



Inclusive & Respectful Work Environment Workshop

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Facilitated by Emily Ambrose

I & R Work Environment: Definition

A commitment to providing a positive environment in which all persons are treated with professionalism, dignity and respect. Dignity and respect are fundamental to working in an effective, efficient, and safe manner, and disrespectful or unprofessional communications and behavior will not be tolerated.

This is an environment absent of bullying, hazing, harassment, intimidation, and sexual harassment.

**Adapted from an actual outfitter policy*

Core Concepts (Cullen, 2008)

- **Intent vs. Impact:** *The ways we hope things are communicated sometimes are not the way they were received. A negative impact can occur that was not intentional. Even so, acknowledging and owning the impact is important.*
- **Pile-on-Principle:** *Seemingly “small” aggressions can pile up over time when they occur over and over again. This can cause people to be frustrated, and someone who does not realize the cumulative impact may think they are over reacting.*
- **Allies:** *Acting as an ally to someone from a marginalized group is a continuous process of challenging common practices and beliefs and showing up for people.*

Four Approaches to Inclusive & Respectful Work Environments

Leadership

Managers, owners, supervisors, lead guides must be willing to communicate inclusion and respect as values and expectations – over and over again. This is done through messaging, marketing, encouraging staff to share when this isn't done, training, and hiring. Trust of leadership is a huge component of this work.

Assessment

It's difficult to understand how employees and customers are experiencing your organization without asking. Being willing to survey your people about how they think your company is doing will give you a starting point. It will also communicate to your people that this is a priority, and something you care about.

Training

Providing opportunities to learn about skills and practices of inclusion and respect. For many this will feel like a culture change and shift; people cannot be expected to do it without the understanding why this is important and how to go about fostering a safe, respectful, and inclusive environment. It must happen often and be seen as just as important as other training.

Policy & Procedure

Crafting statements in your employee handbooks, websites, orientation materials, etc. regarding the values of inclusion and respect will communicate the expectation and importance.

A willingness to address when the expectations are not met – through accountability and consequence if necessary will encourage the sustainability of creating this environment.

Skills & Best Practices

- **Practice Situational Awareness:** *Pay attention and tune into the environment around you. Just like managing risk, be aware of the context of situations.*
- **Curiosity Before Judgement:** *When faced with something new, ask respectful questions before jumping to personal conclusions.*
- **Increase Communication:**
 - Establish expectations.
 - Check-in with crew often, and individually – not always in a group.
- **Interruption:** *Oppressive behavior needs momentum to continue – “I don’t get it, why is that funny?” or “Not okay” and walking away can be enough.*
- **Intervention:** *Intervene (interrupt) in the moment or indirectly later by asking a person if they are okay or what you can do.*

General Dos & Don’ts

DO

- Interrupt problematic behavior – in any way possible.
- Remember no one wants to be singled out.
- Ask respectful questions if you don’t know something.
- Only ask what you would answer.
- Check-in and pay attention to the responses.
- Make a mistake? (It happens to us all.) Apologize and move on.
- Ask *general, neutral* questions.
- Be respectful.
- Know your power. It’s on all of us.

DON’T

- Practice “Neck-down” work style.
- Ignore if you feel something is off – pay attention.
- Let your ego get in the way of learning new things.
- Don’t use other people for your educational purposes; leave your curiosity to Google.

Examples of Pronouns:

She/Her/Hers
He/Him/His
They/Them/Theirs
“Will you tell me your pronouns?”
“Can I ask what pronouns you use?”

Resources (and so many others)

Websites:

- YouTube & Google & TED Talks
If you don’t know, ask Google!
- <https://transequality.org> & <https://transstudent.org>
For more information about gender identity and pronouns
- <https://www.workplacesrespond.org/>
Workplaces Respond to Domestic & Sexual Violence: A National Resource Center

Books & Organizations

- *35 Dumb Things Well-Intended People Say*, Dr. Maura Cullen
www.mauracullen.com
- Center for Transformation and Change, Dr. Kathy Obear,
www.drkathyobear.com

A Case for Inclusive & Respectful Work Places

- A Safer environment for staff and guests
- Better bottom line – reputation, gratuity, reviews, etc.
- More enjoyable for all – Responds to a changing demographics
- Builds trust & satisfaction between leadership and employees



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“People will forget what you said, they’ll forget what you did, but they will never forget how you made them feel.” ~Dr. Maya Angelou