

***The Training Tree, Inc. Presents
a Performance Enhancement
Program for Development
Services***



**Challenge of Respect in
the Workplace in
Polarized America**

**Reestablishing a Culturally Diverse and
Harassment Free Environment—It Is Up To Us!**

Pandemic Times Impact The Workplace!

Attitudes –Work, People–The last two years have seen dramatic changes

- Social Media–Reaction With Little Verification of Data.
“Filter-less”
- Election Hysteria
- Covid 19 and Beyond
- Personal Loss

Now Many Are Back At Work Even More Stressed



Pandemic Times Impact The Workplace–Stress



- Polarization–Attitudes, Politics
- Sensitivity–Color, Race, Gender identification
- Acceptable Language & Topics
- Tolerance of an Opinion Different than your Opinion
- People Returning to Job Sites and Offices
- Refocusing on Respect in the Workplace



Differences Have Always Surrounded Us!

Race, Color, Ethnicity, Culture, Religion, Age, Gender, Sexual Preference, Skills, Physical Appearance, Mental Capabilities, Politics, Physical Capabilities, Beliefs, Opinions, Values, Ethics, Economic Status, Preferences, Hobbies, Personalities...and the list goes on!



Differences Surround Us & Things Change!

- Aesthetics (attitudes and behaviors related to literature, music, dance, art, architecture, etc.)
- Ceremony (what a person is to say and do on particular occasions)
- Ethics (attitudes and behaviors related to honesty, fairness, principles, etc.)
- Health and Medicine (attitudes and behaviors related to wellness, sickness, death, etc.)
- Identification With Movements & Slogans–Black Lives Matters
- Folk Myths (attitudes and behaviors related to heroes, traditions, legendary characters, superstitions, etc.) Exercise care in regard to what is a myth, what is a superstition.
- Gender Roles (attitudes and behaviors related to expectations of people because of their gender)



People Feel and Think Differently

- Gestures and Kinetics (forms of nonverbal communication or reinforced speech, such as the use of the eyes, the hands and the body)
- Grooming and Presence (attitudes and behaviors related to physical appearance, such as tattoos, hairstyle, cosmetics, dress, etc.)
- Ownership (attitudes and behaviors related to property, individual rights, etc.)
- Recreation (attitudes and behaviors related to how people spend their leisure time)
- Relationships (attitudes and behaviors related to family and friends)
- Religion and Spirituality (attitudes and behaviors related to spirituality, prayer, purpose in life, the possibility and type of afterlife, etc.)



The Number 1 Myth of the Workplace That Can Get Us In Trouble

You must address this issue:

**I Can Say Anything I Want Because I Have
Freedom of Speech.**

- You can say almost anything you want and never fear being arrested or being put in prison. But that freedom also includes consequences for your actions that may include forms of discipline or termination



THE CHANGING FACE OF OUR GLOBE AND OUR COUNTRY

Let's Discuss The Changes

- Moving populations
- Differing birthrates
- Ethnic and cultural blending
- Religious trends
- World economy

The America you knew as a child is changing every year. It is looking different, sounding different and thinking different. This is happening in countries all over our globe.



REMEMBER WHEN?

Group Question

In the 1950's how many of the top ten most populated cities were in the United States?



**Here in the U. S. –
we tend to think
that we are “the
biggest and the
best” and the
center of the
universe.**

REMEMBER WHEN?

Answer -Three

New York

Los Angeles

Chicago

Take a look at how things
have changed?



In the U. S. – we tend to make assumptions about the rest of the world by looking out our window and imagining. The view is very different according to where you live!

