

Building & Maintaining a Safe, Respectful and Inclusive Workplace

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Josef Levy

- Retired Long Beach Police Commander
- Worked patrol, gangs, narcotics, SWAT hostage negotiator
- Extensive background in designing curriculum
- Designed LBPD Cultural Diversity Course
- Adjunct staff member at Museum of Tolerance
- Designed POST Racial Profiling Curriculum
- Taught on the Local, State, National and International level

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Embassy Consulting Services

Embassy Consulting Services, LLC, is committed to help build and maintain safe, respectful and inclusive organizations and communities.

Embassy fulfills this mission by providing a multitude of quality training programs and workshops that create inclusive environments.

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Presentation Goal

To provide attendees with awareness and skills to build a safe, respectful and inclusive workplace.

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The Workplace

- Safe
- Respectful
- Inclusive

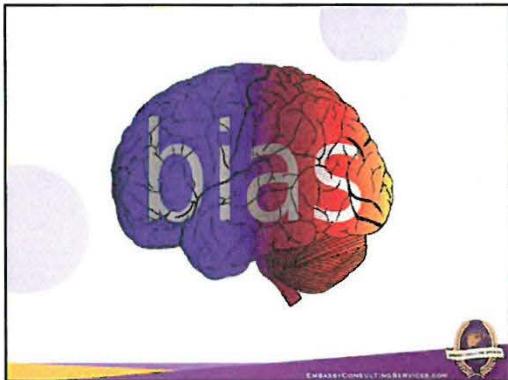
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Cultural Intersections

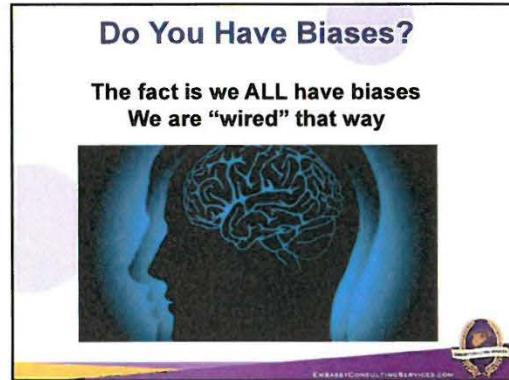
Personal, Religious, Political, Cultural

Work

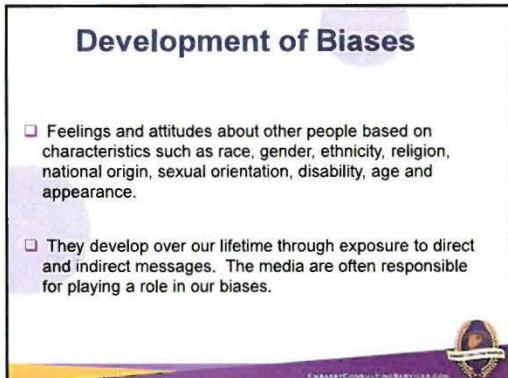
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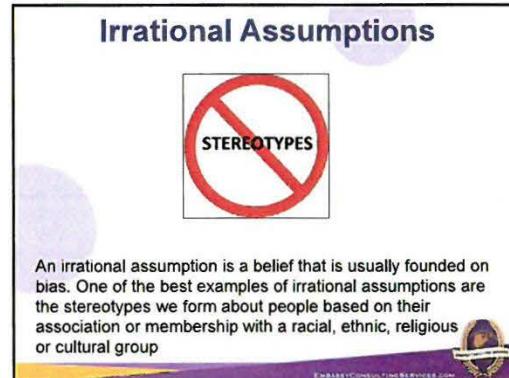
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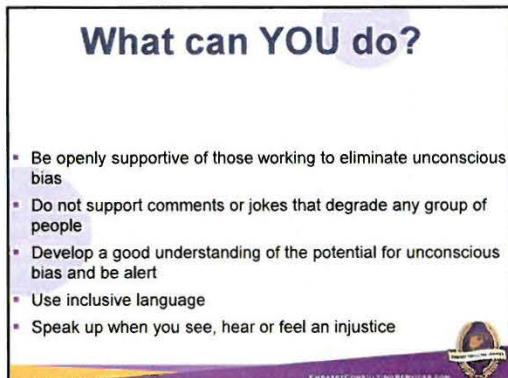
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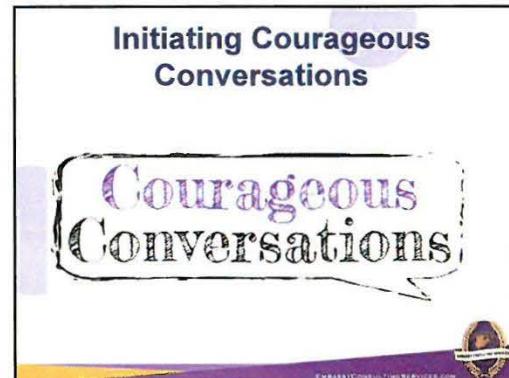
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What is a Courageous Conversation?

