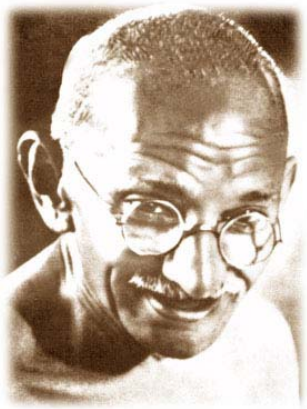


"We must become the change we want to see."

- Mahatma Gandhi

Respectful Workplaces:

Moving Beyond Diversity & Tolerance to High Performance

July 13, 2010

Paul Meshanko
Founder
RespectfulWorkplace.com

Ryan

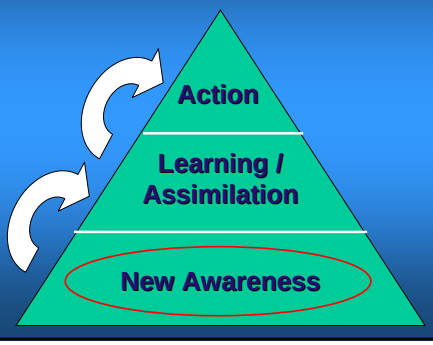
&

Olivia

Our Objectives

- Have a little fun!
- "Respect" – What & why
- More than a feeling
- You'll know it when you see it
- An inside out approach
- "It's a wrap!"

Improving Our Capacity for Respect

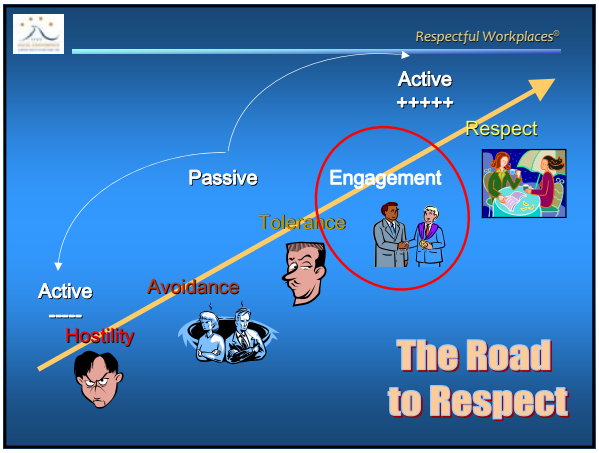


Part I

Respect – the new standard

Why focus on respect?

Because human beings are "open loop" systems



"Respect" is…

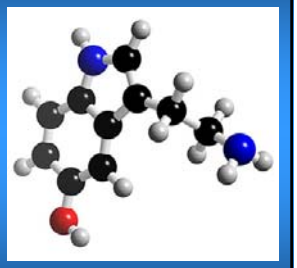
"Respect" is…

Respect is an active process of engaging people from all backgrounds with the intent to increase my awareness and my effectiveness and in a manner that esteems both myself and those (others) with whom I interact.

Community Building

What does RESPECT look & feel like?

Respectful behaviors trigger biological responses



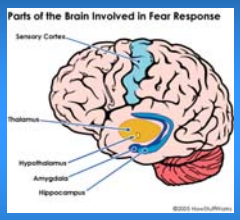
Serotonin

Benefits of Respect

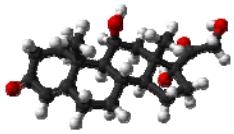
- Higher job satisfaction
- Improved health
- Attract & keep the best
- Better communication (and learning)
- Improved client satisfaction
- Higher productivity
- Higher resilience

Community Building

What does DISRESPECT look & feel like?



