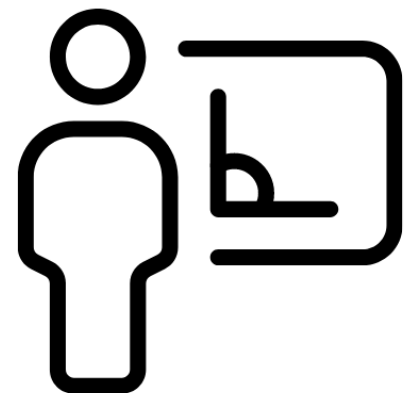


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*Respect for ourselves guides our morals,  
respect for others guides our manners*

*Laurence Sterne*

## Module Two: What is Respect?



Everyday respect plays a meaningful part of our lives, and can arise in many forms. Respect is the way we show appreciation to the valuable qualities of others, and we are all worthy of this appreciation. People tend to respect those with authority; however, respect for other individuals is not limited to those who appear to have more power than we do. Without respect in our lives, there would be a great deal of conflict. Hence, it is crucial to incorporate respectful behaviors into the workplace.

Respect comes in various forms, including respect for others, self-respect, respect for nature, and respect for laws. Every form of respect is a valuable contribution to success and happiness; thus, it is important not to lack courteous gestures to those around us.

### Defining Respect



The word respect can be defined in many ways. This concept is based on individual interpretation; what one person sees as respectful may be disrespectful to someone else. Our ideas of respect are based on our backgrounds and preferences, and the basic social guidelines in which we learn at a young age.

The word respect comes from the Latin word 'respectus', meaning to regard, consider, or to look back. Respect is all about observation and acknowledgement. It is essential that to show respect to another individual, we must pay attention to their beliefs, along with accepting and valuing these beliefs. It is about thinking and acting in a positive attitude that shows care, consideration, or concern for others, as well as oneself. Respect is important in allowing us to feel safe and voice our thoughts and opinions.

- There are many simple ways to show respect for others each day:
- **Offering help**
- **Being on time**
- **Taking responsibility**

- **Listening to learn**
- **Saying please and thank you**
- **Respecting personal space**

|                             |   |
|-----------------------------|---|
| <b>Estimated Time</b>       | <b>15 minutes</b>   |
| <b>Topic Objective</b>      | To define and understand what is meant by the term respect.   |
| <b>Topic Summary</b>        | The understanding of respect is based on individual interpretation. Respect can be shown in countless ways.   |
| <b>Materials Required</b>   | Flipchart and markers   |
| <b>Planning Checklist</b>   | Keep the previous list of ways to show respect close by for this first activity.  |
| <b>Recommended Activity</b> | Ask participants to review the list of ways to show respect. Then, list five other ways that they show respect for others each day.<br><br>Have the participants share and discuss their responses. |
| <b>Stories to Share</b>     | Share any personal, relevant stories. These may include stories of showing respect, or receiving respect.   |
| <b>Delivery Tips</b>        | Encourage everyone to participate. This may be done in small groups, or as a large group discussion.  |
| <b>Review Questions</b>     | What does the term respect mean?<br><br>How do we learn respect?  |

## Self-Respect



While we often recognize the importance of respecting others, it is equally as important to have respect for ourselves. Self-respect encompasses intrinsic worth, or simply put, pride and confidence in oneself. You can learn to practice self-respect by challenging yourself in ways that include standing up for yourself, and understanding that not everyone will have respect for you, but continuing to have respect for others. Self-respect includes distancing yourself from negativity, in order to create a positive mindset that will contribute to the success of your work.