WORLD LARGEST CITIES

Top 10

- 1 Tokyo-37,393,000
- 2 Delhi-30,291,000
- 3 Shanghai-27,058,000
- 4 São Paulo-22,043,000
- 5 Mexico City-21,782,000
- 6 Dhaka-21,006,000
- 7 Cairo-20,901,000
- 8 Beijing-20,463,000
- 9 Mumba-20,411,000
- 10 Osaka-19,165,000



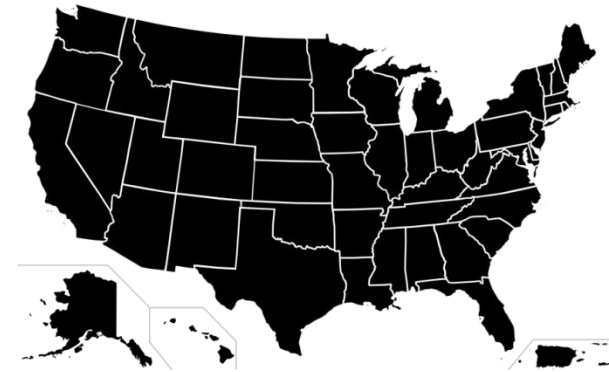
**Here in the U. S. – only NYC
in the top 25 and none in the
top ten! How you define the
boundaries of the city or
metropolitan area impacts
ranking**

Our Country Is Constantly Changing



The United States does not have an official language and will not have a single majority ethnic group.

- Although 80 percent of Americans speak English, the United States does not have an official language. The Continental Congress did not declare an official language when creating the laws of the United States.
- In 2050, the Hispanic population in the United States is projected to equal one-quarter of the total U.S. population (U.S. Census Bureau, "Projected Population..."). It will be the largest single ethnic minority group but not a majority.



Our Country Is Constantly Changing

- ▶ White: 76.5%
- ▶ Hispanic or Latino: 18.3%
- ▶ Black or African American: 13.4%
- ▶ Asian: 5.9%
- ▶ American Indian or Alaska Native: 1.3%
- ▶ Native Hawaiian or Other Pacific Islander: 0.2%
- ▶ Two or more races: 2.7%
- ▶ Women make up 50.8% of the U.S. population.
- ▶ 58.2% of the civil labor force is made up of women aged 16+.
- ▶ 87.3% of people have graduated from high school.
- ▶ 30.9% of people have at least a bachelor's degree.
- ▶ 8.7% of people under the age 65 are a person with a disability.
- ▶ People between the ages of 18 and 65 (working age) make up 38.4% of the population.



Today and Future Impacts



- ▶ 2020, saw the Caucasian population drop to 63% of the total U.S. population
- ▶ By 2044, groups formerly seen as “minorities” will reach majority status of the segmented population
- ▶ By 2065, the U.S. population will not have any single ethnic or racial majority
- ▶ By 2025, Millennials are predicted to make up 75% of the workforce
- ▶ 44.2% of Millennials classify themselves as non Caucasian
- ▶ Millennials are 16% more diverse than Baby Boomers
- ▶ The Millennial and Gen Z generations are the most diverse in history: only 56% of the 87 million Millennials in the country are white, as compared to 72% of the 76 million members of the baby boomer generation.



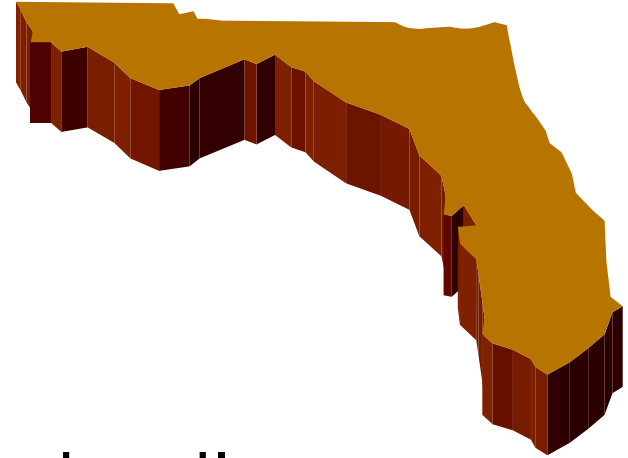
Employees When Polled Want To See More Diversity In These Areas



