

# **American Management Association's Leadership Strategies for Creating a Respectful Workplace**

## ***Learning Objectives***

- Recognize Disrespect in the Workplace
- Correlate the Relationship Between Organizational Climate and Productivity
- List Strategies to Initiate a More Respectful Climate in Your Organization
- Use Coaching Strategies to Help Employees Resolve Issues Independently and to Alter the Disrespectful Behavior of Others

## ***Workplace Respect***

- Identify Behaviors That Impede a Respectful Workplace
- Assess the Intent of Disrespectful Behaviors in Your Organization
- List the Components of a Respectful Workplace

## ***Effects of Incivility in the Workplace***

- List the Physical and Psychological Effects of Disrespectful Behavior on Employees
- Discuss How Disrespectful Behavior Affects Productivity
- Translate a Company's Lost Revenue Caused By Incivility into a Specific Dollar Amount
- List the Important Differences Between Healthy Workplace Legislation and Current Equal Employment Opportunity and Harassment Laws

## ***Strategies That Create Respectful Workplaces***

- Describe How a Leader's Actions Foster a Respectful Workplace Culture
- List Specific Actions a Leader Must Take to Insure Workplace Respect
- Assess Your Own Strengths and Areas for Improvement in Establishing a Respectful Workplace
- List Practices Other Organizations Use to Support a Respectful Workplace Culture

## ***Coaching Solutions That Maintain Respectful Workplaces***

- Identify Steps Employees Can Use to Deal Successfully with Disrespectful Situations
- Apply Managerial Coaching Strategies to End Disrespectful Behaviors in the Workplace
- Use Questions to Engage Employees in Productive Performance Discussions

## *Bullying in the Workplace*

- Differentiate Between Disrespectful Behavior and Bullying
- List Actions Employees Can Take
- Identify Ways Your Organization Can Address Bullying