Responding to Intolerance

Student Name

Author Note

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**Introduction**

Use this section as an introduction to provide an overview about proper workplace behavior and intent versus impact when it comes to the things people say. Indicate how managers must set the tone for proper conduct. Set the reader up for the discussion to follow.

**Nature of Incident**

Identify from the assignment instructions the particular phrase that you as a manager overheard. Then, describe how you would approach the employee who engaged in that behavior. Discuss how, when, and where you would hold a discussion with that employee.

**Addressing the Problem**

Discuss how the conversation would go with the employee. What specific points would you make and how would you go about getting the employee’s agreement to change? Then, identify the pushback you might receive from the employee who will try and defend his/her actions. How might that change the course of the conversation? *This section would be a good part to include research about addressing employee behavior.*

**Ethical Implications**

Describe the ethical implications if the employee’s behavior continues. What consequences to the work environment could you expect if the behavior doesn’t change and the comments continue? *This section would be a good part to include research about morale when work environments are toxic.*

**Conclusion**

Finally, write a conclusion that summarizes the importance of holding people accountable when they say inappropriate things in the workplace. Ideally, conclusions should be at least five (5) sentences in length. Your references will then begin on the last page. Make sure this paper contains at least two (2) references.

References

A sociologist commented that legislation is not enough to end age discrimination in the workplace. Ageism can only be prevented by a change in society’s attitude towards older people.(16)

Ellie D. Berger, “Managing Age Discrimination: An Examination of the Techniques Used When Seeking Employment”, The Gerontologist, Vol. 49 No. 3, 2009, p. 317. doi:10.1093/geront/gnp031.

Civility & Respect in the Workplace • Civility is behavior that: – Shows respect toward another – Causes another to feel valued – Contributes to mutual respect, effective communication and team collaboration

<https://www.rose-hulman.edu/media/1267954/Workplace-Civility.pdf>

Incivility, rudeness, and bad manners at work hinder productive communication and destroy workplace relationships.

There is a cost for lack of civility in the workplace: – employees who experienced uncivil treatment reported lower job satisfaction – employees withdrew from their jobs through repeated tardiness and unnecessary sick days

Part of being a successful communicator is being able to identify these potential situations. Indentifying these situations starts with awareness and understanding. It is important to try and understand the other parties’ point of view, possible filters and the way in which they may see and hear things. [You must adapt your style and messaging](http://goo.gl/8nHLym) to work with these things in order to maintain positive communication and strong relationships.