

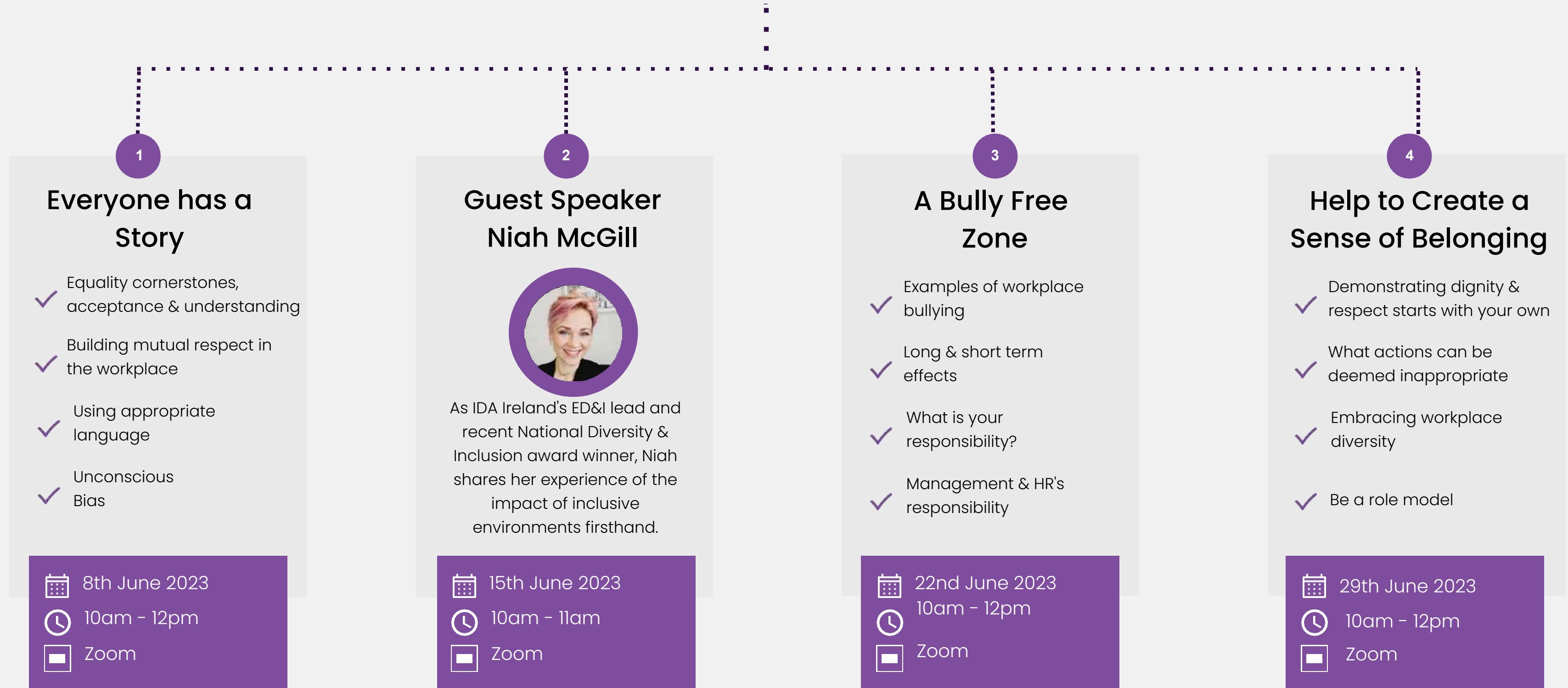


**Member
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LEARNING
EXPERTS

**You Belong,
a Dignity & Respect
Mini-Programme
Session 4 June 29th**

You Belong Programme Schedule



Help to Create a Sense of Belonging

Agenda

- Demonstrating dignity & Respect starts with your own
- What actions can be deemed inappropriate
- Embracing workplace diversity
- Be a role model



“Attitude is a little thing that makes a big difference”

Winston Churchill



How to present a professional image

Attitude and Behaviour:

- Warmth
- Empathy
- Friendliness
- Engaging
- Offering advice
- Building relationships



Warmth & Competence

- Warmth and Competence
- We are constantly assessing people on the scale of warmth vs competence. A successful professional image is a fine blend of warmth, (relationship skills) and competence (product knowledge). It's important to make a positive impression by cooperating and connecting with your team. People expect warmth even more than they expect competence. People will excuse incompetence before they will excuse rudeness
- If an individual is seen as warm and competent, they are often admired. They are seen as trustworthy, carrying good intentions and able to achieve their desired results.



