



Women's empowerment against sexist harassment in public space  
Project Num: 2022-1-LT01-KA220-ADU-000086398



# BUILDING A RESPECTFUL WORK ENVIRONMENT



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**Viktorija Janilionytė**  
**Project Manager**



<https://www.facebook.com/verslimama>



<https://www.verslimama.lt/>



[portalasverslimama@gmail.com](mailto:portalasverslimama@gmail.com)



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“

"Always treat your employees exactly as you want them to treat your best customers."

- **Stephen R. Covey**







# Introduction

Strong work ethics and professionalism are the cornerstones of a respectful work environment. They provide the foundation upon which trust, collaboration, and mutual respect can flourish.



# 01

## Professionalism and Respectful Workplace





# Definition of Professionalism

**Professionalism is a concept that refers to the conduct, behavior, and attitude expected from a person who is trained to do a job well.**

## DEFINITION

Professionalism is the adherence to a set of ethical and behavioral standards in a work environment. It involves displaying a high level of competence, integrity, and respect in one's interactions with colleagues, clients, and superiors. Professionalism also encompasses taking responsibility for one's actions, maintaining a positive attitude, and continuously seeking growth and development.

## EXAMPLES

- **Work Ethic:** Professionalism means you have work ethic, which is holding yourself to a high standard in the workplace.
- **Punctuality:** Professionals respect the time of others by being punctual. They arrive on time for meetings, meet deadlines, and manage their tasks effectively out of respect for their colleagues.



# Key Indicators of Professionalism



**Building Trust & Respect**



**Boosting Productivity & Morale**



**Enhancing Communication & Collaboration**



**Maintaining a Positive Reputation**





## Building Trust & Respect

- ▲ **Professional conduct:** when colleagues treat each other with courtesy, punctuality, and reliability, it fosters trust and mutual respect.
- ▲ **Ethical behavior:** acting with honesty and integrity builds confidence and creates a sense of fairness within the team.

## Enhancing Communication & Collaboration

- ▲ **Clear communication:** professional communication ensures everyone is on the same page, reducing misunderstandings and frustration.
- ▲ **Respectful communication:** open and honest discussions are encouraged, but delivered in a way that values others' perspectives.
- ▲ **Teamwork:** a professional environment fosters collaboration by valuing different strengths and encouraging individuals to work together towards common goals.

## Boosting Productivity and Morale

- ▲ **Focus and accountability:** strong work ethics lead to a focus on completing tasks efficiently and a sense of accountability for results.
- ▲ **Positive atmosphere:** a respectful work environment minimizes conflict and creates a space where people feel comfortable contributing their ideas.
- ▲ **Reduced stress:** less drama and tension lead to a lower-stress environment, improving morale and overall well-being.

## Maintaining a Positive Reputation

- ▲ **Professional image:** When employees uphold ethical standards and conduct themselves professionally, it reflects well on the company's reputation.
- ▲ **Client and partner trust:** Professionalism builds trust with clients and partners, leading to stronger relationships and business opportunities.



# Definition of Respectful Workplace

The World Health Organisation defines a respectful workplace as one that: "...encourages trust, responsibility, accountability, mutual respect, open communication and embraces the dignity and diversity of individuals."

## A respectful workplace is one:

- ▲ that fosters a feeling of safety and security;
- ▲ where employees feel comfortable and confident;
- ▲ where they know that the company cares about them as people;
- ▲ where people felt listened to and heard.

## RESPECT IN THE WORKPLACE

Importance of Respect in the Workplace





# Building a Respectful Workplace: Statistic



## Positive environment



Employees believe that a positive work environment leads to a stronger work ethic

## Transparent communication



Employees believe that transparent communication from leadership contributes to a strong work ethic

## Trust



Employees believe that having a good work ethic is essential for building trust with colleagues

## Ethical leadership



Ethical leadership can improve employee morale by up to



# 02

## Professional Boundaries





# Professional Boundaries

Professional boundaries are the legal, ethical and organisational frameworks that protect both clients and employees, or workers, from physical and emotional harm, and help to maintain a safe working environment.



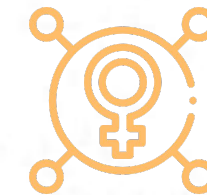
**Communication**



**Behaviour**



**Dress Code**



**Promoting Boundaries**



## Communication

- ▲ **Maintain professionalism:** focus on work-related topics and avoid overly personal conversations, jokes, or innuendo.
- ▲ **Respectful tone:** use respectful language and avoid sarcasm, insults, or comments that could be construed as flirtatious.
- ▲ **Clear boundaries:** set clear boundaries around electronic communication. Avoid late-night texts or unnecessary personal messages.

