



# Inclusive & Respectful Work Environment

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FACILITATED BY EMILY AMBROSE  
ENGAGE COACHING & CONSULTING

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# Who Am I?

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- Diversity & Inclusion work for over 10 years
- Colorado State University
  - Pride Resource Center
  - Training & Development
- Arizona Raft Adventures
- Training Facilitator

# Who is in the Room?

- Name
- Pronouns  
(ex: he/him/his ; she/her/hers ; they/them/theirs)
- Location
- Position
- What brought you here?

## PRONOUNS!

RESPECTING PEOPLE'S GENDER IDENTITY MEANS USING THE PRONOUNS THAT THEY IDENTIFY WITH. IF YOU DON'T KNOW WHAT PRONOUNS SOMEONE USES, ASK THEM POLITELY!

HE	HE LAUGHS	I CALLED HIM	HIS EYES	THAT IS HIS	HE LIKES HIMSELF
SHE	SHE LAUGHS	I CALLED HER	HER EYES	THAT IS HERS	SHE LIKES HERSELF
THEY	THEY LAUGH	I CALLED THEM	THEIR EYES	THAT IS THEIRS	THEY LIKES THEMSELF
ZE	ZE LAUGHS	I CALLED HIR/ZIR	HIR/ZIR EYES	THAT IS HIRS/ZIRS	ZE LIKES HIRSELF/ZIRSELF

# What is this workshop?

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*By attending this workshop, participants will:*



Explore the responsibility of leadership in creating culture change



Be able to define “Inclusive & Respectful Work Environment”



Engage in conversations promoting inclusion of multiple identities



Explore actionable items to promote inclusive environments

# How? ... Community Guidelines

*\*Developed by Washington Consulting Group; Used by CSU's Vice President for Diversity's Office*

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Be present, open, honest, & authentic

Speak from personal experience: use "I" statements to share thoughts & feelings

Listen actively & respectfully

Share air time: encourage others' participation

An attitude and willingness to learn about self and others

Be open to new and different perspectives

Respect and maintain confidentiality - What's shared here, stays here; what's learned here, leaves here.

Trust that dialogue will take us to deeper levels of understanding & acceptance

Take risks: lean into discomfort; be brave: find your learning edges

# Why? ... A Case for Inclusive & Respectful Work Environments

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A Safer environment for  
staff and guests



Better bottom line –  
reputation, gratuity,  
reviews, etc.



More enjoyable for all –  
Responds to a changing  
population



Builds trust & satisfaction  
between leadership and  
employees

# A Definition/Statement Example

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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.

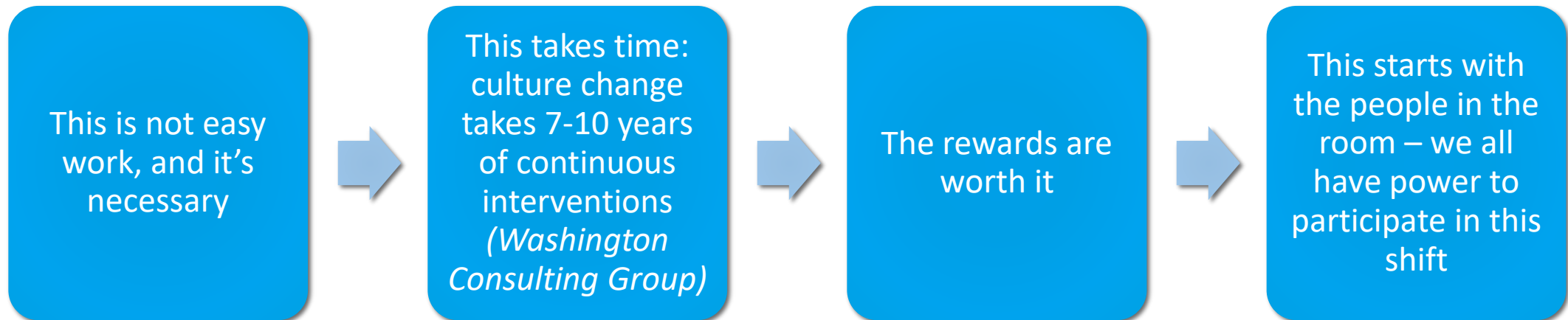
**This is an environment absent of bullying, hazing, harassment, intimidation, and sexual harassment.**

*\*Adapted from an actual outfitter policy*



# Assumptions

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# Activity: Real Time Survey

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# Processing the Survey Results

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- Did anything surprise you? Is it what you would expect?
- How is your company/organization in comparison to others represented?

# I&R: Four Approaches

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# Leadership

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*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.*

## **To Dos Right Now**

- Take the assessment back to your organization, discuss with other leaders
- Review your strategic plan and values – where are you currently with inclusion and respect being represented?
- Message out to your employees that this matters and you want to move your organization forward – and ask for their assistance!
- Create an team of interested people who would like to contribute to these movements

# Assessment & Surveys

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*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.*

## **To Dos Right Now**

- Work to craft a survey asking immediate team/employees what their experiences have been like at work. (re: decision making, ability to speak up, how different identities are treated, etc.)
- Use Google, other trusted organizations, resources from this presentation to help create it.
- Send out – commit to it being anonymous.
- Offer an open door to share about organizational culture which may/may not be seen by leadership

# Training

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*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.*

## **To Dos Right Now**

- Assess what trainings are done right now with your staff (Tangible skills around safety? Intangible skills around communication? How often?)
- Work with trainers in your organization/area around intangible topics (multi generations in the work force; harassment & bullying awareness training; bystander intervention; etc.)
- Create a training schedule/timeline – incorporate it into your future plans for the company
- Add a question on your survey about what areas of training staff may want – then provide it

# Policy & Procedure

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*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.*

## **To Dos Right Now**

- Assess if your organization's written material currently has anything regarding inclusion and respect
- Work with leadership, legal team, etc. to craft a policy around inclusion and respect
- Create avenues for people to report if inclusion and respect are not occurring
- Assess if you're willing to hold others accountable to these expectations like other expectations

# Scenario Work

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1

**Practice Situational Awareness:** *Pay attention and tune into the environment around you. Just like managing risk, be aware of the context of situations.*

2

**Curiosity Before Judgement:** *When faced with something new, ask respectful questions before jumping to personal conclusions.*

3

**Increase Communication:**  
- Establish expectations.  
- Check-in with crew often, and individually – not always in a group.

4

**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.*


5

**Intervention:** *Intervene (interrupt) in the moment or indirectly later by asking a person if they are okay or what you can do.*

# Skills & Best Practices for I&R Work Place

# A Case Study: Rafting Company

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A collage of hands holding colorful question marks. The hands are of various skin tones and are holding question marks in different colors: pink, purple, yellow, green, orange, and blue. The question marks are large and 3D, casting shadows on the white background. The hands are positioned as if they are presenting or holding up the question marks. On the left side, there is a dark grey semi-transparent box containing the text "Questions & General Discussion" in white, with a thin pink horizontal line below it.

Questions &  
General  
Discussion

# Contact Info

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*Emily Ambrose  
(Pronouns: She/Hers)*

*Emily@engagecoaching  
andconsulting.com*

*Call/text: 720.939.9533*