



Employee & Retiree Service Center

Pillars of the Culture of Respect

The purpose of these pillars is to provide a code of conduct that fosters a respectful work environment within ERSC. All members of the ERSC team are held accountable for upholding the culture of respect.

ENHANCING COLLABORATION

Foster the active participation of staff in the decision-making process while heightening morale and enabling employees to take pride in their work.

- Provide input, opinions, and feedback.
- Identify and include stakeholders affected by the process or change.
- Acknowledge and consider new ideas. Provide follow up.
- Be open to opportunities for professional growth.

Develop a commitment to team work which increases employee effectiveness and overall performance.

RESOLVING DIFFERENCES

Manage conflicts. Conflicts can be differences over turf (who should do what), disagreements over policy (how things should be done), and differences in personality/style.

- Be willing to find a solution through compromise.
- Utilize active listening when engaging coworkers.
- Practice self-restraint. Beware of the emotional response.

Successful resolution of differences results from demonstrating professional and courteous behavior. Let go of past differences and focus on future positive interactions.

SUPPORTING OUR COWORKERS

Promote cohesion among staff by being willing to help each other for the betterment of ERSC.

- Recognize all employees as members of a united team.
- Understand the need to request and give help to fellow coworkers.
- Express appreciation for the willingness to give a helping hand.

Lead the active support of coworkers and promote teamwork with the added benefit of enhancing knowledge.

COMMUNICATING OPENLY

Encourage employees to have a thorough understanding of organizational goals and what needs to be done in order to accomplish these goals.

- Seek to understand each other's point of view and assume positive intent.
- Be clear with expectations and explanations.
- Verbalize when executive decision making is unavoidable.
- Be aware of tone and nonverbal cues.

Good communication results in employees feeling valued. Employees who feel valued are more engaged in the success of the organization (ERSC).

