The Pre-Assessment Evaluation Parts I and II should be given before training begins. Following the training, participants should revisit the Pre-Assessment and reevaluate their choices.

The Post-Assessment should be given after training so that you can begin discussion on what has been learned and what participants can do to promote diversity, respect and inclusion in their workplace.

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AS SIMPLE AS RESPECT PRE-ASSESSMENT EVALUATION

The As Simple As Respect program is designed to teach you how to recognize and respond to disrespectful, discriminatory and non-inclusive behavior in the workplace. Please fill out this assessment as honestly as you can. At the end of the training, you will have an opportunity to revisit these questions, and apply what you've learned.

Pre-Assessment Evaluation

Part I

Answer the following questions about your work experience. Please circle either yes, no or maybe:

1. Do people's native accents have any bearing on their work abilities or qualifications?

Yes

No

Maybe

2. Is it possible to turn uncomfortable or offensive situations into learning opportunities?

Yes

No

Maybe

3. Is it always appropriate or justifiable to voice religious or cultural beliefs in a workplace setting?

Yes

No

Maybe

4. Do you feel comfortable with others voicing their religious or cultural beliefs, even if you may find them offensive?

Yes

No

Maybe

5. If others find common words or expressions that you use offensive, but you feel that they are harmless, should you continue to use them?

Yes

No

Maybe

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6. Are you aware of words or expressions that you use that are so common you don't feel they are offensive any longer?

Yes

No

Maybe

7. Is it appropriate to use work computers to send personal e-mails or share games or Web pages?

Yes

No

Maybe

8. Do you consider "joke" or "funny" games, e-mails or Web pages basically harmless, even if they can be offensive?

Yes

No

Maybe

9. Should you behave differently toward coworkers based on their differences, such as gender, weight or physical abilities?

Yes

No

Maybe

10. Would you find it offensive if someone treated you differently because of the way they perceived you physically?

Yes

No

Maybe

11. Are cultural or ethnic stereotypes ever NOT offensive?

Yes

No

Maybe

12. Is it appropriate to judge someone based on ideas about his or her culture or ethnicity?

Yes

No

Maybe

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13. Should you treat people differently based on their age, be it old or young?

Yes

No

Maybe

14. Do you feel that people's mental or physical abilities are determined by their age?

Yes

No

Maybe

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Pre-Assessment Evaluation

Part II

Answer the following questions about your workplace. Please circle either yes, no or maybe:

1. Do you understand what a respectful workplace is?

Yes

No

Maybe

2. Do you think your workplace is a respectful one?

Yes

No

Maybe

3. Do you respect your coworkers, customers and anyone you come in contact with at work?

Yes

No

Maybe

4. Do you witness disrespectful behavior at work?

Yes

No

Maybe

5. Do you understand appropriate behavior when you encounter disrespectful behavior?

Yes

No

Maybe

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Post-Assessment Evaluation

Please answer the following questions about your workplace in your own words.

1. How would you define a respectful workplace?

2. In what ways is your workplace respectful? In what ways is it NOT respectful?

3. How would you define an “inclusive” workplace? Can you think of ways in which your workplace fosters an inclusive environment?

4. What ways can you think of to counter disrespect in your workplace?

5. What ways can you think to promote an inclusive workplace?

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MAKE IT PERSONAL QUESTIONNAIRE

We've all experienced disrespectful, non-inclusive or offensive behavior at work. Considering the program you've just seen, take a moment to reflect on past experiences. Based on the seven Guidelines from the program, try to remember times when you experienced similar situations, how they were resolved, and how you could have reacted differently to solve the issues.

1. Have you ever been in, or witnessed, an uncomfortable situation that could have been turned into a learning opportunity? If so, give examples of how you handled the situation, or how you could have handled the situation.
2. Have you ever expressed religious or cultural beliefs that may have offended someone? Has anyone offended you by expressing his or her religious or cultural beliefs? How was the situation handled? How could the situation been handled differently?
3. Has anyone ever used offensive words or expressions that they didn't think were offensive, or have you ever done so? How was the situation resolved? How could it have been resolved differently?

