

Respectful Workplace Workshop Overview

This half-day workshop helps to build awareness and skills in developing a positive, respectful workplace, including awareness and skills in preventing harassment and unproductive conflict and some skills in resolving conflict at the early stages.

Advance discussion with the organizational leadership sponsoring the workshop is required before presentation. This is to identify any pre-work needed to set a foundation for a successful rollout, and to ensure alignment with organizational values and consistent follow up after the workshop.

Topics

- Introduction
 - Leader introduction and opening
 - Why we have asked you to come today
 - Company expectations and support to meet expectations
- Respectful Workplace Definition
 - What does it mean here?
 - Participant input into signs of a Respectful Workplace and the importance to employees
 - Reference and alignment to company values and definition
 - Participant questions and concerns (“Can I ever tell a joke again?”)
- What harassment is and is not
 - Definition at this company
 - Canadian Human Rights definition
 - The difference between conflict and harassment
 - Finding ways to resolve conflict early, before it becomes harassment
- Overview of key conflict management skills:
 - Spotting Conflict early
 - Listening
 - Questioning
 - Emotion Management (yours and theirs)
 - Different styles of dealing with conflict
 - Dealing with Bullying; alternatives to bullying
- Responsibilities of leaders and employees with regard to a respectful workplace
- Summarize
 - What are some takeaways from your point of view? What will be different in the workplace?
 - Feedback and suggestions for next steps collated and returned to sponsoring leader.

Results

Over 2800 employees, leaders and contractors participated in this interactive workshop at various organizations. Ninety-five per cent of participants have rated the workshop as a valuable use of time and agreed that they had learned some useful skills to take back to their work environments. Post-program evaluations have shown a marked improvement in work environments.

Facilitators

Nadine Ryan-Bannerman, M. Ed. (Adult Education), ACC

Nadine Ryan-Bannerman is a senior facilitator; leadership coach and consultant with over 20 years' experience in helping her clients improve their business relationships and meet their business goals. Nadine has a Master's degree in Adult Education and has completed the Advanced Negotiating program through the Harvard University Negotiation Project.

Nadine has facilitated in the oil and gas industry, academic, government and health care sectors, for entrepreneurial organizations and internationally (in the U.S., Mexico and the UK). Workshops for clients and the University of Calgary include Conflict Resolution, Negotiating, Implementing Change, Building Resilience at Work, Internal Collaboration and Negotiating, Negotiating for Women and Respectful Workplace. Nadine designed and delivered a Respectful Workplace program for a major oil and gas company that consistently received 95 - 97% positive feedback from over 2800 participants on providing useful skill building. (2006-2009) Nadine also worked with a major mining company on a Respectful Workplace program using a Train the Trainer approach. (2011- 2013).

Clients Nadine has worked with include:

- Teck
- Suncor
- Petro-Canada
- University of Calgary
- Calgary Economic Development
- Alberta Ballet Company

Contact Information

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Facilitator Credentials

Betty Anne Marino, BA, CEC, PCC

Betty Anne Marino is a professionally trained executive coach with a coaching and consulting practice based in Trail, BC. Her diverse background from the fields of community and economic development, philanthropy, health care, public relations and marketing has helped her develop a unique understanding of the challenges and issues facing leaders today. Her clients establish clarity, perform to their best and benefit from enhanced well-being. She has been successfully coaching leaders for 10 years across a wide range of organizations in Southern BC.

Public relations, communications and training are the focus of her consulting services. Spearheading the promotions for the City of Trail, Betty Anne collaborated with a team of diverse individuals to facilitate and develop an integrated strategy to positively impact community perceptions. Similarly, through her facilitation of Teck Metals employee newsletter, Betty Anne has engaged the workforce with the many unique stories about the people that comprise Teck Trail. Through her vision and leadership the 'After

Ours' initiative has been, and continues to be an essential employee engagement tool at Trail Operations. Betty Anne also promotes and educates on respectful workplace practices effectively delivering training on harassment and conflict management in the mining sector. Forward movement through strong relational strength is what drives this leader.

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