Thinking positive
“Our beliefs fuel our actions. Positive beliefs lead to positive actions and negative beliefs lead to negative actions”

Using positive language
The way that you express yourself will affect whether your message is received positively or negatively

Courtesy

Taking Ownership



Exercise

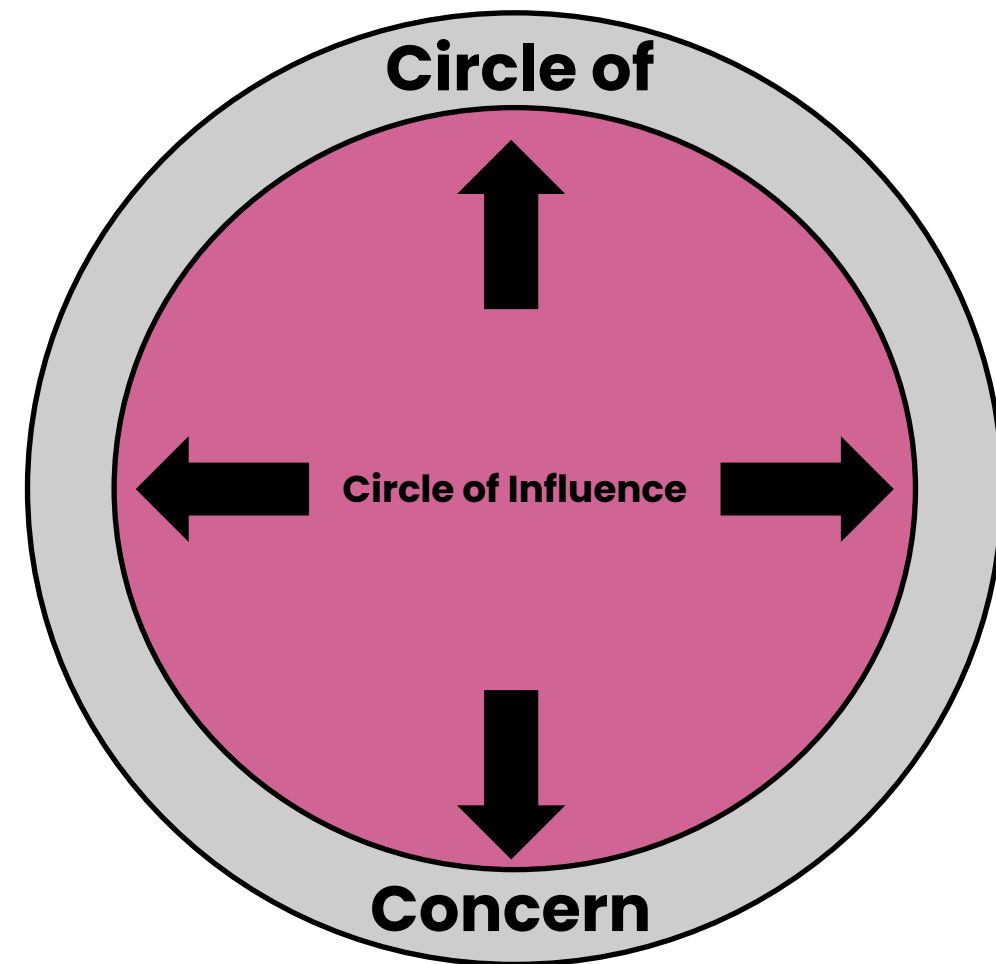
Most common difficult behaviours in the workplace?