Respect for others and self-respect go hand-in-hand. By respecting yourself, you are building your own character. The character that you are building full of self-love and motivation is essential before you can learn to respect others, and have others respect you.

|                             |   |
|-----------------------------|---|
| <b>Estimated Time</b>       | <b>20 minutes</b>   |
| <b>Topic Objective</b>      | To understand what is meant by the term self-respect.   |
| <b>Topic Summary</b>        | Determining what self-respect is, the importance of self-respect, and ways to practice self-respect.  |
| <b>Materials Required</b>   | Flipchart and markers<br><a href="#">Worksheet 1: Self Respect- Creating a Positive “Me”</a>  |
| <b>Planning Checklist</b>   | Provide enough worksheet printouts for all participants.  |
| <b>Recommended Activity</b> | Have participants complete <i>Worksheet 1: Self Respect- Creating a Positive “Me”</i> .<br>Allow time for participants to share responses from their worksheet. |
| <b>Stories to Share</b>     | Share any personal, relevant stories.   |
| <b>Delivery Tips</b>        | Participants do not have to share their responses if they are not comfortable doing so. Acknowledging strengths and weaknesses may be personal.                 |
| <b>Review Questions</b>     | What are some ways to practice self-respect?<br>What is the relation between respect for others and self-respect?   |

## Owed Respect vs. Earned Respect



Respect can be broken down into two main concepts: owed respect and earned respect. A balance between the two of these concepts helps in the contribution of success, and establishing good relationships among the team.

Owed respect is respect that should be given to each individual member in the workplace. With owed respect, all members are able to feel valued each day, which leads to great benefits to the business. We owe respect to one another, to ensure everyone feels included in the conversation of the team. Owed respect is not just confined to members who are higher up in the organization, but to each individual, as we all possess our own strengths.

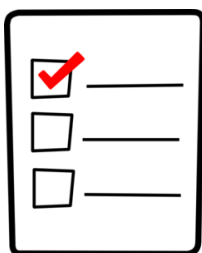
In contrast to owed respect, earned respect is the recognition of high performance, or considerable strengths. Earned respect often deals with status, including rewards and promotions. Not every

employee will have earned respect, only those who are dedicated and display qualities of a high performing employee.

In order to create a balance between these two concepts of respect, it is first critical to understand the difference between the two concepts. With understanding and recognition of our behaviors associated with these two concepts, we can work to enforce a positive workplace that motivates employees by rewarding those of greater strengths and talents, while continuing to show respect to every member in the workplace at the same time.

|                             |   |
|-----------------------------|---|
| <b>Estimated Time</b>       | <b>20 minutes</b>   |
| <b>Topic Objective</b>      | To compare and define the terms owed respect and earned respect.  |
| <b>Topic Summary</b>        | Owed Respect is given to each member in the workplace.<br><br>Earned Respect is given to those who exhibit high performances, or considerable strengths.<br><br>A balance between these two forms of respect helps to create a positive, safe work environment. |
| <b>Materials Required</b>   | None  |
| <b>Planning Checklist</b>   | None  |
| <b>Recommended Activity</b> | Discuss the terms owed respect and earned respect.  |
| <b>Stories to Share</b>     | Share any personal, relevant stories.   |
| <b>Delivery Tips</b>        | Encourage everyone to participate. This activity can be done in small groups, or as a large group discussion.   |
| <b>Review Questions</b>     | What is the difference between owed respect and earned respect?<br><br>Why is it important for a workplace to incorporate both owed and earned respect?   |

## Measuring Respect



Since respect is based on individual interpretation, is it possible to measure respect? Our ideas of respect are established from our backgrounds and culture; thus, we all have different concepts of what is respectful, and of what is disrespectful. In order to ensure that you are remaining respectful, start with a basic consideration of the

other person’s feelings. If you are polite and conscious of their feelings and values, you will remain within respectful boundaries, avoiding harm or discrimination. If we wish to measure respect, we must ask others what respectful behavior means to them.

|                             |  |
|-----------------------------|--|
| <b>Estimated Time</b>       | <b>10 minutes</b>  |
| <b>Topic Objective</b>      | To understand that the concept of respect is not fixed; it is different for everyone.  |
| <b>Topic Summary</b>        | Understanding how individuals share different values and beliefs, where respect comes from, and the importance of what respect means to others.  |
| <b>Materials Required</b>   | None   |
| <b>Planning Checklist</b>   | None   |
| <b>Recommended Activity</b> | Have participants break into small groups and discuss what respect means to them.<br><br>Discuss as a large group whether your ideas of respect were similar or different from the other participants in your group. |
| <b>Stories to Share</b>     | Share any personal, relevant stories.  |
| <b>Delivery Tips</b>        | Encourage everyone to participate.   |
| <b>Review Questions</b>     | Do you feel as though your personal background has influenced your ideas of respect? How so?   |

## Respect for the Workplace

Showing respect for your workplace is just as important as showing respect to other employees in the workplace. Respecting your workplace is all about professionalism, or rather how you properly conduct yourself in your profession. Acting professionally will guide you in creating a long, successful career. There are many rules and regulations that must be followed in the workplace, and it is your responsibility to abide by these protocols.



