



CREATING A *harmonious* WORKPLACE

By Nancy Boyle | Village Employee Assistance Program Trainer

You sit down to have your morning coffee and turn on the local news. A story of discrimination in the workplace runs across the screen.

It could have been this one from late September, as reported by HRDive.com: “A California electrical company, Air Systems, Inc., (ASI) has agreed to pay \$1.25 million to settle a U.S. Equal Employment Opportunity Commission (EEOC) lawsuit alleging that eight African-American employees were subjected to race discrimination while working on a construction project at Apple Park.”

Or maybe it was the case of a Minnesota construction company that settled with the EEOC after being accused of subjecting two African-American employees to racial harassment by a white supervisor, whose actions included making racially derogatory comments and use of the N-word, and making a noose out of electrical wires and threatening to hang them. That was one of several examples from the last three years detailed on EHSToday.com.

In 2019, the Equal Employment Opportunity Commission (EEOC) received **72,675 charges** of workplace discrimination, as reported in a news release on EEOC.gov.

Retaliation continues to be the most frequently filed charge with the agency, followed by disability, race, and sex:

- **Retaliation:** 39,110 (53.8 percent of all charges filed)
- **Disability:** 24,238 (33.4 percent)
- **Race:** 23,976 (33.0 percent)
- **Sex:** 23,532 (32.4 percent)
- **Age:** 15,573 (21.4 percent)
- **National origin:** 7,009 (9.6 percent)
- **Color:** 3,415 (4.7 percent)
- **Religion:** 2,725 (3.7 percent)
- **Equal Pay Act:** 1,117 (1.5 percent)
- **Genetic information:** 209 (0.3 percent)

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These numbers, although not shocking, are disturbing. What do businesses and organizations need to focus on to begin to change them?

Creating a harmonious workplace will not happen overnight, but it can begin today. A harmonious workplace can be defined as a working environment where all workers are treated with dignity and respect, and where no worker is subjected to harassment, bullying, or unfair treatment.

CREATING A HARMONIOUS WORKPLACE BEGINS WITH ITS LEADERS.

Best-selling author Simon Sinek puts it best: “Corporate culture matters. How management chooses to treat its people impacts everything for better or for worse.” Additionally, he says, “The responsibility of leadership is to serve their people so that their people may better serve the customer.”

SHARE COMMITMENT AND DEMONSTRATE IMPORTANCE OF TREATING ALL WITH DIGNITY AND RESPECT.

Start with these steps.

- Follow the Platinum Rule, “Treat others how they want to be treated” – with kindness, courtesy, and politeness.
- Encourage other co-workers to share their valuable ideas.
- Actively listen to others. Never interrupt or put in your two cents before they’re finished.
- Use other people’s ideas often to increase productivity and efficiency.
- Don’t insult people or talk behind their back.
- Don’t nitpick, micromanage, criticize, or demean others.
- Be aware of your tone, your body language, your expression and your demeanor during all interactions. Some people can detect the slightest hints of what seems like disrespect, even if you aren’t aware of it yourself.
- Treat people the same no matter their race, religion, age, etc. All people you interact with should be treated equally.
- Consider the perspectives that come from different genders, races, religions, sexual orientations and mental/physical difficulties and characteristics
- Include all necessary co-workers in meetings, lunches, and after-work activities. Provide an equal opportunity for employees to participate in committees or improvement teams.
- Always praise more than you criticize. In addition, encourage employees to give praise to others where needed.



“POSITIVE CULTURE COMES FROM BEING MINDFUL, AND RESPECTING YOUR CO-WORKERS, AND BEING EMPATHETIC.” —

- Biz Stone -

In his book “Dignity at Work,” sociologist Randy Hodson writes, “When employees are treated with dignity – employees benefit by gaining more self-worth, self-respect, and the respect of others.”

GET TO KNOW YOUR TEAM AND EXPRESS CONCERNS FOR THEIR WELLBEING.