Assertive Behaviour

- Say what I want to clearly and concisely
- Treat myself and others with respect and equality
- I am responsible for my own actions and feelings
- Apologise when I feel genuine regret
- I am tough and stick to my guns when appropriate
- Express my opinions but also listen carefully to other people's
- I am calm, relaxed and confident
- Proaction

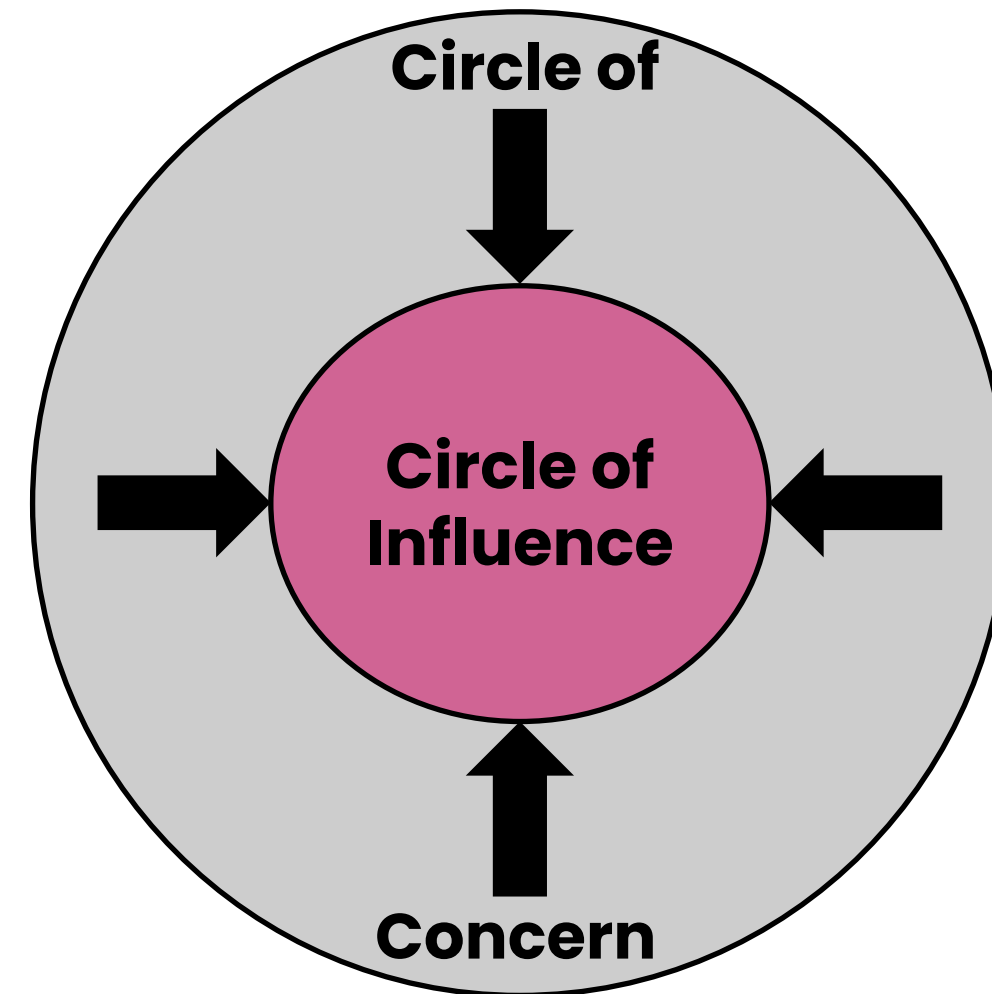


Be Proactive



Proactive Focus

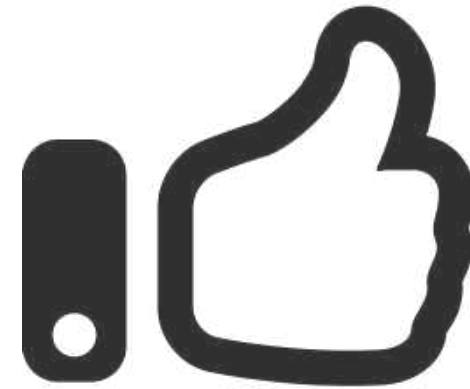
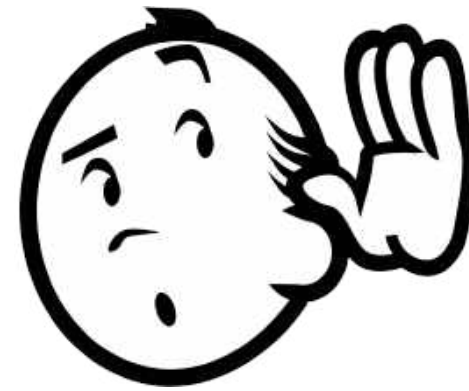
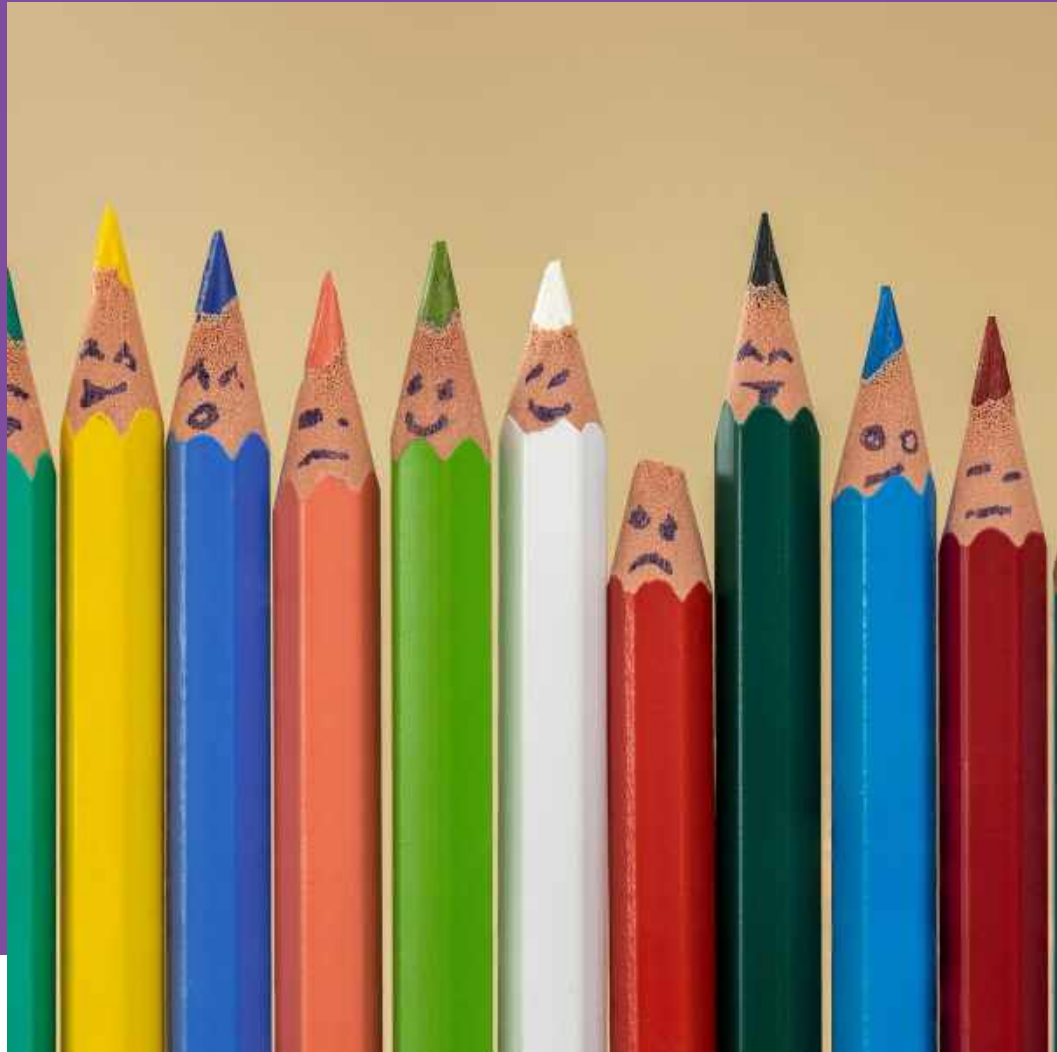
Positive energy enlarges circle of Influence



