

A MATTER OF RESPECT

PRESENTER'S GUIDE

For

**AN ALL-EMPLOYEE
PRESENTATION
ON
HARASSMENT**

Preview Only

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INTRODUCTION

Harassment, whether direct or indirect, takes many forms. Innuendos, slurs, mimicking, jokes, leering, intimidation, touching, gesturing, threats, rumors, and the list goes on. Unfortunately, forms of harassment are taking place every day within most organizations. And, unless disrespectful behavior is recognized and appropriate action taken, it will continue and lead to low morale, poor productivity, and turnover.

This presentation, "A MATTER OF RESPECT," is intended for all employees within our organization. Research shows that disrespectful behavior in the workplace continues.

This program has been used successfully by the Best Buy., Inc. with a wide variety of employees. It will be beneficial to your organization as well.

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SESSION GOALS

After viewing the DVD and participating in the interactive discussion, participants will:

- Get in touch with their feelings and express their reactions to the situational dramas presented in the video.
- Recognize and discuss direct and indirect forms of disrespectful behavior between coworkers and outside customers.
- Learn and role play (optional) the most effective approaches to confronting the harasser directly.
- Recognize that it may be necessary and appropriate to report harassment to a manager or human relations person in the organization.

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VIDEO SYNOPSIS

This is an interactive learning session that will take between 45 minutes and one hour if used as designed. A variety of situations are presented as acted-out scenes. Each scene has a number which appears in the lower right-hand corner. Scenes center around age, race, religion, sexual orientation or preference, disability, sex or gender, weight, language or national origin, insensitivity by managers and supervisors, and rumors.

Directions are given for introducing the video and for each interactive segment. Please read this Presenter's Guide and preview the video before conducting this training session.

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PRESENTATION TIPS

Preparation:

1. Read through this Presenter's Guide several times and preview the video. Tailor your presentation to your audience.
2. If your organization has an employee orientation handbook or a policy manual, find the section related to behavior and prepare to share it with your participants.
3. Do at least one "dry run" stand-up presentation in front of one or two other people to sharpen your presentation.
4. Don't try and wing the presentation cold or read the script verbatim in your presentation.
5. Photocopy enough Attendance Record Sheets so all employees can record their attendance at the meeting. Signed Attendance Records serve two important purposes:
 - a) They document your Company's efforts to improve employee understanding and sensitivity toward disrespectful behavior and can be submitted to local/state/federal agencies investigating discrimination complaints.
 - b) They can be important in employee discipline situations related to harassment (i.e., "you attended this training session on (date), why did you do/say what you did?")

NOTE: An attendance Record Sheet, that may be photocopied, is on page 15.

6. Arrange for a large screen television and DVD player with remote control to ensure that the video can easily be seen by all in attendance during the presentation, and that you will have stop-start control for the interactive session. Make sure that your room arrangements have been made so there are enough seats, enough light to take notes, and an adequate writing surface for participants.
7. Check to make sure that your equipment is ready to run and that the acoustics are adequate for your room. Also, cue up the DVD so that it is ready to play at the beginning of your session.
8. Be respectful of time. Have a clock available to you and facilitate the discussion to keep the session within the time frame allotted.

Presentation:

1. Have all attendees sign in on the Attendance Record. Be sure and record the presentation date.
2. Establish a relaxed, open atmosphere by introducing yourself to everyone in the room. Let your enthusiasm for this session show.
3. Speak clearly and distinctly and maintain eye contact with the entire group.

4. Face the group when speaking and prepare yourself so that you can paraphrase. Avoid just reading the information contained in the Presenter's Guide.
5. Maintain control of your session. As you will see, the video scenes can have quite an impact. Expect some embarrassed laughter, but do not tolerate any mimicking of the video scenes.
6. Always watch for puzzled looks; you may have to solicit questions. Repeat each question so that everyone in the group understands it. Answer any questions to the entire group, not just to the person who asked it. Ask open-ended questions – let the participants open up and express themselves freely.
7. Ask follow-up questions – obtain more specific information when necessary.
8. Reinforce participant's involvement with verbal and non-verbal clues. Encourage their response with statements such as "Go on," "You're on the right track," or "So you feel that's the key?"
9. Paraphrase and summarize for the group.