- ▶ Ways of thinking
- ▶ Race/ethnicity
- ▶ Gender
- ▶ Age
- ▶ Educational background
- ▶ Socioeconomic status
- ▶ Sexual orientation
- ▶ Physical ability
- ▶ Lifestyle
- ▶ Family status
- ▶ Body size or shape



Florida–Is Different Throughout The State



- ❑ Not For Only The Retired
- ❑ South Florida vs. Central vs. Panhandle
- ❑ Lifestyle–Cultural–Sexual Identification
- ❑ Multi–Cultural–Large Latino and Hispanic influence
- ❑ **Recent State breakdowns reported in Florida newspapers for the state: White 78.1%, Black–16.7%, Hispanic–23.6%, Asian 2.7%, Am. Indian 0.5%**
- ❑ Ethnic Pockets

Faces of Florida

Broward

White 70.57%
Hispanic 16.5%
**Black or African
American
20.54%**
Asian .06%

Orange County

White -60.8%
Hispanic -7%-8%
**Black or African
American -1.7%**
Asian -.3%



Pinellas County

White -82.14%
Hispanic -7%-8%
**Black or African
American -10.34%**
Asian -2.96%

Hillsborough County

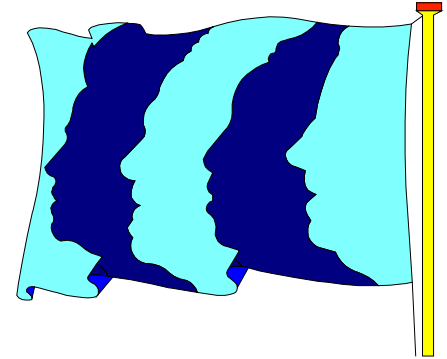
White-71%
Hispanic/Latino-26%
Black-16.8%
Asian -.5%

Bay County

White -84.17%
Hispanic -2.42%
**Black or African
American -10.34%**
Asian -1.73%

We Expect Respect For All Of Our Employees

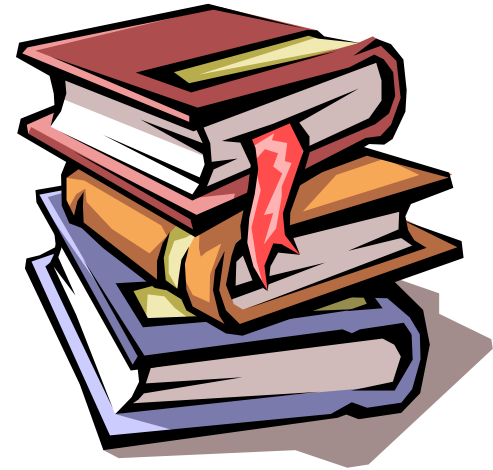
Differences



- ❑ Ethnicity, Gender, Race, & Age
- ❑ Religion, Physical, & Mental Capacity
- ❑ Sexual Preference, Values, & Beliefs
- ❑ Accents, Regional Differences, Personality
- ❑ Generational and Other Issues

Diversity Definitions

- ✓ Biases–Preferences
- ✓ Prejudice–Preconceived judgment, irrational attitude
- ✓ Discrimination–Actions based on prejudice
- ✓ Stereotypes–Categorizing a group with a commonly held belief that is not confirmed by facts



The Core of Most of Our City and County Policies–In Brief



It is the policy of our organization to provide a work environment, which is free from verbal or physical conduct that unreasonably harasses, disturbs, or interferes with an employee's work performance or that creates an intimidating, offensive or hostile work environment.

We are committed to fostering positive business practices that are designed to ensure that all employees are treated with respect and dignity. An important objective of these policies is to prevent a working environment from developing which because of prohibited conduct interferes with an employee's work or is intimidating, hostile or offensive. We prohibit harassment and discrimination based on an individual's race, religion, creed, color, national origin, ancestry, medical condition, mental and/or physical disability, marital status, gender, age, or veteran status or any other status protected by federal, state, or local law.