## Behaviour

- ▲ **Physical contact:** avoid unnecessary physical contact, like touching, hugging, or standing too close.
- ▲ **Respectful interactions:** treat all colleagues with respect, regardless of their position or gender.
- ▲ **Inclusive environment:** promote an inclusive environment where everyone feels comfortable speaking up and participating.

## Dress Code

- ▲ **Professional attire:** maintain a professional dress code that is appropriate for the work environment. This avoids drawing unnecessary attention to physical appearance.
- ▲ **Focus on competence:** the focus should be on competence and skills, not physical attractiveness.
- ▲ **Clear guidelines:** if a dress code is not explicitly defined, have clear guidelines on what is considered professional attire.

## Promoting Boundaries

- ▲ **Company policy:** develop a clear and comprehensive anti-sexual harassment policy that outlines acceptable behaviour and reporting procedures.
- ▲ **Training:** conduct regular training sessions for all employees on professional boundaries, sexual harassment prevention, and bystander intervention.
- ▲ **Leadership by example:** leaders should model professional behaviour and set the tone for respectful interactions.
- ▲ **Open communication:** encourage open communication where employees feel comfortable reporting any concerns about inappropriate behaviour.



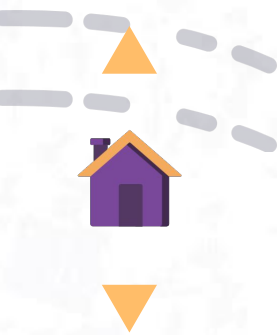




# Professional Boundaries and Ethics

By defining and promoting professional boundaries, companies can foster a work environment where everyone feels respected, valued, and safe from sexual harassment. This not only protects employees' well-being but also promotes a more productive and positive work atmosphere.

*Case Management Training did the great presentation about How to Maintenance the Professional Boundaries.*





# 03 Respectful Communication





# Respectful Communication

**Respectful communication is a way of expressing yourself and listening to others that shows respect for their feelings, opinions, and perspectives. It involves being clear, honest, and polite, and avoiding language that is rude, aggressive, or judgmental.**

Respectful communication requires us to be mindful of our own emotions and reactions, as well as the impact our words and actions may have on others. It also asks us to be patient and to allow the other person to express themselves fully before responding.

## KEY ELEMENTS OF RESPECTFUL COMMUNICATION IN WORKPLACE



**Active Listening**



**Avoiding  
Offensive Jokes**



**Additional  
Techniques**



## Active Listening

- ▲ **Focus on the speaker:** maintain eye contact, avoid interrupting, and show nonverbal cues like nodding that you're engaged.
- ▲ **Ask clarifying questions:** show you're interested in understanding their perspective by asking open-ended questions.
- ▲ **Summarize key points:** briefly paraphrase what you heard to ensure understanding and avoid misinterpretations.

## Avoiding Offensive Jokes

- ▲ **Know your audience:** consider who you're talking to and their background. Jokes that might be okay with close friends could be offensive to colleagues.
- ▲ **Err on the side of caution:** if you're unsure if a joke is appropriate, it's best to avoid it.
- ▲ **Focus on work-related humour:** use humour to build rapport, but keep it related to the task at hand or lighthearted observations.

## Additional Techniques

- ▲ **Use inclusive language:** avoid gendered language or assumptions about someone's personal life.
- ▲ **Maintain professional boundaries:** keep conversations work-related and avoid overly personal topics.
- ▲ **Be mindful of body language:** maintain a professional posture and avoid overly familiar gestures.
- ▲ **Avoid gossip and rumors:** focus on constructive communication
- ▲ **Offer constructive feedback:** provide specific and actionable suggestions for improvement.
- ▲ **Use "I" statements:** express your feelings and perspectives without blaming or accusing others.
- ▲ **Focus on the issue, not the person:** address the problem without attacking the individual.  
Practice Patience: Allow time for understanding and compromise.
- ▲ **Seek common ground:** find areas of agreement to build a foundation for understanding.
- ▲ **Seek compromise:** find a solution that works for both parties.