Following Presentation:

1. Immediately following your group's session, take notes on what happened. Be sure and prepare yourself for the next presentation by identifying the weak points and ways to strengthen them.
2. Situations may be identified in your presentation that need follow-up with your human resources department. Arrange to speak with individuals needing follow-up immediately after the session in private.

INTRODUCING THE SESSION

Welcome and thank everyone for attending this session on “A MATTER OF RESPECT.”

Suggested Script for introducing the session:

“Innuendos, slurs, mimicking, jokes, leering, intimidation, touching, gestures, threats, rumors and the list can go on. I know I have demonstrated some of these behaviors and I would guess most of you have also at one time or another. We probably are trying to be funny or cute, but what was the impact of our behavior?”

“I hope the video you’re going to see impacts you as it did me. It may offend some of you. Please get in touch with how you are feeling as you watch situations that could happen anywhere, any time in your daily lives.”

SHOW FIRST SEGMENT OF VIDEO – “A MATTER OF RESPECT”

Note 1: There are ten scenes; the number of each scene shows in the lower right-hand corner of the screen at the beginning of each scene.

Note 2: Maintain as much silence as possible while employees watch all ten scenes.

Note 3: STOP the video after scene 10.

Note 4: Allow maximum impact by not speaking and looking around at your audience for at least 15 – 20 seconds and then continue on with suggested script.

Script: *“Impact? You bet!”*
“Feelings? I hope so!”

“As you watched these scenes, what kind of feelings or reactions did you have?”

Note 1: Encourage viewers to volunteer their feelings and reactions by simply saying “Anyone?” If no one volunteers, then you should start saying, “Well, I felt...” Then perhaps, call on specific individuals whom you are confident will be OK with being asked by saying “(employee name), how about you?” Or, “(employee name), what feelings or reactions do you have?”

Note 2: A list of feelings/reactions from the group might include the list below. You may want to list their reactions/feelings on a chalkboard, easel, or ring chart.

Anger	Embarrassed	Offended
Disrespect	Ridicule	Put-Down
Hurt	Insulted	Upset
Insensitive	Biased	Discrimination
Cruel	Vicious	Hostile
Intimidated	Rude	Sick
Stressed	Violated	Repulsion

Script: *“WELL! We have shared some very powerful feelings and reactions. Are they positive or negative in terms of their impact?”*
(Listen for negative—reinforce by stating... “Very negative!”)

“The situations you just watched in the video are examples of lack of respect between individuals.”

At this point, you may choose to read from your employee handbook or policy manual any statements that relate to the subject of “A MATTER OF RESPECT.” If such information is not available, we suggest the following:

“(Your company or organization’s name) encourages an efficient, productive and creative work environment. Verbal or physical contact by any employee or others, which harasses, disrupts, or interferes with work performance, or which creates an intimidating or offensive work environment, will not be tolerated.

“Simply put, being disrespectful to another is NOT OK; in certain situations, it may also become illegal harassment of others.

** ”There are some pretty clear examples of disrespect in the video. Let’s see if you can identify them:*

- *“How about the Geritol scene? Disrespect for what? (AGE)*
- *“What about the Martin Luther King putdown? Disrespect for what? (RACE)*
- *“How about the Bible thumper jab? Disrespect for what? (RELIGION)*
- *“What about the ‘I think you’re his type’ whisper? Disrespect for what? (SEXUAL ORIENTATION OR PREFERENCE)*
- *“How about the quote ‘No... procedure... meeting’ ridicule? Disrespect for what? (DISABILITY)*
- *“What about the ‘If there’s anything else you’re not getting, call me comment? Disrespect for what? (SEX OR GENDER)*

“Some of these situations were direct (i.e., the racial, religious, disability, and sexual scenes); others were indirect (i.e., the sexual orientation and age scenes). Either way, they are disrespectful and unacceptable. Many times, people on the receiving end of this disrespectful behavior initially feel that it is easier to not make waves and simply put up with the situation. Unfortunately, the person dishing out the disrespect may read this as either encouragement to continue or is completely insensitive to the impact on others. As the disrespectful behavior is repeated, it may escalate and eventually create a hostile environment for the person on the receiving end or others who observe or overhear the disrespectful behavior. Just because someone decides it is easier to put up with disrespectful behavior DOES NOT MEAN IT IS OK!

“I’d like each of you to sit back, close your eyes and relax. Now I’d like each of you to think back to a personal situation in which you clearly felt like an outsider—you were ridiculed, isolated and made to feel like you didn’t belong. Replay it in your mind.”