There are many ways to show respect for your workplace and organization. These include:

- **Taking responsibility and initiative for your work.** You are responsible for arriving on time, performing to the best of your abilities while helping others on your team, and staying at work

for your scheduled amount of time.

- **Dressing appropriately.** Always follow the dress code that is established in your work setting, and for your type of position. Ensure your clothes are clean, neat and comfortable so that you are still able to perform adequately.
- **Remaining in good health and cleanliness.** Some jobs are very demanding or tiring on the body. It is important to have a well-balanced diet, exercise, and adequate sleep, in order to perform well on a day-to-day basis.
- **Understanding and following regulations on scents/allergies, and tobacco use.** There many health conditions that exist in which products such as these are especially harmful. Respect these regulations, as they are there for a reason.
- **Maintaining confidentiality.** Certain information is confidential in the workplace, and should not be included in casual conversations outside of this setting. Be attentive of the conversation, and keep personal work information inside the work environment.
- **Embracing a positive attitude.** Your attitude has a big effect on your overall professionalism. Take pride in your work, and show pride for your workplace.

|                             |  |
|-----------------------------|--|
| <b>Estimated Time</b>       | <b>10 minutes</b>  |
| <b>Topic Objective</b>      | To determine the importance of showing respect for the workplace.  |
| <b>Topic Summary</b>        | Understanding how showing respect for your workplace and organization contributes to your professionalism.   |
| <b>Materials Required</b>   | Flipchart and markers  |
| <b>Planning Checklist</b>   | Keep the previous list of ways to show respect for your workplace close by for this activity.  |
| <b>Recommended Activity</b> | Break in to small groups and discuss the list of ways to show respect for your workplace and organization. Then, list five other ways that are not included on the previous list.<br><br>Have the participants share and discuss their responses as a large group. |
| <b>Stories to Share</b>     | Share any personal, relevant stories.  |
| <b>Delivery Tips</b>        | Encourage everyone to participate.   |

|                         |   |
|-------------------------|---|
| <b>Review Questions</b> | Why is it important to show respect for your workplace?                         |
|                         | Do you feel as though every workplace is deserving of respect? Why, or why not? |

### **Practical Illustration**



Jamal works at the local bank, as an IT Personnel. His fellow employees and management team are always admiring Jamal for his hard work. They see Jamal as the model employee. He arrives to work on time each day well dressed, and ensures personal cleanliness. While he is at work, he takes initiative and responsibility for his work, and is always willing to help others. Jamal is consistently showing respect and recognition to those around him, in which his behaviors have earned him a high level of respect from his team.



## Module Two: Review Questions

1.) What is respect?

- a) Being opinionated, and ensuring that our own values are the correct ones
- b) The way we show appreciation to the valuable qualities of others
- c) Judging someone by their values, attitudes and behaviors
- d) Something that will cause a loss of productivity and increased stress in the workplace

Our background and personal preferences help us to form a definition of respect. It is important to show appreciation to the valuable qualities of others.

2.) Which of the following is a form of respect?

- a) Self-respect
- b) Respect for nature
- c) Respect for others
- d) All of the above

There are many forms of respect. These are all examples of forms of respect.

3.) What does every form of respect help create?

- a) Happiness
- b) Success
- c) Self-deprecation
- d) Both A and B

Respect helps contribute to both happiness and success, along with many other great things and benefits for the workplace.

4.) What is the concept of respect based on?

- a) Individual interpretation
- b) Mutual interpretation
- c) Whatever the employer wishes it to be based on
- d) None of the above

This concept is based on individual interpretation; what one person sees as respectful may be disrespectful to someone else.

5.) What does the Latin word 'respectus' mean?

