

THE

Respect for People



Unlock performance with the
transformative power of
Respect

BUYERS' GUIDE

All Roads Lead to Culture

Culture influences every facet of an organization — from how teams collaborate and solve problems to how employees engage with customers.

The way people think of each other, treat each other, and approach challenges together has the power to propel strategic outcomes or create roadblocks to productivity and innovation.

As workplace dynamics shift, behaviors once considered optional are now critical for improving retention, engagement, and adaptability.

In this new landscape, respect has emerged as a key metric of employee satisfaction and a telling indicator of your organization's cultural health.

To meet evolving employee expectations and thrive in an increasingly demanding market, organizations must shape workforce behaviors with the same rigor used to optimize processes.

Disrespect is bad for business

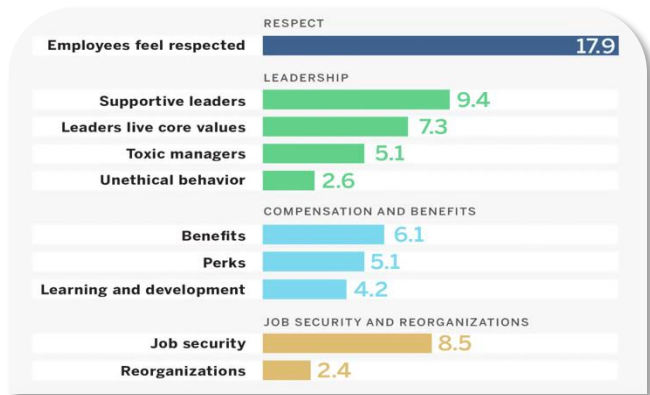
Respect is the culture element most important to employees.

When leaders treat employees with respect, they're more engaged.

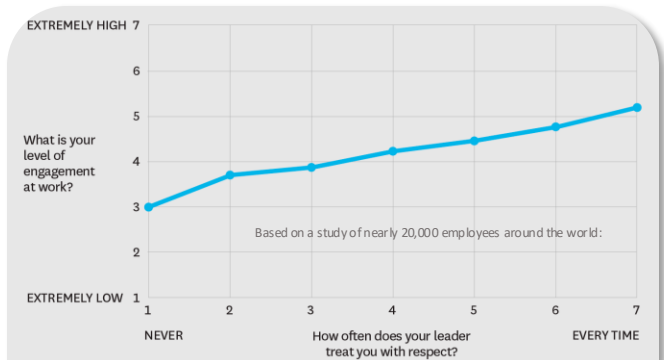
\$2B PER DAY

U.S. organizations collectively lose \$2 billion per day in reduced productivity and absenteeism.

SOURCE 2024 State of the Workplace study



SOURCE Culture 500 research on factors of strong organizational culture by Donald Sull and Charles Sull FROM "Ten Things Your Corporate Culture Needs to Get Right" by Donald Sull and Charles Sull September 2021 MIT Sloan Management Review



SOURCE Analysis of "what is your quality of life at work?" survey data by Christine Porath FROM "Half of employees don't feel respected by their bosses" by Christine Porath November 2014 hbr.org

PROGRAM OVERVIEW

Transform the way your organization performs as a collective, by improving the way employees think and interact as individuals.

The Respect for People Roadmap is a hands-on learning experience built to help organizations assess and transform their culture by enhancing their practice of the interpersonal behaviors that drive respect and fuel performance.

Inspired by the Toyota Way, the program draws from behavioral science, business theory, and organizational psychology to address the mindset that drives behavior, the cultural conditions that reinforce it, and the habits that make change stick.



By systematically addressing how employees perceive, value, and collaborate with others, the Roadmap experience empowers individuals to shift from reactive to reflective problem-solving, from indifference to inclusive interactions, and from conflict to collaborative alignment—both personally and organizationally.

Whether you're looking to address toxic dynamics, upskill managers, energize low-functioning teams, or elevate cultural norms, The Respect for People Roadmap provides a practical and scalable path to sustainable change.

ORGANIZATIONAL IMPACT

Curriculum drives people strategy and performance efforts

The Respect for People Roadmap aligns with your strategic goals to strengthen employee experience, leadership and teaming, and increase productivity. Learning not only supports individual growth but, when adopted collectively, also primes the organizational environment for success across various priorities, including:



ENHANCING EMPLOYEE EXPERIENCE

The program's focus on individual accountability, empathy, and employee interdependence creates a strong foundation for initiatives that enhance the employee experience, including:

- Diversity, equity, and inclusion efforts
- Health and safety programs
- Talent retention and engagement
- Cultural transformation



ACTIVATING LEADERS AND TEAMS

The content's focus on compassion, understanding our impact on others, and the skills central to communication, managing conflict, and collaboration supports initiatives aimed at:

- Leadership development
- Executive coaching
- Team effectiveness



BOLSTERING PERFORMANCE IMPROVEMENT

This course enhances organizational capability through improved awareness of the interpersonal factors at the root of performance challenges and that help or hinder:

- Operational excellence
- Customer satisfaction
- Problem solving and innovation
- Adaptability

WHAT SETS US APART

A systemic, sustainable approach to behavior change

Unlike discrete skills training that focuses on specific competencies in isolation, the Respect for People Roadmap connects the dots between individual behavior, culture, and business outcomes.



Systemic Approach

Learning is based on a systemic view of change and addresses the individual mindsets, cultural conditions, and behaviors that help or hinder it. This integrated approach focuses not only on influencing daily interactions, but also driving lasting organization-wide improvement.

High-Touch, Practical Learning

The Roadmap includes support from coaches, group learning, and hands-on exercises, to help participants translate abstract concepts into practical action. Instruction also includes a variety of opportunities for participants to apply learning directly to their work, receiving feedback from their coaches, cohort, and peers along the way.