Additionally, any sexually harassing or offensive conduct, whether by managers, supervisors, employees, or non-employees who enter our workplace, is prohibited. Such prohibited conduct includes, but is not limited to: Unwanted physical contact or offensive conduct of a sexual nature, including flirtations, advances, or propositions;

Verbal harassment about an individual's sex, sexual interest or orientation, sexual innuendos, and offensive jokes or descriptions of personal sexual conduct; Demeaning, degrading or insulting comments about a person's physical appearance; Displaying in the workplace photos or other materials which are demeaning, insulting, intimidating, or sexually suggestive; or Demeaning, insulting, sexually suggestive, or otherwise offensive written, recorded, telephonic or electronically transmitted messages.

The Core of Most of Our City and County Policies–In Brief



PROHIBITED CONDUCT

Quid Pro Quo – Using a person’s response to a request for sexual favors as a basis for an employment decision. Examples include, but are not limited to, the following:

Requesting or demanding sexual favors in exchange for employment opportunities.

Submitting unfair or inaccurate job evaluations, or denying training, promotion, or access to any other employment opportunity, because sexual advances have been rejected.

Hostile Work Environment – Unwelcome conduct either of a sexual nature or based on another protected status such as an individual’s age, race, disability, gender, or national origin, that is severe or pervasive and that a reasonable person would find abusive, intimidating, or hostile.

Sexual or other offensive comments, teasing, or jokes; sexual slurs, demeaning epithets, derogatory statements, unwanted sexual advances, invitations, or comments, or other verbal abuse;

Graphic or sexually suggestive comments about an individual’s attire or body; Inquiries or discussions about sexual activities; Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawing, or gestures; Sexual touching, brushing up against another in a sexual manner, graphic or sexually suggestive gestures, cornering, pinching, grabbing, kissing, or fondling; Retaliation for having reported or threatened to report harassment.

The Core of Most of Our City and County Policies–In Brief



REPORTING:

All employees are required to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

An employee who experiences or witnesses any of the prohibited conduct mentioned above, or who believes he or she may be experiencing such conduct, is required to report or complain about such conduct as soon as possible, either verbally, in writing or both, to his or her supervisor, manager, department director or to contact Human Resources directly (or our Administrator, if HR is involved). There will be no retaliation for the reporting of such misconduct. The supervisor, manager, or department director receiving notice of a complaint of discrimination or harassment is to report it immediately to the Director of Human Resources, or the Director's designee.

PENALTIES:

If it has been determined that unlawful harassment has occurred, effective remedial action will be taken as appropriate. Any employee determined to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination.

Employees should be aware that the Federal Equal Employment Opportunity Commission and appropriate state agencies prosecute complaints of prohibited harassment in employment.

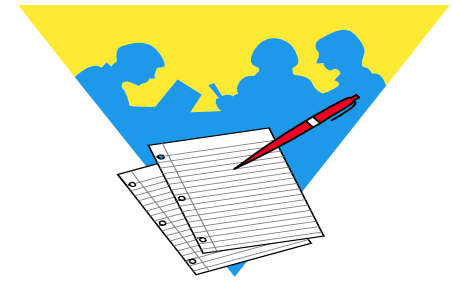
The Core of Most of Our City and County Policies–In Brief

RETALIATION IS PROHIBITED

Our organization absolutely forbids retaliation of any kind against any individual who complains to anyone about alleged discrimination or harassment against themselves or others. We also forbid retaliation against any individual who is closely related to or associated with a person who participates in any reasonable opposition to discrimination and/or harassment carried out in good faith. Acts of retaliation shall be reported immediately and will be promptly investigated and addressed.



What Is Workplace Bullying



- A. “Repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Depending on the type of bullying, the behavior may also be in violation of our Violence in the Workplace policy.
- B. We will not, in any instance, tolerate bullying behavior. Employees including leads, foremen, supervisors, managers, and department heads found to be in violation of this policy will be subject to discipline, up to and including termination. Our organization considers the following types of behavior examples of bullying:
 - 1. Verbal Bullying: slandering, ridiculing, or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; abusive and/or offensive remarks.
 - 2. Physical Bullying: pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person’s work area or property.
 - 3. Gesture Bullying: non-verbal threatening gestures, which can convey threatening messages including violence.

