

7 Competency Modules of Dignity & Respect

The 30 Tips serve as the foundation for the 7 Competencies. Each module covers a competency, why the competency is important, and actions employees can take to build the competency. The modules are presented in two formats:

1. A PowerPoint presentation with facilitator guide and two team building activities. Ideal for team or department-level workshops. Attendance at a train-the-trainer session is required before the workshop can be delivered by an internal trainer. Training is available at your convenience.
2. A 20-minute online web module for individual experience.

Summary Overview of Modules

MODULE 1 – MANAGE YOUR BEHAVIOR

Supporting Behaviors: (Tips 1-5) Sweat the small stuff.

- Smile.
- Listen.
- Say “Hello”.
- Say “Thank you”.

Module Concepts:

- Sweating the small stuff is a way to remind ourselves of the role and impact we may play in someone else’s life.
- Each day we are given the opportunity to sweat the small stuff in our interactions with others.
- How we interact and respond (for instance our tone of voice, body language, and nonverbal) to others involves making a personal choice.
- The consequence of a “negative response” diminishes the level of trust or agreement with colleagues. Negative responses also compromise our ability to establish trust or agreement with colleagues.
- The members of our workforce need to understand the importance of the work they do.
- The actions of our employees will reflect on our organization; and more importantly, how we behave can make a big difference in someone else’s life.

MODULE 2 – ENABLE TEAM EFFECTIVENESS AND INNOVATION

Supporting Behaviors: (Tips 6-10) Reinvent the wheel.

- Be open.
- Join the team.
- Be flexible.
- Be a relationship builder.

Module Concepts:

- Reinventing the wheel means being open and willing to try something new; perhaps with fresh eyes and ears!
- Much of what we do each day relies on the cooperation and commitment of others.
- In order to achieve our goals, we work in teams and with a sense of esprit de corps. Often this is where our best thinking, our best work, and our best ideas come from.
- Innovation and collaboration go hand in hand. It’s where we have an opportunity to practice our commitment to D&R by being open, etc.
- We share a common goal as an organization in striving for excellence in all that we do. To achieve this goal we need the best people, the best ideas and a workplace that values all each of us brings to the work that we do.

MODULE 3 – BUILD CULTURAL AWARENESS

Supporting Behaviors: (Tips 11-15) Treat others the way *they* want to be treated.

- Break the ice.
- Demonstrate mutual respect.
- Be culturally competent.
- Ask.

Module Concepts:

- Golden rule vs. the Platinum rule. Treating others the way *you* wanted to be treated is the foundation for respect. Treating others the way *they* want to be treated is respecting the differences of others. This is the foundation for cultural competence.
- The workplace has become more diverse, creating the need for us to frequently work with different cultures. Today, we must become more knowledgeable and aware of cultural differences to remain effective.
- Our marketplace is also diverse (i.e., customers, clients, etc.) which requires staff to be culturally competent in the delivery of service.
- This has had a significant impact on how we and others define and demonstrate respect.
- Proactively taking the initiative to learn about other cultures is an important way of demonstrating our commitment to being culturally competent.
- We are all influenced by values and beliefs we've learned throughout our lives. In fact, our values and beliefs may be similar, and at the same time different. This is the point at which mistakes, assumptions and overlooking the "small stuff" can create unintended problems.
- There is a difference between knowing to ask and learning how to ask questions. The important rule to remember is that "how" we ask questions is important to becoming culturally competent.
- Reinforce the idea that being in a workplace and community of many cultures requires us to become not only knowledgeable, but competent in working effectively across (and with) different cultures.

MODULE 4 – MANAGE CONFLICT

Supporting Behaviors: (Tips 16-21) Find common ground.

- Communicate respectfully.
- Seek understanding.
- Get someone else's point of view.
- Practice patience.
- Share your point of view.