Cognitive + Behavioral Change

Lasting cultural change requires shifts in both thinking and action. To that end, the Roadmap focuses on transforming how participants think and what they do, ensuring behavioral changes are rooted in cognitive insights gained over the course of their experience.

Customized + Contextualized

Participants' experience of the Respect for People Roadmap begins with a personal assessment of their organization's culture and a vision of "Better" that they define at the program's start. Customized implementation ensures that each participant's journey aligns with their specific goals and organizational context.

LEARNING EXPERIENCE

Respect is the path that leads to Better

Learning takes the form of a road trip that participants take through the principles and behaviors of the Respect for People Roadmap. Beyond tracking progress, the roadmap illustrates the learning landscape, highlighting the obstacles and changing “road” conditions that impact individuals and organizations as they make their way toward better interactions, teams, culture, and outcomes.

COURSE MODULES AND ROADMAP DESTINATIONS:

1

Introduction | Defining “Better” and the journey ahead

Introduction to the concept and purpose of the Respect for People Roadmap. Participants explore the characteristics of a respectful environment, assess their current state, and define what “Better” looks like for themselves, their team, and their organization.

2

Engage with Compassion | Solving the right problems the right way

Every organization wants their people to better see and solve problems. But solving the right problem in the right way requires big picture thinking versus jumping to conclusions. This principle reminds us that there is more to every person and situation than meets the eye and encourages us to look beyond surface appearances or what seem like obvious behaviors to consider the context of people’s actions.

LEARNING OBJECTIVE:

Move from reactive to reflective problem solving by learning to recognize and diffuse the judgement that creates conflict, skews decision making and strains team dynamics.

BEHAVIORS



Check your perspective:



Seek to Understand:



Act to support:

KEY CONCEPTS:

Judgement and the biases that affect our decision making and relationships at work.

Listening with empathy and curiosity.

What considerate action looks like.

3

Treat People Like They Matter

Better see and mobilize resources




Treating people like they matter is about how we view others. We can mistakenly correlate capability or competence with status or titles. This can lead to overlooking the value of others' personal history and non-technical abilities, particularly for those in less prominent positions. As a result, talent and expertise can be underutilized, and we miss out on seeing and building on the valuable resources we have in each other.

LEARNING OBJECTIVE:

Move from indifference to inclusive interactions by recalibrating perceptions of who and what is valuable and who is qualified to solve problems.

BEHAVIORS

KEY CONCEPTS:

| | |
|--|--|
|  Prioritize Wellbeing: | The elements of well-being and the stressors that disrupt it. |
|  Value Individuality: | How objectification diminishes our ability to see and value other's unique capabilities. |
|  Spotlight Others: | The practice and impact of gratitude and recognition at work. |

4

Partner for Mutual Benefit

Align your way to innovation




The way we communicate, what we share, and how open we are to new perspectives not only shapes our individual efforts, it also influences our collective success and determines whether we ever get to new ideas.

LEARNING OBJECTIVE:

Moving from conflict to collaboration by pushing beyond transactional interactions to connect with authenticity and break down siloes, more objectively identify issues, and create holistic solutions.

BEHAVIORS

KEY CONCEPTS:

| | |
|--|--|
|  Show Your Cards: | How transparency or lack thereof can improve or impede collaboration. |
|  Speak With Candor: | The elements of candor, the pitfalls of staying silent, and the difference between candor and criticism. |
|  Get on the Same Page: | The process of building consensus, how it leads to commitment, and what both elements look like in practice. |

5

Better | **The bridge to continuous improvement**

In this concluding phase, participants take stock of how the Respect for People Roadmap's principles and behaviors have shaped their daily interactions, quality of their work, and their overall satisfaction.

LEARNING OBJECTIVE:

How to improve upon and sustain respectful practices by integrating them into daily routines.

FOCUS AREAS:

KEY ACTIONS:

| | |
|---|--|
|  Reflecting on Respect | Reviewing the roadmap experience and how understanding and practice of respect have evolved. |
|  Your Personal Journey to Better | Gauging your practice of respect as well as its impact on the team dynamic. |
|  Planning for the Road Ahead | Creating an action plan to improve your practice of Respect for People behaviors. |
|  Seeking Roadside Assistance | Securing support and feedback from others and tracking progress. |
|  Making A Habit of Respect | Integrating Respect for People Roadmap behaviors and tools into daily routines. |

PARTNER FOR
MUTUAL BENEFIT



PROGRAM DESIGN

A blended learning model maximizes participation and minimizes disruption

The Respect for People Roadmap combines online learning with facilitated engagement to create an interactive and flexible participant experience essential to the development and adoption of interpersonal skills and that supports a variety of workforce roles and time constraints.

WHO IS THIS FOR?



Sophisticated enough for leaders, accessible enough for front line workers, this program accommodates diverse aptitudes and personal experience.

TIME COMMITMENT



45 hours of training

- Typical duration: 10-15 weeks
- 31 hours asynchronous work
- 9 hours group learning
- 5 hours peer exercises

METHOD OF STUDY



Self paced, online micro lessons

- Introduction to concepts
- Application of learning



Journaling and Reflection

- Targeted in lesson questions
- Concept related journaling



Coach facilitated learning

- In-person or virtual
- 1:1 support
- Live group instruction

COURSE STRUCTURE

- Five modules
- Six 90-minute mentor facilitated group sessions (discussion & exercises)

THE
**Respect for
People** 



Learn more about how
The Respect for People Roadmap can
support your strategic goals.

CONTACT

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Visit our website:

<https://www.gbmp.org/respect-for-people-road-map>

Follow us on LinkedIn:

<https://bit.ly/RfPRoadmapLI>

Test drive our demo:

<https://bit.ly/RfP-Test-Drive-GBMP>