Not All Objectionable Behavior Is Harassment or Bullying



Even in jurisdictions with Diversity, Bullying, and Harassment Free policies that are inclusive of all types of objectionable behavior not all behavior you may not like will violate these policies.

One time occurrences, stupid, tactless and rude behavior may not meet the definition of your county policy even though the behavior was inappropriate.

For this reason it is essential that all employees know what their county policies are and deal with each other with respect.



Hostile Work Environment– Remember Our Focus Is Always About Respect



Verbal or physical conduct that denigrates or shows hostility toward an individual because of his or her race, color, religion, gender, national origin, age, sexual orientation, gender identity or disability or that of his/her relatives, friends, or associates is simply wrong and inappropriate. Furthermore it has the potential to

- ❖ create an intimidating, hostile, or offensive working environment;
- ❖ unreasonably interfere with an individual's work performance, and
- ❖ otherwise even adversely affect an individual's employment opportunity.

Can Annoying Be More Than Just Annoying?

Pete asks Carolyn, a co-worker, for a date. She tells him that she is "busy." The following week, he asks her again and, again, she tells him she is "busy." The following week, he asks her out for a third time. Carolyn this week tells Pete that he is a nice guy but she is not interested at all so please don't ask her out again. Even after this Pete persists.

Stop only needs to be told once–If it involves any of the federally protected areas–race, gender, age etc. or its intention is to humiliate or denigrate another you will be in violation of your organization's rules.



OUR POLICIES PROHIBIT A VARIETY OF INAPPROPRIATE BEHAVIORS

Where verbal or nonverbal behavior in the workplace:

(1) focuses on the race, color, religion, gender, national origin, age, or disability, sex or gender of another person (2) is unwanted and unwelcome and (3) is severe or pervasive enough to affect the person's work environment or customer's well being.

The following are some examples of behaviors that can create a hostile environment if they are unwanted and uninvited:

- Off-color jokes or teasing.
- Comments about body parts or sex life.
- Suggestive pictures, posters, calendars or cartoons.
- Leering, stares or gestures.
- Inappropriate remarks, actions or written materials that focus on an individual's race, color, religion, gender, national origin, age, or disability, sex or gender.
- Writing suggestive love notes or computer messages.
- Touching--hugs, pats, brushes, shoulder rubs or pinches.
- Making sexual "compliments" about a person's hair, clothing or appearance.

IMPORTANT FACTS ABOUT INAPPROPRIATE WORKPLACE BEHAVIORS



- ▶ **Harassing and bullying generally occurs when there is a disparity of power, not just men and women working together.**
- ▶ **Harassing behavior may occur and they may not be intentional.**
- ▶ **Any behavior directed at an employee to humiliate, denigrate or intentionally embarrass the employee is a violation of our policies.**

▪

MORE IMPORTANT FACTS ABOUT HARASSING BEHAVIORS



- ▶ Bullying and harassment does not have to be directed at a particular individual it can be directed toward groups.
- ▶ Offenders can be supervisors, co-workers, or individuals such as customers, vendors and suppliers.
- ▶ It is every employee's responsibility to be respectful to fellow employees and the public.
- ▶ This is one area where we decide by our behavior what the workplace will be like.

You Be The Judge!



All these scenarios are real. Look at the scenarios below and judge them according to these categories:

- A = this behavior is not harassing or inappropriate by law or our policy**
- B = gray zone (need more information before deciding if this is inappropriate)**
- C = this behavior probably constitutes harassing and inappropriate behavior**

For each behavior that you rank "B" (need to know more), think about what additional information you would need to know to assess if the behavior was harassing and inappropriate.

You Be The Judge!



