

Corporate Compliance Corner (#2 of 4 in 2003-2004 Compliance Year)

Respect is a two-way street

Treating others with fairness and courtesy is the best way to get the respect we need and deserve.

- 1) Remember the Golden Rule....treating others the way you would like to be treated.
- 2) 2 wrongs don't make a right...if someone shows disrespect, it only makes things worse if we respond with disrespect.
- 3) Understand the other person...the 'walking a mile in their shoes' idea
- 4) Communicating...listen carefully, share your thoughts in a positive way, avoid negative, 'blaming' language
- 5) Respecting boundaries...being sensitive to subtle signs and signals people put out
- 6) Avoiding public embarrassment...if discussing a person's problems or mistakes, find a quiet, private place to talk
- 7) Taking time out...sometimes a situation 'heats up'. Step back and take a breather to cool down before you or the other person says something hurtful
- 8) Avoiding abusive language or behavior...some things cannot be tolerated: racism, sexism, intimidation, hostility, harassment, statements made to provoke another person.
- 9) Getting help...before a disagreement or problem blows up into a bigger, complex issue, get help from a supervisor, manager, HR, the Ethics Help Line, or other available resource
- 10) Taking care of your self...respect yourself. If you are feeling mistreated or misunderstood, or disrespected, talk about it. Get help when you need it

The most important words in our language:

- 6 words—"I admit I made a mistake"
 - 5 words---"You did a good job"
 - 4 words---"What is your opinion?"
 - 3 words---"Let's work together"
 - 2 words---"Thank you"
 - 1 word---"We"
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Optimism: People who attempt the difficult often attain the impossible.