



THE RESPECTFUL LEADER

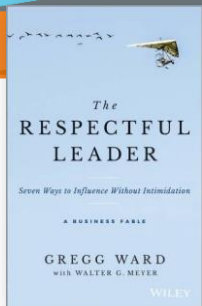
Gregg Ward, CEO

CCR: Leadership

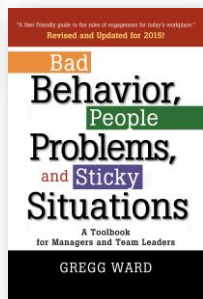


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2016 Building Leaders for Business



**Awarded
"Best Book of The Month"
by Amazon Editors!**



Gregg Ward, BCC CEO The Gregg Ward Group

Author | Speaker | Facilitator | Consultant | Exec. Coach

Son of Sportswriter

Former Specialist Trainer – N.Y.P.D.

Former Correspondent for BBC | UK Media

Little League Umpire



About This Program



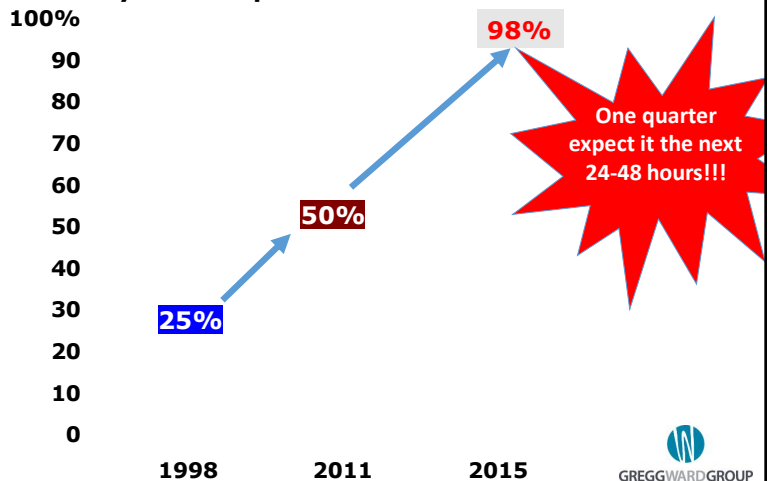
- Our World
- Our Respectful & Disrespectful Natures
- Respectful Leadership – defined
- The Seven RespectfulDo’s
- The Five RespectfulDon’ts
- A Vision of the Future