- a) To disregard, or look away
- b) To look back, regard, or consider
- c) To dishonor
- d) To rearrange, or resign

The Latin word respectus means to look back, regard or consider. Respect is about observation and acknowledgement.

6.) How can we show respect each day?

- a) Offering help
- b) Listening to learn
- c) Being on time
- d) All of the above

These are all simple ways in which we can show respect each day.

7.) What does self-respect include?

- a) Intrinsic worth, or pride and confidence in oneself
- b) Avoiding difficult challenges in fear of becoming defeated
- c) Drawing yourself towards negativity
- d) All of the above

Self-respect encompasses intrinsic worth, or simply put, pride and confidence in oneself.

8.) What is the difference between owed respect and earned respect?

- a) They have the same meaning
- b) Owed respect is respect that should be given to every member in the workplace, earned respect is given to those who are dedicated and display qualities of a high performing employee
- c) Owed respect is given to those who are dedicated and display qualities of a high performing employee, earned respect is respect that should be given to every member in the workplace
- d) None of the above

B is the correct option.

9.) What is required if we wish to measure respect?

- a) We must inquire with others what respectful behavior means to them. Respect is based on individual interpretation, so it will be different for each individual
- b) Respectful behaviors are the same for each individual. In order to measure respect, we must simply look at these behaviors only
- c) It is not important to distinguish between respectful and disrespectful behaviors because they are different for everyone
- d) All of the above

If we wish to measure respect, we must inquire with others what respectful behavior means to those around us.

10.) What are some ways in which we can show respect for the workplace?

- a) Dressing appropriately
- b) Maintaining confidentiality
- c) Remaining in good health and cleanliness
- d) All of the above

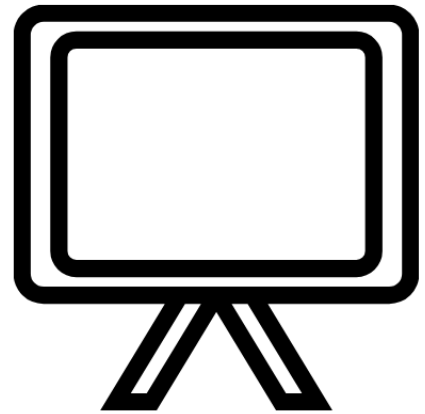
These are all important ways in which we can show respect and professionalism for the workplace.

# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





## MODULE TWO

# What is Respect?

Respect is the way we show appreciation to the valuable qualities of others, and we are all worthy of this appreciation.



## Defining Respect

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Offering help

Being on time

Respecting personal space

## Self-Respect

---

Self-respect encompasses intrinsic worth, or simply put, pride and confidence in oneself.





## Owed Respect vs. Earned Respect

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Respect can be broken down into two main concepts: owed respect and earned respect.

## Measuring Respect

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In order to ensure that you are remaining respectful, start with a basic consideration of the other person's feelings.





## Respect for the Workplace

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Dressing appropriately

Remaining in good health and cleanliness

Maintaining confidentiality

Embracing a positive attitude

## Practical Illustration



- Defining Respect
- Self-Respect
- Owed Respect vs. Earned Respect
- Measuring Respect
- Respect for the Workplace



## Module Two: Review Questions

### 1. What is respect?

A. Being opinionated, and ensuring that our own values are the correct ones

B. The way we show appreciation to the valuable qualities of others

C. Judging someone by their values, attitudes and behaviors

D. Something that will cause a loss of productivity and increased stress in the workplace

# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



# Respect in the Workplace

## Quick Reference Sheet



A respectful work environment is essential to the overall success of your team, as well as contribution to a stronger work reputation. Evidently, when we learn to accept the differences between the values and perspectives of those around us, we can continue to grow as a team with this shared knowledge.

### What is Respect?

The word *respect* can be defined in many ways. This concept is based on individual interpretation; what one person sees as respectful may be disrespectful to someone else. Our ideas of respect are based on our backgrounds and preferences, and the basic social guidelines in which we learn at a young age.

The word respect comes from the Latin word 'respectus', meaning to regard, consider, or to look back. Respect is all about observation and acknowledgement. It is essential that to show respect to another individual, we must pay attention to their beliefs, along with accepting and valuing these beliefs.



