

# RESPECTFUL COMMUNICATION

Everyone deserves to be treated with respect in the workplace. We need to be aware of how we treat each other and how we communicate with each other. Respectful communication goes beyond just the words you say and extends to how you say them.

**Consider the following when communicating with your co-workers, managers and others:**



- The tone of voice that you use when speaking to others.
- The language you use, your choice of words
- What is your body language saying? Is it aggressive or stand-offish? Is it open and welcoming?
- Are you maintain good eye contact?
- Are you actively listening? Or do you not pay attention or cut others off when they are speaking?

**There are many forms of communication:** verbal, non-verbal, written. You need to consider the differences between these forms of communication and how the information you are trying to communicate can be misinterpreted. It is hard to communicate tone through written language!

**In order to communicate effectively and respectfully, consider the following:**

- Use active listening skills – really listen and hear what people are saying.
- Treat others with respect and courtesy at all times.
- Be sincere.
- Be confident, but show confidence without arrogance.
- Don't be verbally aggressive or rude.
- Be understanding instead of critical.

