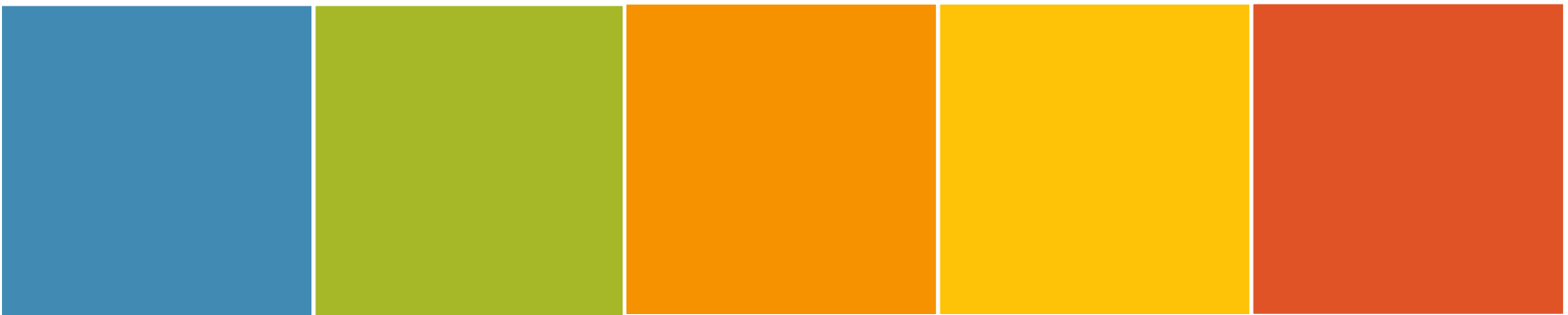




CREATING A CULTURE OF RESPECT AND DIGNITY

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Course Description

One of the many reasons that employees leave an organization is not feeling respected in the work environment. It is critical for leadership to foster an inclusive culture that values diverse employee backgrounds and identities and allows the individual staff member to bring their ‘whole self’ to work. This class is an interactive train-the-trainer program that teaches facilities leaders what types of conversations can be held at work, how to identify areas of opportunity and have constructive conversations with staff, and create a culture that understands the importance of respect and valuing differences.



Learning Outcomes

Learning Objective 1:

Learn how to identify areas of opportunity for additional training.

Learning Objective 2:

Learn how to have hard conversations with staff.

Learning Objective 3:

Learn to create a culture of understanding.

Learning Objective 4:

Learn how the importance of respect and valuing differ.



COMMON REASONS FOR CONFRONTATION

- Misunderstandings
- Lack of Planning
- Work Style Differences
- Leadership Style
- Personalities
- Stress
- Poor Communication

CORE CONCEPTS

Trainers must identify a set of core concepts that are in every conversation and shared through your organization's relevant stories.

Respect

- Ask employees to define what respect means
- Define the differences between **Earn** or **Give**; and its impact between seasoned staff and new staff; supervisors and their staff.
- Public vs. Private Institutions - Free Speech and Academic Freedom



Diversity

- Ask employees to define what diversity means
- Determine and share your institution's definition
- Talk about the variety of differences that are both visible and non-visible characteristics.
- Identify and share similarities among participants.

Sexual Misconduct

- Harassment vs. Misconduct

Sample Topics to Discuss

Trainers should identify a list of topics that include current or past challenges that have come up in the organization.

Language

- Jokes, Cursing, Slang, Sarcasm/Tone

Politics and the Military

- Current events, political stances - #metoo, kneeling during anthem

Personal Relationships

- All sexual orientations

Religion and Disability

- Religious books on break, religious discussions, visible vs non-visible disabilities

Social Media and Technology

- Use of 'smart' devices, sharing personal information with others, verbalizing thoughts about work & others on social media

TIPS & TOOLS FOR SUCCESS

Good Communication leads to improved teamwork, relationships, productivity & collaboration

What does this look like?



- Understand each individual need and shifting work priorities, tailor message to that individual – introvert vs extrovert

Be an active listener

- Ask the right questions to clarify intent, even if uncomfortable in asking, pay attention and make eye contact, repeat if necessary and ask for confirmation of what was said

Be clear and concise

- Avoid jargon, slang, terms not easily understood
- Short and simple, focus on one thing
- Nonverbal communication and its importance
- Body language (facial expressions, posture, gestures), tone, eye contact, distance, appearance

How to Constructively Confront

Clearly articulate the issue, use non-accusatory language

- Your observations: what you saw, noticed or overheard
- Remain fact focused and do not let conversation go astray from point

Listen attentively and consider the other person's point of view

- Agree to disagree
- Excuse from situation, walk away
- Be aware of the impact of 'bystander' intervention

Be aware of peer-to-peer communications and influence. Uses phrases like:

- You may or may not be aware...
- Help me to understand...
- Let me think about what you said . . .
- Is this productive to our work...
- How does this impact our relationship

Involve supervisor or leadership immediately if unable to work through on own

Know Your Boundaries

Why are boundaries important?

- Helps staff understand their individual roles and responsibilities
- Sets rules of conduct within the workplace by determining what is appropriate on the job and what isn't.
- Holds staff accountable for their actions and allows for disciplinary action for those who violate them



What are your personal boundaries? *Physical & Verbal*

- Know your values and your limits
- Be direct when communicating those to each other

What are your organization's boundaries? *Guidelines & Policies*

CRITICAL SKILLS FOR WORKPLACE

Always act professionally

- Maintain a good & healthy attitude. Remember you CHOSE to work here in this trade.
- Value Differences...seek to understand before making a judgment.
- Be the 'cool head' in times of crisis
- Take responsibility for decisions, actions and failures.

Hone your communication skills

- Active Listening...demonstrate you care by asking open ended questions.
- Observation Skills & Empathy...observe others and be intuitive to work needs

Instill Trust by being authentic to your real self

- Try to be likeable as it boosts morale!

Practice what you preach...show consistency between words and actions

CLOSURE

Summarize Critical Points

- Respect Differences
- Value Each other
- Treat with Dignity
- Ask participants to Self-Reflect on one take-away
- On Notice for future accountability



“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.” Maya Angelou

TRAINING LOGISTICS

Session Length: 60 minutes

Maximum Group Size: 20-25, best in small teams of 10-15

How Often: Annually or as team challenges present

Group Composition: All team members to include front line supervision and leadership, do not mix teams as there is a loss of team culture in the conversation

Training Style: Conversation based with little to no technology, use circle setup so that all can see each and hear each other, trainers sit in circle with team

Training Sign In: Have sign-in sheet so that staff are on notice for accountability for future actions

Leadership Support: Leadership buy-in is critical for program success; commitment to a respectful culture must come from the top, practice what you preach

Role of Trainer: Act as facilitator, ask leading questions and give examples to engage participation, have patience and wait on individuals to answer



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