Reactive Focus

Negative energy reduces Circle of Influence

Disagreeing Agreeably



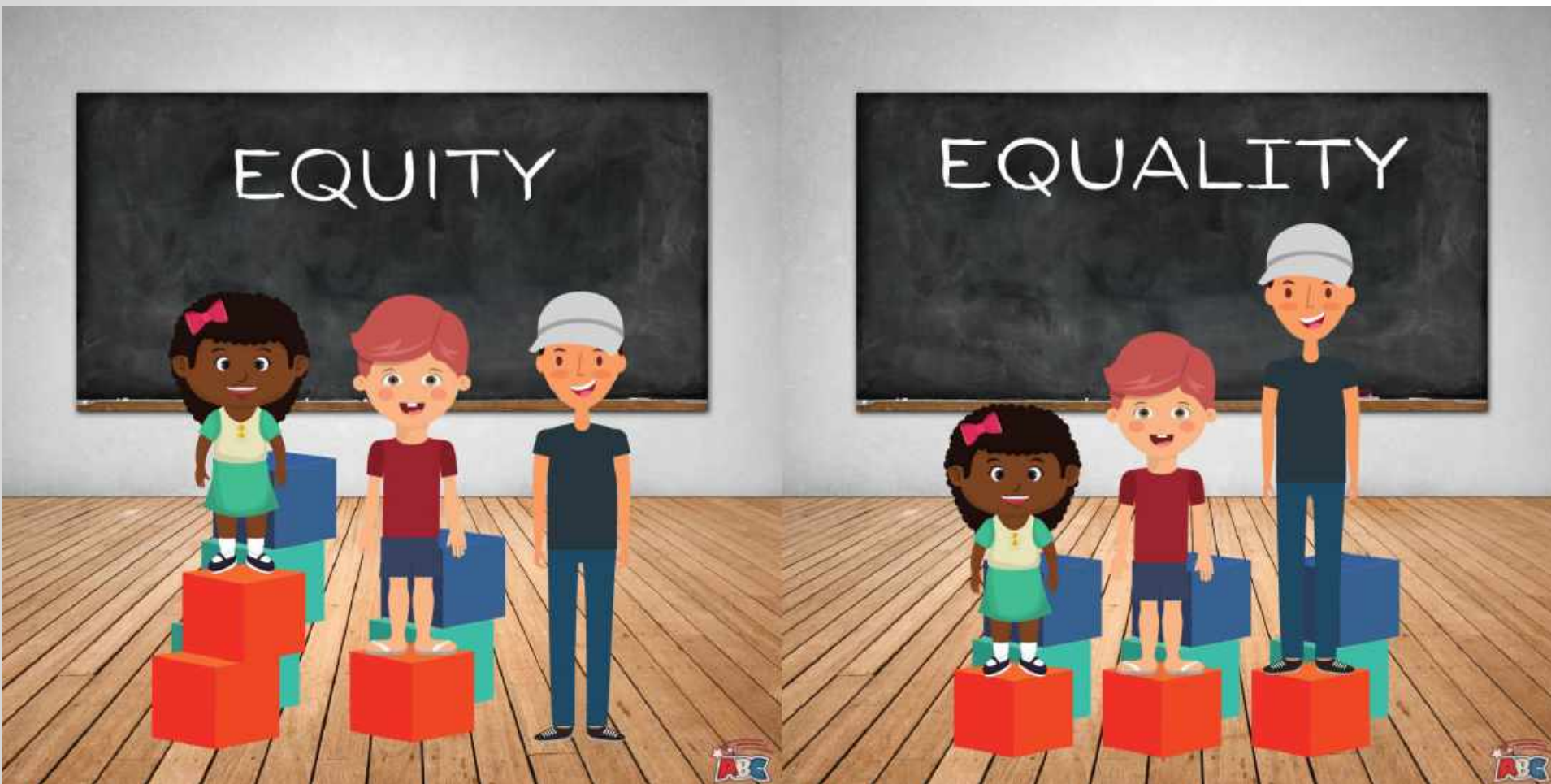
Listen

Acknowledge

Pause

State

Fairness



Conflict Handling Styles

Competing
To win

Collaborating
Win/win

Compromising
Middle ground

Accommodating
Yield

Avoiding
To delay



Accommodating



- This is when you cooperate to a high-degree
- This approach is effective when the other party is the expert or has a better solution. It can also be effective for preserving future relations with the other party

Avoiding

- This is when you simply avoid the issue
- This works when the issue is trivial or when you have no chance of winning. It can also be effective when the issue would be very costly or when the atmosphere is emotionally charged and you need some space.



Collaborating

- This is when you partner up with the other party to achieve both your goals
- This can be very effective for complex scenarios where you need to find a novel solution



Competing

- This is the “win-lose” approach.
- This approach may be appropriate for emergencies when time is of the essence or when you need quick, decisive action.