If you have respect for people as they are, you can be more effective in helping them to become better than they are.

- John W. Gardner

### Respect for the Workplace

Showing respect for your workplace is just as important as showing respect to other employees in the workplace. Respecting your workplace is all about professionalism, or rather how you properly conduct yourself in your profession. Acting professionally will guide you in creating a long, successful career. There are many rules and regulations that must be followed in the workplace, and it is your responsibility to abide by these protocols.

You can respect your workplace by:

Taking responsibility and initiative for your work



Dressing appropriately



Maintaining confidentiality



### Respecting Space and Boundaries

Understanding and respecting personal space and boundaries is an essential factor in creating a safe environment where our boundaries protect us, and help to define our personal responsibilities and values that may differ from others. Personal space is the physical distance among two or more individuals, within a family, work, or any social environment. This physical distance will vary however, depending on your comfort and relationship with the other person.

### Policies on Respect

To keep discrimination and other harmful behaviors to a minimum, workplaces should have policies on respect implemented and enforced. Respect policies prohibit all forms of violence, bullying, and discrimination. These policies will help to ensure the health and safety of the employees, and encourage employees to be respectful to each other. Any violation of respect, whether it is bullying, harassment, or discrimination, should come with an investigation on the situation, and punishment for harmful actions. Employees are entitled to a work environment that promotes respect and dignity for each individual, and these policies will further help to protect employees.

### Benefits to the Business

Respect in the workplace can allow for powerful benefits for both the employees and overall business. Practicing respect will lead to a stronger team that works collaboratively, creating a safe work environment in which employees feel valued and secured. Respect will only have positive outcomes, so it is critical to practice these behaviors in order to achieve the following benefits.

These benefits include:

- **Increase in productivity and knowledge**
- **Increase in employee engagement**
- **Increase in job satisfaction**
- **Decrease in stress**
- **A more welcoming environment**

### Recognition and Respect

Recognition and respect go hand in hand. Showing recognition to an individual indicates that you respect what they are doing, and is a powerful motivator in strengthening performance. We all love recognition; it increases our happiness, and helps us to recognize our own assets. There is an evident link in how people are treated in the workplace, in connection to how well they perform with their work. Accordingly, recognition is an important component in creating an exceptional workplace.



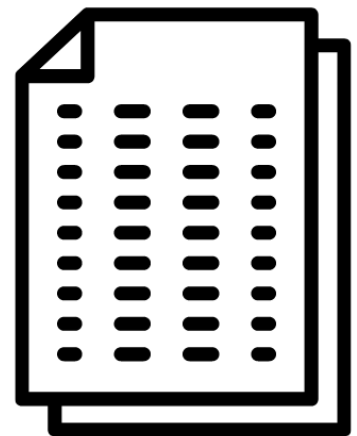
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Sample Worksheet 1

# ***Self-Respect- Creating a Positive “Me”***



1. What are my strengths?

2. *What are 2 things that I have done recently that I am very proud of?*

3. *What are my weaknesses?*

4. *What are some ways I can improve my weaknesses?*

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## **Icebreaker: Friends Indeed**

### **Purpose**

Have the participants moving around and help to make introductions to each other.

### **Materials Required**

- Name card for each person
- Markers

### **Preparation**

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You as the facilitator should take the place in the center of the circle.

### **Activity**

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home
- Friends who are wearing blue
- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.
- Let's be adults: no kicking, punching, body-checking, etc.

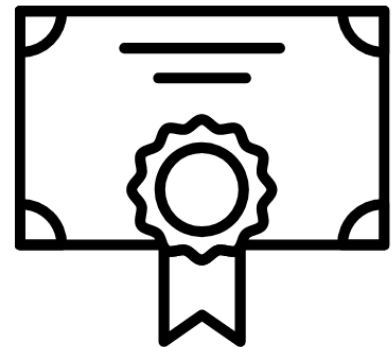
Play a few rounds until everyone has had a chance to move around.



# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION  
**[Name]**

*Has mastered the course  
Respect in the Workplace*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title  
\_\_\_\_\_