A "courageous conversation" is one that is often difficult to have but is necessary. When done effectively, it can have a positive impact on how you lead yourself, your team and your organization.

"A conversation you don't want to have"



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No Problem With



- Victims
- Suspects
- Witnesses
- Our Children

Why Not Co-Workers?



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Human Nature

Common Human Tendencies?

- We go to great lengths to avoid any kind of disagreement or confrontation and to keep conversations even-keeled.
- We really want to be liked, therefore avoid conversations that endanger this need.
- We would rather choose to postpone, avoid, deny or rationalize something than address it and risk upsetting someone.



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Goal of the Discussions

Sharing your thoughts about recent events

- Try to understand other points of view, not necessarily AGREE with
- Engage in honest and respectful dialogue
- Some topics may make you feel uncomfortable
- In order to move forward, these discussions need to occur
- This may TEST you to put the Communication Principles into action



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Communication Principles

- "I" Statements
- Active Listening
- Patience
- Risk Taking
- Honesty
- Respect
- Personal Responsibility
- Cultural Sensitivity and Understanding
- Confidentiality



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How to Start

- "I think we have different perceptions about _____. I'd like to hear your thinking on this"
- "I'd like to talk about _____. I think we may have different ideas on how to _____."
- "I'd like to see if we might reach a better understanding about _____. I really want to hear your feelings about this & share my perspective as well."



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How to Start

- "I have something I'd like to discuss with you that I think will help us work better together"
- "I'd like to talk about _____ with you, but first I'd like to get your point of view"
- "I need your help with what just happened. Do you have a few minutes to talk?"

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Things to Avoid

- "I don't believe that, that's never happened to me before"
- "I've never thought of that before-could you explain why you think that?"
- "That really pisses me off, that's such a stupid/racist thing to say"
- "I feel disrespected when people say _____ because _____"

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Self-Check

What are you doing or NOT doing to create an environment that allows you and your co-workers to engage in difficult or courageous conversations?

TRUST



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Thank You!

Josef Levy

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Communication Guidelines

- **"I" Statements**

- *"I feel....."*
- *"I believe...."*
- *"It's my experience...."*
- *"I can only speak for myself"*

- **Active Listening**

- *"Hear" what the other person is saying.*
- *Seek to understand what the person is "feeling"*
- *Listen with an open mind*
- *Check your biases*

- **Patience**

- *Understand that we all have different communication styles, beliefs and experiences.*

- **Respect**

- *Treat a person's feelings with respect.*
- *What are the specific behaviors associated with "Respect?" (Body Language, Facial Expressions, Tone of Voice, Waiting for others to finish their thoughts, No interrupting or talking over another, etc.)*
- *"Think before you speak and think before you act."*

- **Honesty**

- *Be truthful with your thoughts and feelings*

- **Personal Responsibility**

- *Take responsibility for what you "say" and "do"*
- *Think before you speak and act*
- *Be open to personal growth*
- *Offer sincere apology if needed*

- **Cultural Sensitivity/Understanding**

- *Understand how you view the situation and why*
- *What are your experiences? How were you taught in your family?*
- *Seek to understand the other person.*

- **Confidentiality**

- *Creates a SAFE environment*
- *Establishes TRUST and strengthens relationships*
- *Prevents rumors, miscommunication and misunderstandings*

Source: Adapted from the Communication Guidelines: *The California Conference for Equality and Justice- Long Beach, CA*