Compromising

- This is the “lose-lose” scenario where neither party really achieves what they want.
- It may be appropriate for scenarios where you need a temporary solution or where both sides have equally important goals.



Importance of being culturally aware



- Being culturally aware is crucial because it might help you understand how someone's background plays an immense and important role in the formation of their own personality, including behaviours, perceptions and interactions
- Creating a more inclusive and cooperative environment
- It enhances your own personal communication skills and everyone can do a better job when they are considering cultures working alongside others

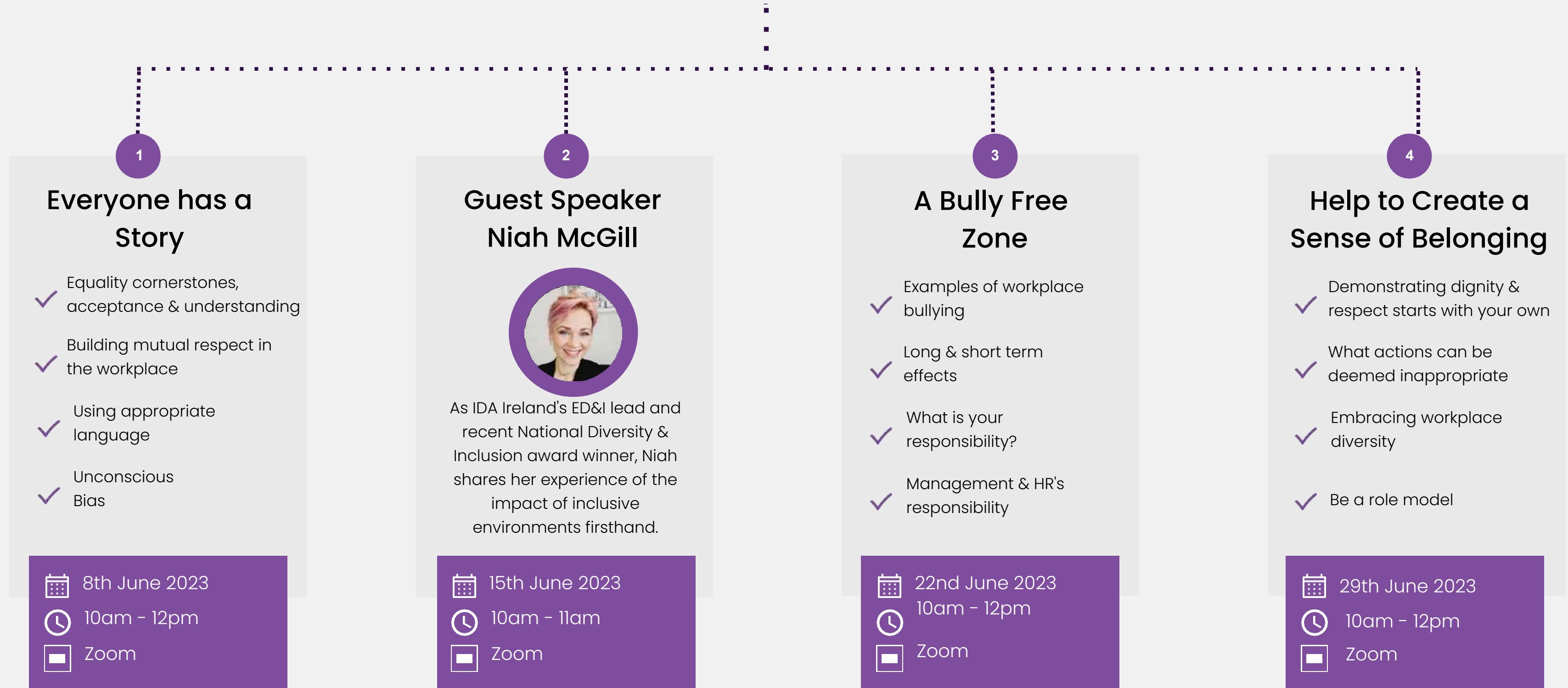
Help to Create a Sense of Belonging

Recap

- Demonstrating dignity & Respect starts with your own
- What actions can be deemed inappropriate
- Embracing workplace diversity
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Thank You!