# 7 Tips for Achieving Respectful Communication in the Workplace

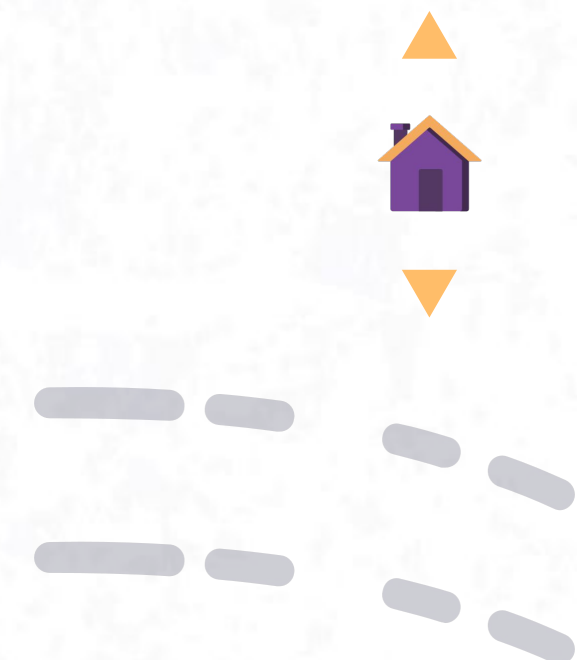


- R** – recognize the work of your colleagues
- E** – encourage open communication and listen to your colleagues
- S** – speak with your colleagues, not about them
- P** – practice kindness and politeness
- E** – earn respect from others
- C** – consider dissenting opinions
- T** – treat everyone fairly and equally



# 04

## Unconscious Bias





# Unconscious Bias

Unconscious bias refers to the automatic, often negative, stereotypes and attitudes we hold about specific groups of people. These biases are formed subconsciously and can influence our behavior and decision-making without us realizing it.

Unconscious biases are often instant and done without conscious thought. These thoughts are not wrong, they are habits.

What we want to do instead of denying our biases or feeling ashamed of them is **BECOME AWARE** of them. *For example: If you notice you interrupt women more than men, or men more than women, in meetings, become aware of your behavior and adjust accordingly.*

Our brains are wired to categorize information quickly to make decisions efficiently. This can lead to generalizations about groups of people based on factors like:

