



Module 5 – “Smart” Company Cultures and Competencies

Reasons to Attend

Respect is the key factor in having a healthy and successful work environment. Every organization should rethink from time to time its methods to demonstrate respect and professionalism and the overall direction of building its culture. It does not refer to simply defining it in Codes of Conduct, as creating respectful and professional workplace is crucial to promote positive work cultures. Those who are not respectful and professional are a threat to their organizations and to themselves. This course will help you determine respect at work and all other skills which will enhance your ability to read the room in the right way and help you collaborate with everyone in a more beneficial way.

Course Methodology

The course is divided into independent modules and is adjusted to the number of attendees. In a group course, attendees gain all strategies for building a professional work culture through role-plays, group activities, and cases that are included for each module to strengthen participants’ ability to transfer the knowledge into the work environment. Awareness building, skill-building, and reflection times are carefully designed to ensure the right impact.

Content

1. Approach each interaction with respect

There are certain ways of creating respectful interaction in the workplace and these Rules of Respect could be adopted and used in a multitude of workplace scenarios to ensure respectful interactions among employees. Communication and listening play a large part in expressing your level of respect to someone, so refining those skills is vital to ensure respectful interactions.

2. Look for various ways to have diversity in work teams

Look for opportunities to connect and support others. Engage others in a way that builds their self-esteem. Discussions on difference can be extremely funny and great for relationship building, as opposed to being a cause for disagreements.



3. Encourage positivity -Appreciate the value of different opinions

Recognize that it does not equate to an agreement if you listen, clarify what was said, and ask questions to gain an understanding of others' opinions. In situations where disagreement results, learn to "agree to disagree" respectfully. Show curiosity for the views of others and appreciate that everybody is right for themselves, there are many views, not only one.

4. Understand conflicts and take responsibility for your actions, regardless of the situation.

You can have high-achievers in your company, but do you have professionals? Promote professionalism in dealing with conflicts and always have in mind that every effort you take to change your behavior or view that does not serve you well, you are doing for yourself, not your manager, your company or colleagues. These skills are something that you are taking with you, as well as your reputation.

5. Develop a learning culture

Professional development in your organization can be as successful as it is linked to your goals. It is essential to find out what to focus on and reflect on opportunities for employees to work on. It is crucial that professional development is valued across all levels, as everyone, at some stage, will need to learn or moderate something in their approach. Bringing people together for a common purpose not only improves the outcome you wish to see, but it also embeds learning in your culture, necessary to be successful today.

6. Decode verbal and non-verbal messages for better collaboration

Any form of communication that does not require usage of words is called non-verbal communication. This includes the following cues and components: Body language, appearance, and the tone of voice, gestures, facial expressions, space, touch, eye contact and also the time taken to respond. An important factor in the workplace is how non-verbal communication cue makes people perceive leadership, power, and position. Leaders often tend to display and manage their ability through their posture, body movements as well as tonal dynamics.

7. Lead by example

To be a professional, one must identify with the purpose for which the profession exists and one must appreciate the impact that it has on the greater community, which is why collaboration is vital also. If you want to see that kind of change taking place in your organization, leaders should adapt their style so that it resonates with others.



8. Communicate it

Making sure that communication of your values, your goals and your culture is open as well is essential to building a culture and bring changes in. And it is important to take a differentiated approach to communicating your culture to everyone, if you wish it to become a second nature to your employees.

Course Objectives

By the end of the course, participants will be able to:

- Determine respect at work ✓
- Enhance your social skills ✓
- Express respect through verbal & nonverbal communication ✓
- Communicate more successfully ✓
- Design and implement techniques of showing respect to employees ✓
- Create a respectful and successful working environment ✓
- Increase organizational productivity and employee engagement ✓

Target Audience

Any individual who wants to refine their soft skills, HR team members, 1st and 2nd level managers, team leaders, and other stakeholders and decision-makers who want to build a positive work culture in their organizations.

Certificates: By the end of every course, attendees will be awarded a certificate for successful attendance or accomplishment, provided by Kitanovski consulting.

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