Our Work World



Percentage of Employees Experiencing **Incivility & Disrespect** at Work*

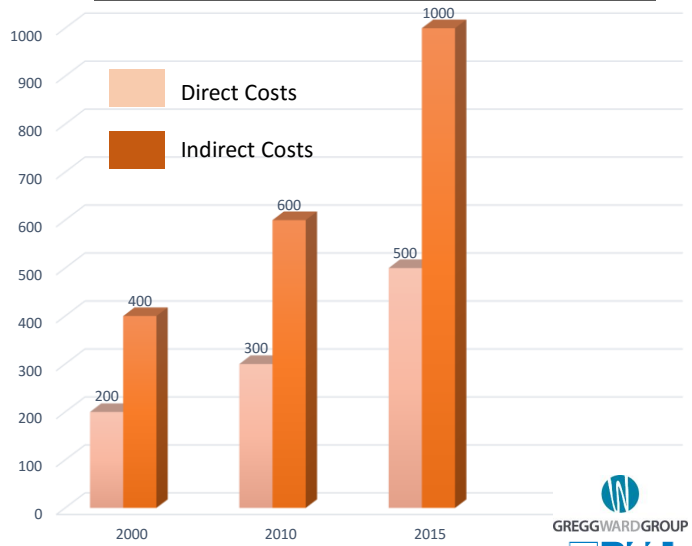


* Source: Georgetown University & Arizona State University



Our Work World

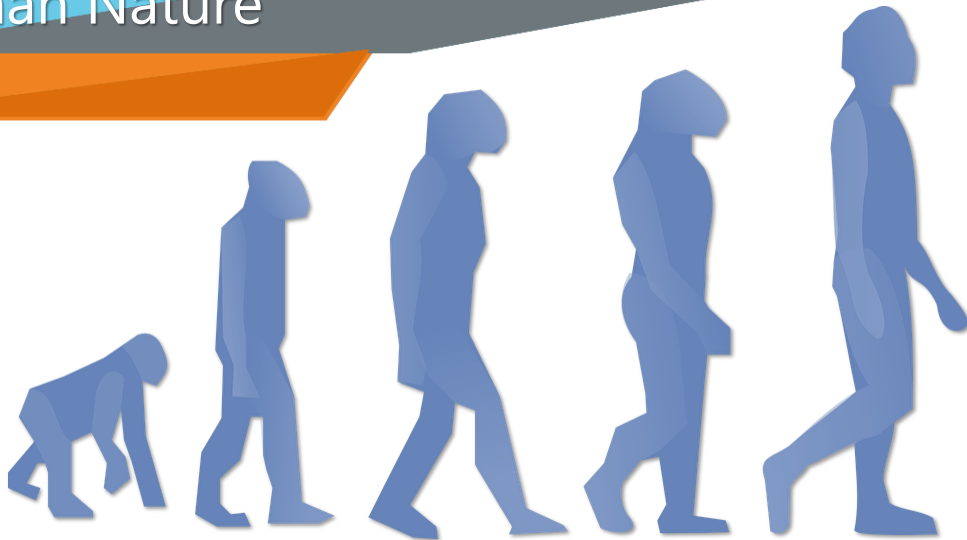
Estimated Direct and Indirect Cost of Disrespect in US Companies in Millions of \$



* Source: The American Psychological Association



Human Nature



2 Types of Respect



1. ASSUMED (Instant)

- Occurs immediately
- Based on **VISIBLE** attributes, behaviors or perceived position
- And our own biases
- General Agreement on what's R/D-worthy



Do I respect them, or not?

2. DEVELOPED

- Develops after a period of time
- Based on **INVISIBLE** attributes and/or repeated behaviors in society/culture
- And our own biases
- NO general agreement on what's R/D-worthy



Visible & Invisible Attributes

VISIBLE (surface) Attributes

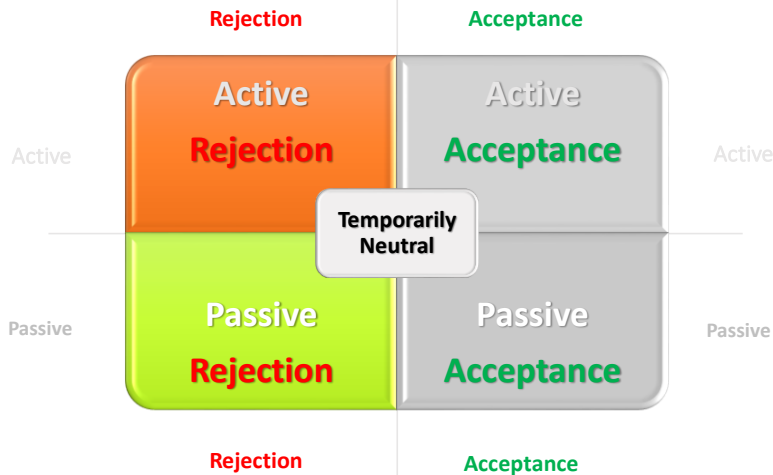
- Race
- Gender
- Ethnicity
- Age
- Clothing / Uniform
- Physical Ability/Disability
- Body Size / Assets/Hair
- Body Language
- Accent
- Vocal qualities
- Piercings/Tattoos
- Etc.

INVISIBLE Attributes

- I.Q.
- Sexual Orientation
- Life/Work Experience
- Religion
- Skills
- Values, Opinions
- Political ideology
- Personality
- Emotional Intelligence
- Training/Education
- Culture
- Etc.



Acceptance / Rejection Response Automatic Mechanism



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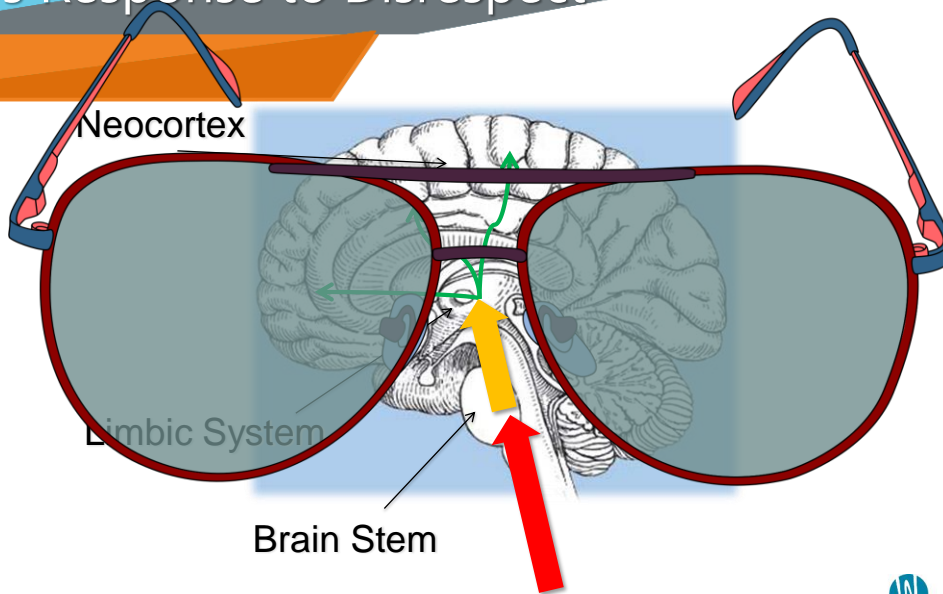
What have we learned?