Race

Gender

Age

Religion

Sexual orientation

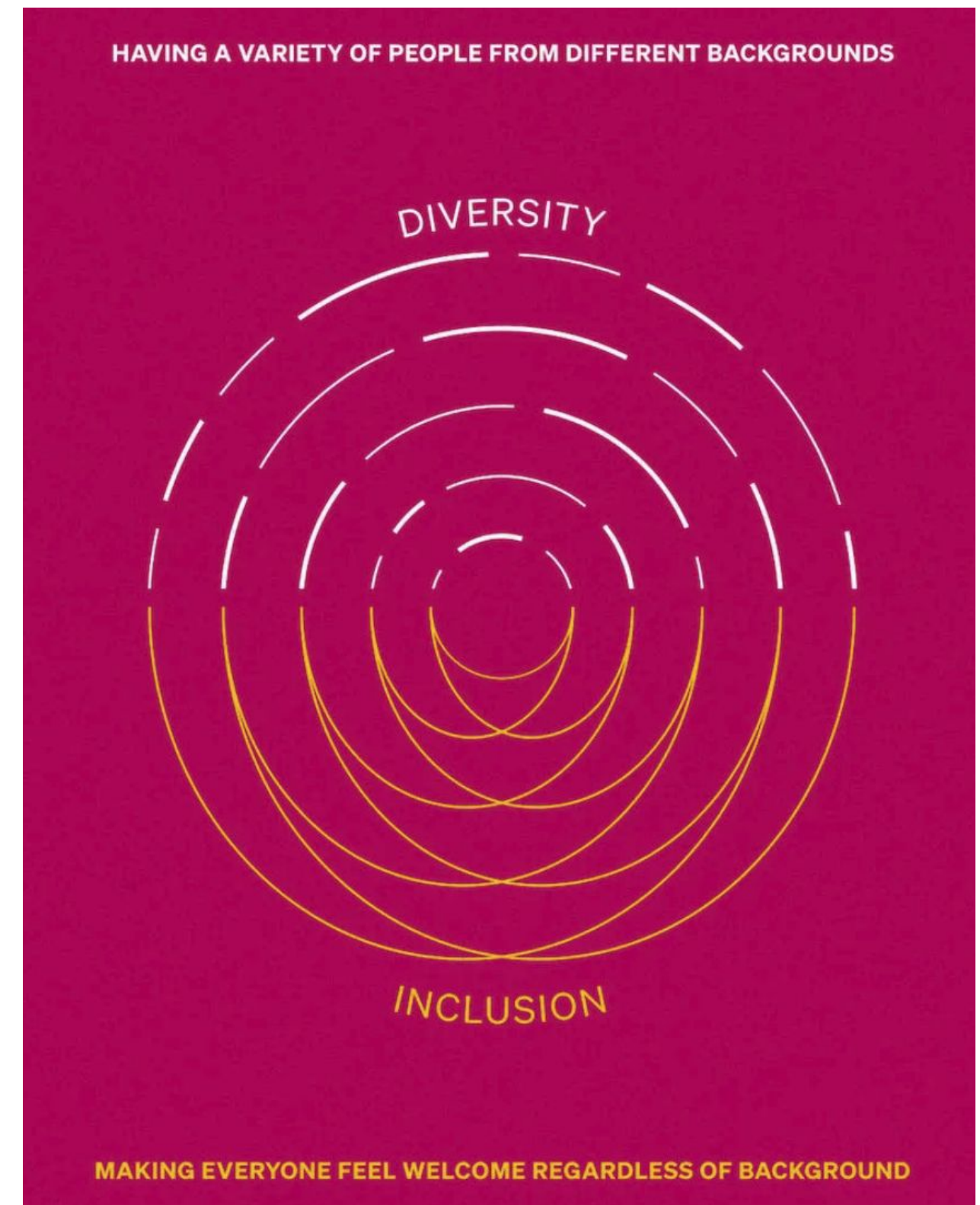
Disability

Socioeconomic status



# Tips for Reducing Unconscious Bias

- ▲ **Treat people the same**, no matter race, religion, gender, size, age or country of origin;
- ▲ **Include all** - relevant coworkers in meetings, discussions, trainings and events. While not every person can participate in every activity, do not marginalize, exclude or leave any one person out;
- ▲ **Provide equal opportunity** for employees to participate in committees, task forces and improvement teams;
- ▲ **Support employee-led groups** focused on diversity and inclusion.





# 5 things **YOU CAN DO** to Make the Workplace Safer



1

## Empathy

Empathise if you see an ambiguous situation.

2

## **NO** stereotypes!

Put aside stereotypical thoughts such as "She looks old enough to make her own decisions", "She seems to like it", "She is dressed as if she wants to", etc. React!

3

## React

When you see a woman in an insecure or ambiguous situation, ask yourself what you would do if it was your daughter, mother, or friend. And react as if it were someone close to you.

4

## Record

If you are a witness to the incident and it seems unsafe to intervene, seek advice from decision-making colleagues, representatives of a local trade union and finally from the police. Try to remember and record as many details as possible but remember that being a police officer or investigator is not your job.

5

## Trust

Don't be afraid! Sometimes all a person needs to feel better is to know you are there.



# Resources

1. **17 Professionalism Examples:** <https://helpfulprofessor.com/professionalism-examples/>
2. **How to Achieve Respectful Communication in the Workplace:**  
<https://pumble.com/blog/respectful-communication-in-the-workplace/>
3. **Professionalism and the 5 Principles:** <https://memp.pratt.duke.edu/5-principles>
4. **Providing a Respectful Workplace Culture:** <https://workingwise.nz/providing-a-respectful-workplace/>
5. **Redefining professionalism in the workplace:**  
<https://www.betterup.com/blog/professionalism-in-the-workplace>
6. **What Is Respectful Communication:**  
<https://fastercapital.com/topics/what-is-respectful-communication.html>
7. **Workplace Ethics: Cultivating a Positive and Respectful Environment:**  
<https://www.hsestudyguide.com/workplace-ethics/#:~:text=Workplace%20ethics%20are%20the%20backbone,and%20promotes%20long%2Dterm%20success.>
8. **Work Ethics Statistics: Key Insights Revealed on Employee Behavior:**  
<https://gitnux.org/work-ethics-statistics/>
9. **WorkLife Training Institute: How to Have a Professional & Respectful Workplace:**  
<https://case.edu/hr/sites/default/files/2020-10/Professional%20and%20Respectful%20Workplace.pdf>





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# Thank you!



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