Pause for 30-60 seconds while your audience concentrates on a personal situation.

“Is your jaw clenching up? ...Do you feel a knot in your stomach? ...Are your muscles tightening up? How many of you replayed a situation that occurred while you were a student in school?”

Wait for a show of hands; it is likely many hands will go up.

“Think about how long you have been carrying this hurtful situation inside you! What if you experienced similar situations every week? ... Every day? That is the impact of disrespectful behavior that we are talking about. It hurts, doesn’t it?”

“Now, let’s go back and look at the other four scenes we haven’t talked about yet:”

Note 1: Show Scene 2, which is next order on the video—STOP video.

Note 2: Ask your group, *“What is the lack of respect issue here?”* Listen for WEIGHT.

Script: *“In our day-to-day lives at work, we are regularly challenged to interact with others who are different and maybe even repulsive to us. Issues such as weight, physical disfigurement, body odor, bad teeth, or dirty clothes can be real obstacles to overcome.*

However, it’s part of all of our jobs.”

Note 1: Show Scene 10, which is next in order on the video—STOP video.

Note 2: Ask group, *“What is the issue here?”* Listen for LANGUAGE OR NATIONAL ORIGIN.

Script: Once again, communicating with others who are difficult to understand is part of our job. Our company's values of respect for our customers, respect for each other, and excellence in putting forth our very best includes the unspoken expectation regardless of age, race, sexual orientation, gender, disability, weight or language."

PAUSE... "Ignoring or ridiculing customers, let alone coworkers, is just plain bad business... every customer who is upset with us because we let our personal feelings get in the way and don't respect him/her, represents the loss of revenues and respect for our organization."

Note 1: Show Scene 9, which is next in order on the video—STOP video.

Note 2: Ask your group, "What is the issue here?" Listen for or volunteer **INSENSITIVE MANAGERS AND SUPERVISORS**.

Script: The buck stops here on this one! We are human. Like you, managers and supervisors have a lot of things to get done. Yes, they get stressed. Yes, they expect a lot. Yes, they don't say 'Thank you' as often as they should. Yes, they get upset and impatient. And yes, they may not take the time to ask why there is a problem, or why you were unable to get everything completed. I think we can all do a better job of teamwork in our communications with one another. The high performance expectations are not going to go away; individual timeliness, productivity, accuracy, and flexibility are why we are on the payroll.

However, being honest and open in our comments and criticisms of one another is the best way to demonstrate respect for one another—and it's a TWO-WAY responsibility."

Note 1: Show Scene 8, which is next in order on the video—STOP video.

Note 2: Ask group, "What is the issue here?" Listen for RUMORS.

Script: Rumors are one of the most damaging forms of disrespect. Most rumors are inflated as they get passed on and most rumors are very hurtful.

"If you feel the actions or words of a coworker or others within your work environment constitute harassment, what can or should you do? Let's return to the video for some answers."

Note 1: Show RESOLVING HARASSMENT ISSUES, which is next in order on the video. STOP video after the second scene in which the inappropriate Martin Luther King comment is confronted.

Script: "We each have a responsibility for confronting inappropriate behavior by coworkers and customers. As the video dramatized, the most difficult, but most effective, approach is to confront the harasser directly, by stating how their specific comments or behavior make you feel and ask them to stop.

"If you have tried the direct approach and it didn't work, or if you are too uncomfortable with the direct approach, then you have a responsibility to immediately report the matter to a manager.

NOTE 1: Show the next scene in which the hearing impaired woman talks with her manager.

“A third resolution is to speak directly with someone in your human resource department.”

NOTE 1: Show the last scene in which the woman telephones human resources about workplace rumors.

“Once management or human resources becomes aware of harassment, they have a legal responsibility to investigate and respond with the appropriate disciplinary action. They will maintain your confidentiality to the fullest extent possible, however, once your supervisor, manager, or human resource person is aware of a possible harassment situation, they must take appropriate action. They cannot accept your request to ‘Not to do anything about it.’

“Likewise, there is to be no retaliation toward employees informing their manager, supervisor, or human resource person of harassment situations.”

Closing Comments:

“Innuendos, slurs, mimicking, jokes, leering, intimidation, touching, gestures, threats, rumors. NO ONE deserves to be treated this way! ...IT’S A MATTER OF RESPECT.”

Notes

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