

Toolkit Title

Create a Respectful Environment

Purpose of Toolkit

Respect is the groundwork needed to create a psychologically safe environment for people to speak up and listen to one another

Toolkit Methodology and Application

See toolkit appended/ below

Case Study or Example

See toolkit appended/ below

Acknowledgements and Sources

See toolkit appended/ below

Toolkit Category

Organisation Development

Keywords

Organisation Development, Respect, Intrapersonal, Interpersonal

Name and Email of Project Contact Person(s)

Name: Organisation Development Unit

Email: ttsh_organisationdevelopment@ttsh.com.sg

CREATE A RESPECTFUL ENVIRONMENT

#foundation #intrapersonal #interpersonal

Respect is the groundwork needed to create a psychologically safe environment for people to speak up and listen to one another.



LEARN to **RESPECT/SEE**
THE MOMENT YOU CROSS
A **CONTACT BOUNDARY**.
Negotiate at the **BOUNDARY**
with **PERMISSION**

CREATE A RESPECTFUL ENVIRONMENT

When to use: In all conversations, but especially during difficult ones

How to use:

1. Be mindful of the contact boundary of the other person, in terms of physical or emotional space.
2. Ask for permission to approach the other person for a conversation. For e.g, ask “Do you have 10 minutes to talk about...” Avoid assuming where their contact boundaries lie.
3. Be ready to take ‘no’ for an answer, and negotiate by providing a counter-offer. “How about I come back later?”
4. We will know that we have breached someone’s contact boundary when we observe a change in their behavior. For e.g., the other party stops eye contact, flinches away from you or does a sudden movement.
5. If so, gently step out, and negotiate for permission to step back in.