

Confronting Disrespect

When you become aware that a team member is engaging in disrespectful behavior, it is important to intervene promptly. Follow these steps:

1. Check your own feelings. While it's natural to feel disappointed when you learn a team member is behaving poorly toward others, you have an obligation to remain objective. Focus on how the inappropriate behavior is affecting job performance and team morale.

2. Consult with Human Resources. Review any relevant policies. LifeMatters can also provide assistance.

3. Meet privately with the individual. Outline the reason for your concern. Be specific and objective when explaining why the behavior is not acceptable.

Sample language: "I have noticed that you (list behaviors). I am concerned about the effect on our team."

4. Explain how these actions affect the workplace. Be specific about the impact, both on those directly affected by the behavior and the team as a whole.

Sample language: "Disrespect damages your ability to work effectively with your colleagues."

5. Listen. While it's reasonable to acknowledge that another team member's conduct may have contributed to the situation, keep your focus on this person's actions.

Sample language: "Thank you for telling me your



side of the story. I'd like you to consider ways you could respond more appropriately in the future."

6. Make a referral. LifeMatters is available to address both performance issues and any personal concerns that may be impacting the individual's behavior.

Sample language: "LifeMatters is a free, confidential service that can help you address personal and professional concerns. You can call anytime."

7. Set clear expectations. Outline your expectations for performance improvement. Be specific about unacceptable behaviors.

Sample language: "I would like you to (list specific improvements) and to avoid (list behaviors)."

8. Set follow-up meetings and monitor performance. If the disrespectful behavior occurs again, consult with Human Resources. Seek input from HR before taking any disciplinary action.

Confronting disrespectful behavior is stressful. LifeMatters is available to provide support on both a professional and personal level. Call 24/7/365.

Call the **LifeMatters®** by Empathia Management
Consultation Service toll-free anytime. **1-800-367-7474**

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