



JOB BOX TALK INSTRUCTOR GUIDE

Respectful Communication

1. DEFINE THE TOPIC AND GIVE EXAMPLES

Respect: Due regard for the feelings, wishes, rights, or traditions of others

Communication: The successful conveying or sharing of ideas and feelings

EXAMPLES

- "Brian, it seems like my story made you uncomfortable. I really apologize."
- "Joanna, what I heard you say is that you need me to do _____. Is that right?"
- "Oh, I hadn't thought about it that way. Good to know!"
- [In response to gossip]: "I don't think anything good comes from trash-talking people, so I'll sit this conversation out."

IMPACT

2. EXPLAIN THE IMPACT OF THE TOPIC

- Respectful communication makes people feel as though they are free to ask questions, give and receive honest constructive feedback.
- It makes people feel valued, safe and gives them a sense of belonging.



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Expectations

3. DESCRIBE EXPECTATIONS FOR ACCEPTABLE BEHAVIOR.



LISTEN closely without interruption and provide feedback when appropriate.



DON'T ASSUME that people know what you mean. Take the time to get on the same page!



BE CURIOUS and don't allow the fear of offending someone prevent you from asking important questions.



ACKNOWLEDGE when you have made a mistake. This will improve communication in the future.



4. ASK REFLECTION QUESTIONS

What are ways you will practice respectful communication going forward?



5. END WITH KEY TAKEAWAYS

Respectful communication requires listening closely, being self-aware and curious. When practiced by everyone at a site, respectful communication creates a healthy work environment where people feel valued and “heard.”