Module Concepts:

- The degree to which we feel listened to and respected by others, treated fairly, and valued for our work, plays a critical role in how we communicate, the quality of our interactions with others and most importantly, the likelihood that we will practice Finding Common Ground.
- Most of what happens in life and in the workplace requires us to interact with others. This process of interacting with others means that we must constantly be prepared to encounter and work through situations where two or more choices require us to find common ground.
- Exploring differences is a good way to increase the resources (i.e., information, facts, and perspectives) for making better decisions. Building on this thought is the idea that when we diminish or otherwise limit ideas because they represent a different, better or alternate view, we can prevent the possibility of Finding Common Ground.
- Finding Common Ground is something that we experience on a daily basis in our personal lives, as well as in the work environment. Coming away from each of these situations with intact relationships requires each of us to collaborate in finding solutions that work best for the situation and the people involved.

MODULE 5 – MODEL INCLUSIVE BEHAVIORS

Supporting Behaviors: (Tips 22-25) Lead the way.

- Do the right thing.
- Be considerate.
- Remember we all make mistakes.

Module Concepts:

- Inclusive behaviors don't happen because we believe it's a good idea. Creating an environment that welcomes and embraces the spirit of diversity happens through our words and actions. In other words, it's what we do and what others see us doing or not doing.
- Appreciating the importance of diversity and inclusion is the first step. Learning what this means for our organization is the second step. And incorporating and using behaviors, words, and actions that model inclusive behaviors is the critical step we all need to master.
- Diversity and inclusion doesn't mean that we are perfect! We will sometimes make innocent or unintended mistakes. It's not just the mistake that matters; it's what we do and how we respond when we find ourselves in the position of being offended or offending others.
- The important idea to keep in mind is that every situation is an opportunity to model behaviors that signal a willingness to do the right thing in the moment and take responsibility for the impact our unintended words, behavior, or actions may have on others.
- Consider the difference between doing the right thing and doing the right thing for the right reason. Doing the right thing for the right reason is a higher standard and is the best evidence of sincere or genuine intentions.
- Remember, there is a difference between our intended outcomes and what really happens. A sincere commitment to diversity and inclusion will help guide your response in the moment. Being aware of and taking responsibility for our impact on others helps to maintain a positive relationship with others.

MODULE 6 – DEMONSTRATE COMMUNITY LEADERSHIP

Supporting Behaviors: (Tips 26-29) Get involved.

- Become a mentor.
- Take a healthy step.
- Lend a hand.

Module Concepts:

- In an organization, employees play a role in modeling compassion for others. Activities, both internal and external, are opportunities to help others as well as encourage others to give back.
- If we can learn something from others then, we can teach something to others. In this way, everyone can be a mentor!
- Each day we can be a mentor or role model for someone who may not be having a great day. The idea behind becoming a mentor is to see ourselves as capable of being the bright spot for someone else.
- Never underestimate the power of checking to see whether and how you can be assistance to someone else.
- When you see a situation that you can help make better for someone else, the expectation is that you will step up and lend a hand.
- Moments where you can make a difference also signal to others that we work in a spirit of community and support for others.
- What we notice or don't notice, and what we do or don't do in a moment of need, speaks volumes about the character of our organization, and the people that represent us to our community.
- We are a better organization, community partner, and a better place to work when we seize the moment to help others in need.

MODULE 7 – BE A CHAMPION OF DIGNITY AND RESPECT

Supporting Behaviors: (Tip 30) Be a champion of dignity and respect.

- Practice all behaviors a little each day.

Module Concepts:

- Research shows that the difference between a good place to work and a great place to work is the willingness of people to act with courage.
- The behaviors and practices that our commitment to diversity and inclusion inspires in others are intended to encourage each of us to look for ways that we can be a champion.
- We believe that diversity and inclusion is about acting with courage. It's how we define "being a champion."
- We invite all employees to be a champion for diversity and inclusion. Where you can make a difference, lend a hand, be a mentor or increase the awareness and understanding of others, you will increase the commitment to building a workplace that embraces what makes each of us unique.
- These competencies are intended to help you become a champion. It happens one step, one day, and one person at a time. The 7 Competencies of Dignity & Respect that you will learn about provides a road map to being a champion in little ways each day.
- Review and summarize the 7 Competencies of Dignity & Respect.