Employees encounter situations in workplace settings that challenge their emotional and physical well-being, in addition to the stresses of personal and family life. As leaders, be aware of what is available to respond to these needs and challenges.

- Prioritize self-care and set boundaries
- Provide Employee Assistance Program benefits regularly
- Provide opportunities to resolve conflict efficiently



NANCY BOYLE joined The Village Business Institute in February 2018 as an Employee Assistance Program Trainer. She is passionate about connecting and equipping businesses and individuals to reach their full potential.

Nancy has a bachelor’s degree in Business Administration and Human Resource Management with an emphasis in the Human Services from Valley City State University, and brings 15 years of public speaking and facilitation experience to The Village with a background in program management, training coordination, and volunteer management.

Her certifications include: MN Coalition Against Sexual Assault, Credentialed Advocate (Advanced Level) with designation of Comprehensive Victim Intervention Specialist; Volunteer Impact Leadership – MN Association of Volunteer Administrators; and Technology of Participation Facilitation Methods – The Institute of Cultural Affairs.

VILLAGE EAP: THE HIDDEN POWERHOUSE IN YOUR ORGANIZATION

A SUPERVISOR'S ROLE IN CHAMPIONING EAP

By Jara Enger | Account Executive

In today's work climate, your Village Employee Assistance Program (EAP) is arguably one of the most critical benefits for your team's overall wellness and your employees' individual wellness and productivity. In addition to understanding the variety of services that The Village EAP offers to your employees, it's also important that you understand the resources that are available to you as supervisor.

- Unsure of your Village EAP supervisor resources? [Watch this EAP training video.](#)
- [Watch this EAP orientation video](#) to learn about the services available to employees.

If "stress brain" has left your employees distracted or overwhelmed, it's important to **over-communicate!**

During times of great stress, when we need help the most, we are least equipped to remember the resources available to us. That's why it's so important to consistently remind your team about The Village EAP, and in a variety of communication modes.

IDEAS OF QUICK WAYS TO REMIND YOUR EMPLOYEES OF THE VILLAGE EAP:

- Send a personal email to your team that references The Village EAP and how to access it. (They just need to call 1-800-627-8220.)
- Handwrite a note and post it to your team bulletin board. (They're no longer seeing a poster that has been in the same spot for months.)
- Print a few copies of [November's Village EAP Employee Newsletter](#). Post the newsletter in employee restroom stalls.

New message

To Jane Smith

Subject Thinking of you during this stressful time!

Remember that you have access to The Village EAP. They'll help you find simple, effective solutions to your problems. In fact, you don't need to have "a problem" to benefit from taking advantage of these services. It's free and confidential. Just call 1-800-627-8220 and mention that you'd like to use your Village EAP benefit through our organization.

Take care of you, team!

Send



- When you write your next note thanking your employees, mention that you understand the pressure that we're all under right now – and include a Village EAP wallet card. (If you don't have any of these, ask your HR representative to order some from your Village account executive today.)
- Share [this video](#) in your next team huddle. It will take less than 5 minutes.
- Talk about it. Take a minute or two during your next meeting to mention The Village EAP.

Imagine if every time an employee's performance was declining, or they happen to mention a home issue to you (such as a spouse losing their job, a child struggling, or the stresses of caring for an elderly parent), you reminded them of their free, strictly confidential access to The Village EAP. Every. Single. Time.

As a leader, when you take a vested interest in championing your

EAP services consistently throughout the year, you'll see an improvement in overall wellness and productivity. Your teams will really "show up" to work, not just physically, but with their gifts and creativity – the reason you chose them to be on your team in the first place!

Visit your Village EAP user site today to learn more about the resources available to you as a leader in your organization (such as unlimited access to the Supervisor Helpline at 1-800-627-8220.)

- Go to www.VillageEAP.com and type in the case-sensitive password: VillageEAP
- Click on the "I am a Supervisor" button in the center, or "For Supervisors" in the navigation bar
- Learn about crisis services, formal referral case management services, training opportunities, and more.

Be well!



VillageEAP.com | Password: VillageEAP