Case Number 1

Lloyd tells jokes and has an ability to remember literally hundreds of jokes. Many times his jokes are often not in the best of taste. From blond jokes, to Black jokes, Italian jokes, Democratic voter etc. Lloyd is an equal opportunity offender and doesn't seem to care who is around. John Willis doesn't appreciate these jokes and he has let Lloyd know about it. "Don't listen, we have to live here too! Leave the room if you don't like it". Categorize the behavior of the employees.

Your verdict: _____

Why? _____

You Be The Judge!



Case Number 2

Larry, a slender good looking guy, recently was hired in dispatch. Most of the dispatchers were female and they were constantly calling him “pretty boy.” Larry initially laughed it off but finally found it necessary to tell these woman to knock it off. “Why are you being so sensitive, are you gay?” Is Larry victim of harassing and inappropriate behavior?

Your Verdict:_____

Why?_____

You Be The Judge!



Case Number 3

Phil is not happy with the results of the election. The other employees that work with Phil are all younger and see things differently. Phil is older (62) and just doesn't seem to fit in with his younger co-workers. The conversations have been adversarial during the months leading up to the election and now Phil's younger co-workers are taunting him every chance they get on who won. He has asked them to "knock it off." Phil has also complained to his supervisor that "enough is enough." John, his supervisor simply told him that boys will be boys and if Trump can take it you can take it! If he ignores them they eventually would stop. The taunting still continues. Categorize the behavior of the employees. Will it meet our test?

Your Verdict:_____Why?_____

You Be The Judge!



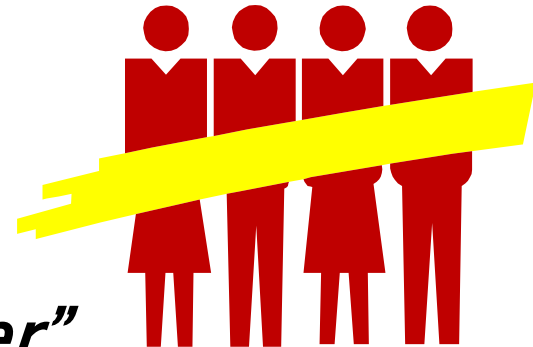
Case Number 4

Hector was a tuff boss and prided himself in not taking any nonsense. He had been promoted up through the ranks and developed the attitude that you don't question his authority. "I wear the white shirt and you wear the blue shirt. I am supposed to think, and you are supposed to work! Now shut up and get busy!" was a common statement he would make to his employees. He would bark orders, call workers insulting names and routinely use profanity when he was frustrated and it seemed he was frustrated all the time. People stayed out of Hectors way. Angel, a recent hire, couldn't believe anybody would be treated this way. "Somebody needs to do something about this," so Angel did and complained to higher management. Did Hector go over the line of acceptable behavior?

Your Verdict:_____ Why?_____

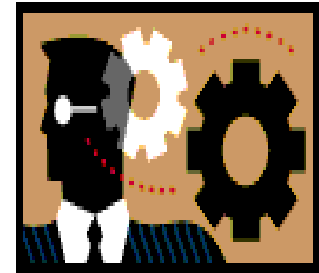
FEAR: WHY VICTIMS OFTEN DO NOT INITIALLY SPEAK OUT

- ✓ *Fear of loss of job opportunities*
- ✓ *Fear or rejection by co-workers*
- ✓ *Fear of being labeled a “trouble maker”*
- ✓ *Fear of not being considered a “team player”*
- ✓ *Fear of being accused of not having a sense of humor*
- ✓ *Fear of the “rumor mill”*
- ✓ *Fear of being called “over-sensitive”*
- ✓ *Fear of not being believed*
- ✓ *Fear of being wrong*



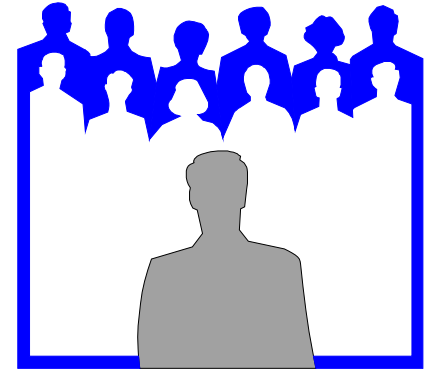
The Danger Zone: Behaviors That Have the Potential for Disaster!