Disrespect IMPAIRS the brain



Cortisol

Consequences of DISRESPECT

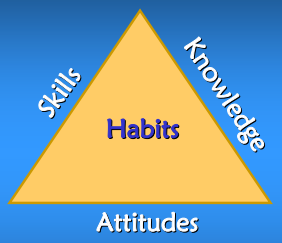
- Psychological harm
- Career interruption
- Stress-related illness
- Negative public attention
- Low morale & productivity
- Turnover
- Low client satisfaction

Part II

Respect is About Me… and Us

Respect is An Attitude

Qualities of People We Respect

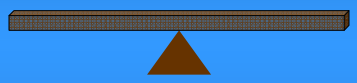


Demonstrating Respect

Requires the Right Attitudes to Support Our Skills & Knowledge Base

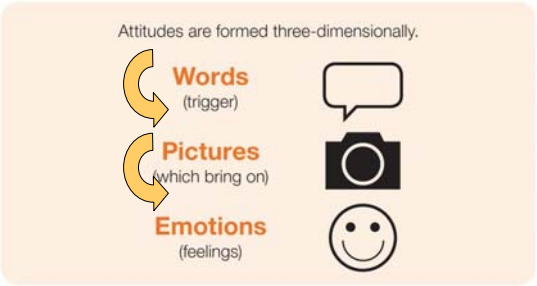
Attitudes

-- Negative *Positive ++*

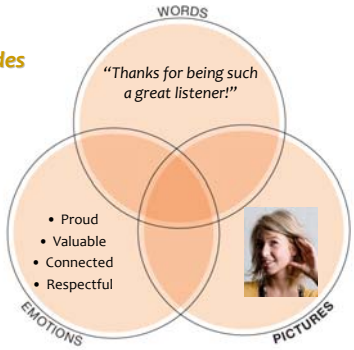


- The direction in which you lean at the subconscious level.
- A habit of thinking that controls your spontaneous reactions.

The power of WORDS



The influence of language on attitudes



Respectful Workplaces®

Words at work

- What words promote respect?
- What words erode respect?

Respect starts on the inside and works its way out

Self-esteem is…

- The degree that you like and respect yourself and feel confident to deal with yourself, others and life's challenges
- How warm, friendly and appreciative you feel toward yourself

Healthy self-esteem leads to:

- Personal accountability
- Healthier relationships
- Open-mindedness
- Greater empathy
- Higher tolerance for differences

Low self-esteem damages relationships and productivity

Low self-esteem often leads to:

- Withholding
- Button pushing
- Attacking others
- "Stuck" thinking
- Unhealthy competition
- Rationalization & excuses

Seven Steps for Building Esteem

1. Recognize your own worthiness
2. Compete only with your own best self
3. Be forgiving of your own mistakes
4. Be 100% accountable for your actions & decisions

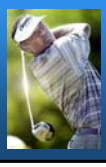
Seven Steps for Building Esteem
(continued)

5. Learn from your own mistakes
6. Embrace the journey – LIFE!
7. Leverage the power of praise

THE SLIGHT EDGE
2008 PGA Tour Players and Performances (23 Tour Events)

Earnings

1st	Vijay Singh	$6,601,094
23rd	Stuart Appleby	$2,484,630
	Difference	**$4,116,464**



Strokes Per Round

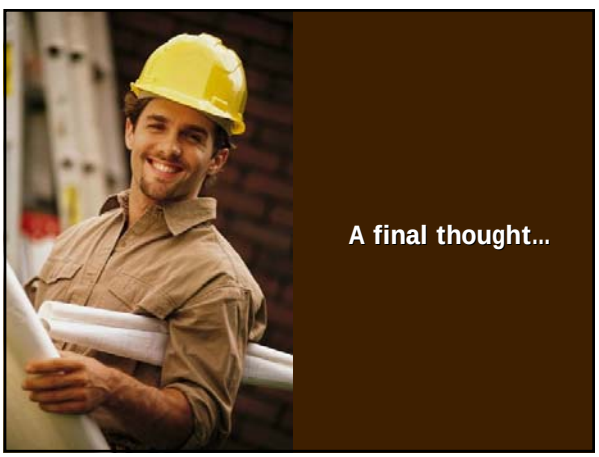
Vijay Singh	70.27
Stuart Appleby	70.86
Difference	**.59**

Respectful Workplaces®

Respect is up to each of us

What will YOU do to make a difference this year?

Coffee & Keynote
Whether you think you can or think you can't… you're right!
-Henry Ford
www.EdgeOhio.com
Inspiring People.
Transforming Business.
Achieving Results.


A final thought…

Respectful Workplaces®
Thank You!
EDGEOHIO