

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