



May 13, 2016

ALL RIO GRANDE DISTRICT EMPLOYEES

SUBJECT: Treating Employees with Dignity and Respect.

The Postal Service takes the issue of treating employees with dignity and respect seriously. Examples of workplace conflict include difficulties between employees, between supervisors and employees, between male and female employees, etc. Examples of behavior considered inappropriate include:

- Insults, name calling, putdowns, and crude language,
- Invasion of personal space, including entering someone's workspace without permission,
- Demonstrating lack of respect for the judgments, skills, or opinions of a person,
- Rifling through others' personal possessions, invading someone's personal space,
- Persistent cutting someone off in conversation.

Employees are responsible for handling themselves professionally in a business-work environment. All of us work best in environments marked by mutual respect, personal dignity and support, which utilizes one's skills and abilities. All employees expect to work in a safe and civil environment, free from discrimination, harassment, sexual harassment, threatening or violent conduct, or offences against property. Work environments are very diverse. In work-related matters there are times when we agree and times when we 'agree to disagree' and move on. Discussions are healthy - arguments are rarely good. To move toward a work environment which consistently practices dignity and respect - utilize the following guidelines to avoid inappropriate behavior.

1. **Control your Temper:** Your words and actions matter. Getting angry always makes communication harder, not easier. When talking about sensitive issues with both management and your peer group, be aware of the impact you have on others by using language that does not degrade, exclude, or offend anyone. Take responsibility for your actions and how you treat your peers. Stop blaming your behavior on others.
2. **Listen First:** Give the other person a chance to talk. Don't defend or debate; build bridges of understanding, not barriers of misunderstanding. Act toward others from a basis of sincere respect for their dignity and feelings.
3. **Look for areas of agreement:** Dwell on areas where you agree. This establishes common ground; helping you find a mutually acceptable solution. Communicate openly and honestly.
4. **Postpone action so both parties can think through the problem:** If need be, suggest another meeting. To prepare, ask yourself some hard honest questions about your 'side', and focus on a mutually beneficial solution. Admit when you are wrong, and be sincere in accepting someone's apology, should they be wrong as well. **No one is perfect.**

Everyone we come in contact with during a workday expects and deserves courtesy and respect. If we use respect during each interaction, it lets others know they are important and encourages others to behave respectfully too. Even if others behave poorly, it is still our responsibility to behave in an appropriate respectful manner. **Treat yourself and others with dignity and respect.**

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