- **Assumed** R/D: usually by unconsciously observing “**visible**” attributes
- **Developed** R/D: unconsciously learning about “**invisible**” attributes
- Many factors result in Assumed/Developed Respect/Disrespect
- These factors can and do contradict each other
 - We can live with this “cognitive dissonance”
- **Assumed** R/D can change more easily
- **Developed** R/D “harder” to change due to...

“Confirmation Bias”



Brain's Response to Disrespect



The 3 Primary Assets/ Behaviors We Respect in Others at Work

1. Their Experience, Knowledge



2. Their Talents, Skills



3. The Way They Treat Us, Others



The KEY to Collaboration / Innovation



“You don’t have to like someone to work with them, but you do have to have some level of respect for them.”



Respectful Leadership



The Golden Rule And The Platinum Rule

The practice of genuinely giving others – *regardless of their (or your) status, rank, or position* – the kind of sincere regard and consideration that you want them to give you; and doing so in ways they prefer.



Disrespectful Leadership



- **Carrot-and-Stick**




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The "BIG" Ideas of R.L.



- **The respectful leader is the respected leader.**
- **Respectful Leadership is contagious.**
- **Respectful organizational cultures have positive, sustainable business results.**


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What Makes An Employee Highly Engaged?

HIGHLY ENGAGED LOW OR NO ENGAGEMENT

✓ Linked to Respectful Leadership



Proportion of highly engaged employees experiencing this		Proportion of low or no engagement employees experiencing this
92%	✓ Someone has talked about their progress	13%
97%	✓ Someone encourages their development	10%
88%	✓ They have been praised recently	13%
98%	✓ They have opportunities to learn and grow	13%
74%	✓ They have a best friend at work	19%
98%	✓ Their manager cares about them	20%
98%	✓ They view their job as important to the company	22%
91%	✓ Their opinions count at work	19%
93%	✓ Their colleagues are committed to quality work	44%
99%	✓ They are able to do their best everyday	53%
98%	✓ They have equipment needed to do their job	70%
99%	✓ They know what is expected of them at work	89%



Source: AustinBenn/Carlisle Staffing, UK



The "7 RespectfulDo's"



1. Be the First to Respect
2. Practice Regular Respect
3. Be Respect-Worthy
4. Look for Diamonds in the Rough
5. Get Your Shift Together
6. Nip Disrespect in the Bud
7. Offer a Full Apology for Disrespect



How You Benefit



Increased...

- Respect for you
- Composure, confidence, and satisfaction
- Resilience, ability able to manage calmly during a crisis
- Knowing you're making a positive difference
- Team member respect, productivity, collaboration, trust, loyalty, and willingness to go the extra mile



How Your Organization Benefits



Increased...

- teamwork, innovation, morale, productivity
- Engagement, loyalty, willingness to go the extra mile in a crisis
- Strength of relationships with customers, partners, vendors, community

Reduced...

- Complaints, conflicts, miscommunication, blaming, and turnover



The **S.B.I.** Technique

Before You Start...

- Ask Permission to Offer Feedback
- Private, Neutral Location

Situation: *state the when, where, who*

Behavior: *state the specific behavior*

Impact: *state the impact of the behavior on you/others*

Maintain Throughout...

- Sincerity, Genuine, Control
- Non-Threatening/Respectful Posture/Tone

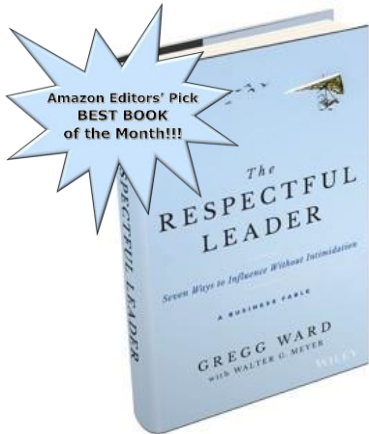


A Common Belief

“Respect has to be earned.”



Complimentary Coaching



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Please connect with me:

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Thank You!



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