

# Let's Get **TOGETHER!**

COMMUNICATING RESPECT IN A DIVERSE WORKPLACE

## REPRODUCIBLE MATERIALS

# PREVIEW ONLY

## Note to facilitator about the Pre- and Post-Assessment Evaluations

1. The Pre-Assessment Evaluation should be given before training begins. Following the training, participants should revisit the Pre-Assessment and compare how they would answer after viewing the program. Plan to discuss each question after watching the video and discuss how answers differ, and what more appropriate responses should be based on their training.
2. The Post-Assessment should be given after training so that you can begin discussion and assess what has been learned from viewing the program.

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# PREVIEW ONLY

## LET'S GET TOGETHER! Communicating Respect in a Diverse Workplace

### PRE-ASSESSMENT EVALUATION

Please answer the following questions as accurately as you can.

**Compassion in the workplace means caring for others, having patience and reacting positively in a caring manner instead of reacting negatively. With this in mind how would you answer the following questions?**

1. Are you a compassionate person at work in regard to other people?

Yes                      Somewhat                      Not Much

2. Are others compassionate toward you?

Yes                      Not Very                      Not At All

3. How important is compassion in the work environment?

Very                      Not Very                      Not At All

4. Do you use compassion to help solve workplace issues?

Yes                      Sometimes                      Not At All

# PREVIEW ONLY

**Unity in the workplace means coming together as a team, working as a group, and working toward common goals.**

5. Do you consider yourself a team player?

Yes

Somewhat

Not At All

6. How important do you think unity is in your work environment?

Very

Somewhat

Not Very

7. Do you feel others see you as a team player?

Yes

Somewhat

Not At All

8. Do you use unity to solve workplace problems or to create a more productive workplace?

Yes

Not Often

Never

# PREVIEW ONLY

**Empathy means trying to discover similar situations you've had with others, or commonalities that you share, to help overcome workplace conflicts. It means being able to imagine walking in others' shoes to understand them.**

9. Do you consider yourself an empathetic person?

Yes                      Somewhat                      No

10. How important do you consider empathy to be in a work environment?

Very                      Somewhat                      Not Very

11. Do you feel that others think you are an empathetic person at work?

Yes                      Somewhat                      Not Very

12. Do you ever use empathy to help solve a workplace issue?

Yes                      Not Often                      Never

# PREVIEW ONLY

**Sharing means communicating our concerns, issues, thoughts, opinions, or anything that can either prevent a workplace problem or help solve one.**

13. Do you share your concerns or issues with others easily?

Yes

Not Often

Not At All

14. How important do you consider sharing to be in a work environment?

Very

Somewhat

Not At All

15. Do others share their concerns or issues easily with you?

Yes

Somewhat

Not At All

16. Do you use sharing as a way to solve a workplace issue?

Yes

Not Often

Never

# PREVIEW ONLY

## LET'S GET TOGETHER! Communicating Respect in a Diverse Workplace

### POST-ASSESSMENT EVALUATION

Please answer the following questions in your own words as best you can.

1. Are you more aware of how you communicate, both verbally and non-verbally?
2. What positive "cues" can you use when dealing with co-workers?
3. Will you be more aware of how others are communicating with you, and take appropriate steps in response to negative "cues"? Can you give an example?
4. Do you consider yourself a compassionate person? How can compassion help you in your own work environment?



10. How would you define unity's usefulness in the work environment?

11. Are you an empathetic person? Do you try to empathize with others in your work environment?

12. What are some examples of positive "cues" that illustrate empathy?

13. How could you use empathy to help prevent a negative workplace issue?

14. How would you define empathy's usefulness in the work environment?

15. Do you share with others to help solve issues? Do you communicate well with others?

16. What are some examples of negative sharing behavior, and examples of positive sharing behavior in the work environment?

17. How could sharing prevent a negative workplace issue?

18. How would you define the importance of sharing in the work environment?

## ROLE-PLAYING SCENARIOS

Please use two or more of the **Let's Get Together!** tools (compassion, unity, empathy, and sharing) to solve the problems raised in the scenarios. Play either role, and switch places to find different solutions to the problems. Feel free to give whatever "cues" you feel are appropriate to the situations, when not specifically stated.

Be prepared to discuss how solutions were reached.

## Scenario 1: Mood Swing?

You pass a co-worker that you've been on friendly terms with for a long time as you are going to a meeting. You start to smile and say hello, but notice that she begins looking in her folders, obviously trying not to meet your eye. She mumbles a hello, and keeps walking. What do you do?

Cal's a great guy. Works hard and gets the job done. But lately he's been taking several breaks a day, which is allowed, but not something he's usually done before. You have a deadline for a large project looming, and you notice that he is taking more and more breaks, and the explanations are vague. You find yourself getting irritated as the deadline looms. You know he can see it on your face. What do you do?

## ROLE-PLAYING SCENARIOS (cont.)

### Scenario 2: New Employee

You're kind of new to the job, but you're working hard and getting along with the rest of the office. Your co-workers seem friendly, and helpful. One woman in particular has been extremely helpful. One day you hear her laughing with some other co-workers. As you are about to turn the corner and meet them, she says your name, and they laugh some more. You continue, and when they see you, the laughter dies down quickly. What do you do?

Your company has hired a young woman fresh out of college to work in your department. You've been with the company for a long time, and have much experience in the field. You want to offer her assistance, but she seems standoffish. You ask her politely if you can help her with anything. Without even turning around to answer you, she says "I think I can handle this job by myself." You're annoyed by her response, and seeming lack of respect. What do you do?

## **ROLE-PLAYING SCENARIOS (cont.)**

### **Scenario 3: Teams and Cats**

**You've been placed on a team with several co-workers who you feel don't belong. When they offer suggestions, you think it's obvious that they are out of their league. You can't stop yourself from rolling your eyes or shaking your head when they try to become more involved. Finally, one woman asks you point blank "Do you have a problem with what I'm proposing?" What should you do?**

**A co-worker in your office keeps sending everyone funny pictures of cats. While you have nothing against cats, you are tired of getting them, and don't think they are amusing. You feel email like that should be kept to personal accounts. You're afraid of hurting your co-worker's feelings or coming off as petty, if you ask him to stop. What do you do?**

## **ROLE-PLAYING SCENARIOS (cont.)**

### **Scenario 4: Uncomfortable Situations**

**You've developed a reputation around the office as a worker who really understands how to work the new network. Unfortunately, another co-worker has begun to come to you with every little problem he has for you to solve instead of figuring it out on his own. It interrupts your work schedule, but you don't want to be rude when you can be helpful. However, you've noticed that your boss has been paying attention to how distracted you've become, and you're worried your boss doesn't understand that you are just trying to help others. What do you do?**

**You manage a medium-sized office, and everyone gets along. Lately, though, you've noticed productivity has decreased in an area where it's always been steady. You go to investigate the two main people in charge of that area, and sense that there is tension between them. You ask if everything is okay, and they reply that all is well, yet you notice they don't look at each other. One worker cuts his eyes at the other. You know something is wrong. What do you do?**







