

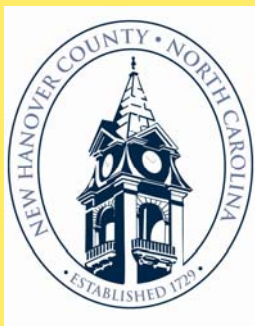


## Core Values

Respect  
Integrity  
Service  
Empathy  
Excellence

Every human being, of whatever origin, of whatever station, deserves respect. We must each respect others even as we respect ourselves.

U. Thant, former United Nations Secretary - General



New Hanover County  
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## Respect

The first of New Hanover County's Core Values, respect is the foundation for the way we strive to conduct all interactions. If we are ever to have a happy life at home, a good work environment, empowered employees or an atmosphere of trust, it has to start with respect for each other. Every thing that is good and important is built on the foundation of respecting other people.

Respectful behavior is about listening to others and their opinions and reasons. Really listening, without interruption or a defensive stance is a skill. By taking a moment to reflect on our own beliefs and behaviors, respect becomes easier to give and to receive.

Respect includes concern for other peoples' privacy, their physical space and belongings; and respect for different viewpoints, beliefs, philosophies, physical ability, and personality. Mutual respect is the foundation of all successful relationships.

Self-respect is an important component of this. If we don't respect ourselves, we will be unable to respect others. The power of respect in an organization cannot be underestimated. Along with respect, empowerment offers knowledge to others that will enable them to make their own decisions and nurture self-confidence and self-respect.

County employees have defined respect as treating others with courtesy, understanding and consideration. What does respect mean to you and what traits do you exhibit that would make people respect you?

### Books on Respect

The following titles are available at the New Hanover County Public Library.

*What If?: Short Stories to Spark Diversity Dialogue* by Steve L. Robbins 2008

*Hug Your People: The Proven Way to Hire, Inspire, and recognize your employees and achieve remarkable results* by Jack Mitchell 658.314 M 2008

*Blink: The Power of Thinking Without Thinking* by Malcolm Gladwell 153.44 G 2005

*Speed of Trust* by Stephen Covey 174.4 C 2006

*House of Wings* by Betsy Byars J Fiction Bya, B 1972

*Rabbit Hill* by Robert Lawson J Fiction Law, R 1944

## Respectful Workplace Policy

**Purpose** - New Hanover County recognizes it's responsibility to build and maintain a respectful workplace, where all employees and citizens enjoy an environment in which the dignity and self-respect of every person is valued and which is free of offensive remarks, material or behavior. This policy establishes a standard for appropriate workplace conduct.

### This policy provides for:

- Fostering a workplace which values diversity; personal dignity; courteous conduct; mutual respect, fairness and equality; positive communication between people; collaborative working relationships;
- A reporting/complaint procedure for any individual who experiences or witnesses behavior prohibited by this policy;
- A response procedure for supervisors who become aware of behavior prohibited by this policy;
- Accountability for violations or enforcement failures through appropriate disciplinary actions;
- Actions by the County to heighten employees and supervisors awareness of workplace violence

## Applying Respect

### Respect at work includes:

- Encouraging coworkers to express their opinions and ideas.
- Use people's ideas to change or improve work. Let employees know you used their idea, or, better yet, encourage the person with the idea to implement the idea.
- Asking for advice and accepting constructive criticism.

### Respect in the home includes:

- Parents modeling behavior for children on being respectful and dealing with someone who is not acting respectfully.
- Family members treating each other and their friends the way that they want to be treated.

## Quotes

"If you have some respect for people as they are, you can be more effective in helping them to become better than they are." John W. Gardner

"Treat everyone as a special person. Do not do to others what you do not want done to you." Confucius

"If one doesn't respect oneself one can have neither love or respect for others." Ayn Rand

"If you once forfeit the confidence of your fellow citizens, you can never regain their respect and esteem." Abraham Lincoln

"Never look down on anyone, unless you are helping them up." Jesse Jackson

"Respect for ourselves guides our morals; respect for others guides our manners." Laurence Sterne

### How do you practice Respect?

- Be considerate of the feelings of others.
- Be honest - if you do something wrong, admit it and apologize.
- Agree to disagree on a subject, and still treat the other person with courtesy and Respect.
- Practice good manners.
- Trust - by trusting someone to do their best you can show respect that results in empowerment.
- Greet others by title or name and always take the time to acknowledge others.
- Be caring - Show concern for people, animals and the environment.
- Be on time. This shows that you are respectful of other people's time.
- Go out of your way.
- Preserve dignity.

### How would you show Respect if:

- A customer or coworker yells at you and addresses you in an offensive manner?
- Your boss expresses an opinion with which you don't agree?
- A customer approaches you speaking a different language?

### Are you consistently practicing respect?

- Do you show respect for everyone that you come in contact with, regardless of his or her age, sex, color, religion or political opinion?
- Do you teach children that respecting others is the basis of having good character?
- Do you listen empathically providing your full attention?

### Questions to think about:

- What movies explore the meaning of respect?
- What songs explore the meaning of respect?
- What is your first memory of respect?
- Is it important to respect your elders?
- What builds respect?
- What destroys respect?
- Is the media more or less respectful today than in the past? Why?
- Are there any stories in your family that explore respect?

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