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4. Have you ever seen or sent offensive materials on your computer? What were the consequences of such behavior. What would you do now in that kind of situation?

5. Have you ever judged or been judged by physical abilities or appearance? How was the situation handled? In what ways did you behave, and what could you have done differently?

6. Have you ever been in a situation where cultural or ethnic stereotypes were used? In what ways were they offensive? What was the outcome of the situation, and how could it have been handled differently?

7. Can you think of a time when age-based discrimination created a disrespectful situation? Or a time when you spoke up against disrespect or witnessed somebody else speak up? Can you think of a situation where you should or could have spoken up, but didn't?

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ROLE-PLAYING SCENARIOS

Scenario 1

You've just been hired to oversee the shipping department. It's been three months, and you feel good about where the department is heading, and the work you've done. One afternoon, you overhear two employees you've come to know discussing whether your accent is causing the employees who work with you to make mistakes or is slowing down the shipping process. What do you do?

The shipping department has a new manager, and although everything is running well, and he is doing a great job, you wonder whether his accent might be causing problems for the people who work with him. Although you have nothing to base this on, you mention it to a coworker, without knowing that the new shipping manager has overheard you.

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ROLE-PLAYING SCENARIOS (cont.)

Scenario 2

You work with several people in an office, and usually have a good productive day at work, and enjoy yourself. Today, Jeanne mentioned that her culture disapproves of interracial couples, and that she could never be a friend with someone who was in an interracial relationship. You know she has a right to her opinions, but you are in such a relationship, and you are very disturbed because you like Jeanne very much. What do you do?

Today at work, your fellow employees mentioned a prominent interracial couple. Your cultural beliefs are adamantly against such things, and so you mention your disapproval. You notice that Debby seems a bit upset, but your beliefs are your beliefs, and you don't feel responsible for telling it like it is.

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ROLE-PLAYING SCENARIOS (cont.)

Scenario 3

You were just enjoying a soda in the break room when you overheard Carl mention that a song on the radio is “so queer.” Even though you’ve seen the word all over the place and used in various ways, you still find it deeply offensive. What should you do?

You are discussing a new song on the radio with some coworkers, and you tell them you think it’s “queer.” You don’t think twice about using the word because it’s part of the common vocabulary now, even TV shows use it, and the newspapers.

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ROLE-PLAYING SCENARIOS (cont.)

Scenario 4

Pat loves to share the latest games and chain e-mails with everyone in the office. You are always getting angel hugs and funny games from her. Today you received an e-mail that listed the “top 20 reasons a pizza is better than a boyfriend.” You think it’s in poor taste, as are many of the things she sends you. What do you do?

You love spreading cheer around the office, and what better way than to send funny e-mails? It brightens the day, and puts smiles on people’s faces. You just sent one you received from your daughter. You’d never expect anyone to get offended by them; they are obviously just jokes.

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ROLE-PLAYING SCENARIOS (cont.)

Scenario 5

You know you are overweight, but it doesn't get in the way of doing your job. Recently the manager of your team asked you if you needed a bigger chair. Although she obviously meant no offense, and was concerned about your comfort, you felt singled out and embarrassed by her offer. What should you do?

As manager of the team, it's your job to make sure the environment is comfortable for everyone. You were worried that perhaps Carla might want a larger chair to accommodate her size, so you offered her one. You feel like you've done a positive thing.

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ROLE-PLAYING SCENARIOS (cont.)

Scenario 6

Everything was going great at the office until Sam stopped by and asked if you had any good “soul food” fried chicken and greens recipes for his southern patio party. You are angry because he assumed because you are an African American that you would have “soul food” recipes. You are very angry. What should you do?

You’re having your annual themed party in two weeks, and have decided on a down home southern patio party. You’ve got most of the menu down, but really want a good fried chicken recipe, so you approach Jim, an African American from Louisiana about it to see if he has any ideas. You know he’s from the south, so you are hoping he has some good recipes.

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ROLE-PLAYING SCENARIOS (cont.)