Let's look at behaviors that have gotten people in trouble in the workplace:



- **Telling jokes or stories concerning race, color, religion, gender (sex), national origin, age, or disability or that of his/her relatives, friends, or associates and that a) has the purpose or effect of creating an intimidating, hostile, or offensive working environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities.**
- **Referring to someone inappropriately, e.g., "hunk," "babe," etc. or using ethnic slurs or slang. Gender identification jokes or slurs.**
- **Explicit comments about someone's clothing, anatomy, or appearance.**

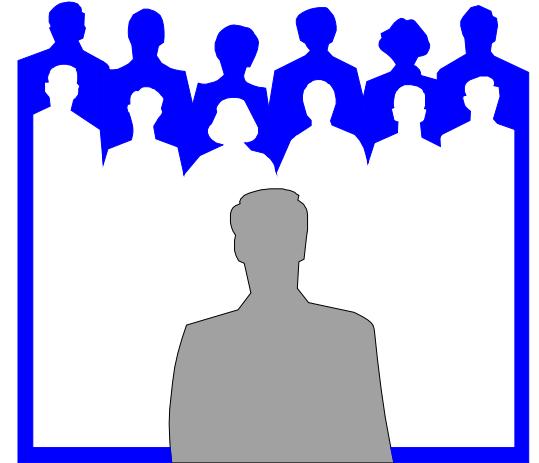
The Danger Zone: Behaviors That Have the Potential for Disaster!



- ▶ *Sending inappropriate e-mails that are sexual, racial, ethnic, religious in nature (e.g., jokes, photos)–This also means forwarding e-mails to others*
- ▶ *Letters, telephone calls, magazines, pictures and objects of a sexual nature or content*
- ▶ *Deliberately touching, brushing, cornering, pinching or leaning over a person*
- ▶ *Suggestive looks, comments, gestures or whistles*
- ▶ *Taunting–based on numerous items*
- ▶ *Discussing actual or imagined sexual activities*
- ▶ *Crude, gross or sexually profane language*
- ▶ *Spreading rumors or gossiping*
- ▶ *Any behavior referenced as threatening that could be considered advocating or being categorized as “violence”*

The Danger Zone: Behaviors That Have the Potential for Disaster!

- ▶ *Group alienation or isolation of a fellow employee—"concerted activity"*
- ▶ *Inappropriate Social Media posting of photos of fellow employees where the attempt was to humiliate or embarrass employee/or employer*
- ▶ *Bullying of another employee verbally or physically*
- ▶ *Targeting an employee by an individual or group where the intention is to humiliate and have the employee quit.*



What Does The Employer Have To Do To Make An Environment of Respect A Reality!



Employer:

- ❑ Create A Strong Harassment Free Environment/Diversity /Bullying Policy
- ❑ Train, Train, and Train
- ❑ Periodically Review and Update Policy
- ❑ Ask Employees How We Are Doing
- ❑ Make Sure Procedures Are Followed, Understood, and in Compliance With Existing Law
- ❑ Follow The Existing Policy If There Is An Incident

What Does Each Employee Owe To One Another To Make An Environment of Respect A Reality!



Employee:

- ❑ Learn Policy and Procedures
- ❑ Have Ability To Look Into The Mirror On Your Own Behavior; Is it Respectful and Harassment Free?
- ❑ Recognize Responsibility To Let Other Party Know Of Behavior That Is Not Acceptable
- ❑ Follow Procedures If Attempts To Inform Have Gone Unheeded
- ❑ “Only You Can Prevent Forest Fires”–We Decide How Respectful Our Work Environment Is By How We Treat Each Other.