

## BE4ALL Toolbox Talk



# Building A Respectful Workplace

*Belonging and Excellence for All (BE4ALL) is a joint effort by SMART, SMACNA, and the ITI to create an industry-wide culture where everyone is welcome and belongs, including those from historically underrepresented groups, and where we all strive for the highest standards of performance and*

*professionalism, resulting in a thriving unionized sheet metal industry that affirms the dignity and worth of us all. These Toolbox Talks are in support of this mission.*

**B**uilding a respectful workplace is a critical step in promoting a space where all employees can come together in an environment where everyone feels valued, heard and excited to contribute to the success of the industry.

### What are some benefits of a respectful workplace?

- People are more satisfied with their job.
- The workforce is more engaged.
- Stress is reduced both at work and at home.
- Workers are happier and morale is improved.
- People work as a team. Incidents, sick time, disability claims costs and employee turnover are reduced.
- Improved bottom line.



### What are some characteristics of a respectful workplace?

- People are kind, courteous and professional.
- Diversity is valued and inclusion is promoted.
- People are treated fairly and with dignity.
- Bullying and harassment are not tolerated.
- Open, honest communication is supported.
- People trust one another.
- Conflict is resolved quickly in a healthy manner. People appreciate and acknowledge the work of others.
- People are encouraged to express their ideas and opinions and they feel “heard” when they do.



Sheet Metal and Air Conditioning  
Contractors' National Association, Inc.



International Association of Sheet Metal,  
Air, Rail and Transportation Workers



International Training Institute  
For the Sheet Metal and Air Conditioning Industry

In order to build a respectful workplace, it is crucial to understand of the behaviors that are considered disrespectful, these include:

- Gossiping or spreading rumors.
- Yelling, swearing or other aggressive behavior.
- Covert behavior -i.e. undermining an individual, withholding required information, underhandedness.
- Discrimination
- Sexual harassment.
- Reprimanding people in public.
- Offensive or inappropriate jokes, cartoons, emails etc. (i.e. racial or ethnic jokes).

**EXAMPLES: Things You can do to contribute to a more respectful workplace**

- Treat people the way that “they” want to be treated.
- Do not participate or engage in activities/ discussions etc. that offend, humiliate, or embarrass people.
- Speak Up! If you witness disrespectful behavior, talk to the individuals involved or your supervisor.
- Offer support to an individual who was targeted. Encourage them to talk to the person(s) involved, or their supervisor.
- Be kind and polite.
- Recognize the work of your fellow co-workers.
- Deal with conflict in a respectful manner.
- Listen to what others have to say, before expressing your own viewpoint.

**EXAMPLES: More things we can do to contribute to a more respectful workplace**

- Lead by positive example.
- Listen to understand.
- Recognize individual strengths, weaknesses, and opinions.
- Acknowledge other’s accomplishments.
- Offer support to an individual who was targeted. Encourage them to talk to the person(s) involved, or their supervisor.
- Report &, if a supervisor, initiate investigations of complaints promptly.
- Encourage others to resolve conflict in a respectful manner.
- Deal with conflict in a respectful manner.
- Be inclusive and treat all employees fairly.
- Provide regular feedback

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**Member Conversation and Notes: *Let’s hear from you!***

**(1) What would be considered “disrespectful behavior”?**

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**(2) What can members do to contribute to a more “respectful workplace”?**

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**(3) What resonated with you most: resolving a miscommunication, active listening, or effective feedback?**

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