Scenario 7

You've been with the company for 20 years, and are happy here. But lately some of the younger employees have been making comments about the "good old days" when you were young, before there were cars, and asking you about the Civil War. You joke with them, but it hurts your feelings, too. Recently, one employee implied that you shouldn't be doing more advanced work on the computer because it was too difficult, and that really hurt.

You've noticed that some of the younger employees like to joke around with John, who's been with the company since it began. Although it all seems in good fun, you've noticed that John seems upset by it, and you think they've crossed the line. What should you do?

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Diversity, Respect and Inclusion In the Workplace

OVERHEAD SLIDES

Diversity, respect and inclusion are key factors in a healthy, productive workplace. We will discuss a plan to promote a respectful environment by exploring the following plan...

- **A Guideline**
- **An exploration of the Guideline**
- **The Simple Steps for positive action**

GUIDELINE 1

Turn Uncomfortable Situations Into Learning Opportunities

Try to turn negative situations into positive opportunities. By talking to others about why some things are offensive or insensitive, we help each other learn about respect. And a respectful workplace is a more productive and a happier one.

SIMPLE STEPS

- **Respond right away, calmly and rationally**
- **Ask questions to help discover the source of inappropriate comments**
- **Help coworkers understand why something is offensive**

GUIDELINE 2

**Religious Or Cultural
Beliefs
Should Not Be Used
To Deny Anyone
Equality At Work**

Many of us have strong religious or cultural beliefs. Our coworker's beliefs may be different, and we should be careful to be respectful of those differences when expressing our own.

SIMPLE STEPS

- **Question whether expressing certain opinions is appropriate in a workplace setting**
- **Let coworkers know that some behavior is inappropriate**
- **Never be afraid to apologize**

GUIDELINE 3

**Just Because
Expressions or Words
Are Commonly Used,
Does Not Mean They
Are Acceptable**

Think about the expressions and sayings you use. What might sound harmless to you may be very offensive to others.

SIMPLE STEPS

- **Be aware that cultural or ethnic stereotypes are offensive**
- **Always use respectful language, no matter who's around**
- **Don't cross boundaries in emotionally charged situations**

GUIDELINE 4

**Be Careful Not To
Display Or Send
Potentially Offensive
Materials On Your
Computer**

E-mail and the Internet are tools, not toys. Sharing inappropriate messages, games, and non-work related Web pages has no place at work.

SIMPLE STEPS

- **Be sensitive to ethnic backgrounds that are different from your own**
- **Take responsibility for hurtful behavior**
- **Show understanding for others' feelings, and make efforts to repair workplace relationships**

GUIDELINE 5

**Judging People's
Abilities By Their
Appearance Can Lead
To Discrimination**

For example, asking only women to make coffee or clean up, or assigning physical tasks only to men is a form of discrimination.

Never treat people differently based on their physical appearance

SIMPLE STEPS

- **Speak up against appearance-based discrimination**
- **Listen to and be understanding of the concerns of others**
- **Take responsibility for your actions**

GUIDELINE 6

Cultural Or Ethnic Stereotypes Are Offensive

Making generalizations and typecasting are both forms of stereotyping—for example, saying that a race of people are good athletes or excel in math, or that women are bad drivers and that men can't cook. Whether positive or negative, stereotypes are always inappropriate.

SIMPLE STEPS

- **Make coworkers aware of stereotypes, positive or negative, and why they are offensive**
- **Explore similarities instead of focusing on differences**
- **Consider people as individuals**

GUIDELINE 7

Speak Up Against Disrespect

Whenever possible, you should let coworkers know if they are being disrespectful or insensitive. By speaking up when these situations occur, you can often spare hurt feelings, anger, or discomfort in the future.

SIMPLE STEPS

- **Intervene before a problem escalates**
- **Defuse tensions by listening and understanding**
- **Relate disrespectful behavior to personal experiences**

In conclusion, we hope that you will remember it really is As Simple As Respect. Please use these guides to help promote diversity, respect and inclusion in your workplace.