



Coaching Through Conflict

Lesson 4: The 12 Laws of Respect

The Big Idea:

“Show respect even to people who don’t deserve it; not as a reflection of their character, but as a reflection of yours.”

Dave Willis

Effective conflict resolution is vital to the success of any team because it helps to decrease stress and to provide solutions for problems that arises. Conflict resolution provides an additional benefit for teams. It addresses disrespectful behaviors, words and beliefs that often spark conflict. Respect plays a major part in work related stress. When an employer is not treating their employees with respect, employee absenteeism increases and an employee becomes less productive. The bottom line is that respect is important to all of us; therefore, treating others the way you want to be treated is doctrinally sound both biblically and professionally. Furthermore, disrespect and unresolved conflicts can be costly for organizations.

This lesson will share the 12 laws of respect and why teams and organizations should give more attention to disrespectful behaviors and practices on their teams.

A Question to Consider:

In what ways does ignoring disrespectful behaviors at work fuel work place conflicts?

◆ *Leader’s Notes* ◆
PRAY! PRAY! PRAY!



The Salvation Army

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Evangeline Booth College, Atlanta, GA
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12 Rules of Respect:

What exactly is respect? Respect can have many different meanings but can be generally defined as having compassion, empathy, admiring someone or something that is good, valuable, or important; humility; treating others the way you want to be treated; understanding; civility; politeness and courtesy in behavior and speech. We all want to feel valued, be listened to, and called upon to do ordinary and extraordinary things. It is all about self-worth and using our talents. Below are the 12 rules of respect:

- 1. Be aware of Your Non-verbal and Extra-verbal Cues**
- 2. Develop Curiosity About the Perspectives of Others by**
- 3. Assume That Everyone is Smart about Something**
- 4. Become a Better Listener by Avoiding Using the word “But”**
- 5. Look for Opportunities to Connect with and Support Others**
- 6. When You Disagree, Explain Why**
- 7. Look for Opportunities to Grow, Stretch, and Change**
- 8. Learn to Be Wrong on Occasion**
- 9. Never Hesitate to Apologize**
- 10. Intentionally Engage Others in Ways that Build Their Self-Esteem**
- 11. Be Respectful of Time When Making Comments**
- 12. Smile!**

Respect is demonstrated in different ways and practiced one interaction at a time. The 12 Rules of Respect illustrate ways of thinking and behaving around others. They have been shown to be tremendously powerful at positively affecting how people perceive both others

◆ Leader's Notes ◆



A Thought to Ponder:

According to statistics published by the EEOC, U.S. corporations paid \$445.8 million dollars to settle discrimination-related violations in 2012 (these were only reported fines). U.S. businesses spent approximately \$2 billion dollars to settle claims of disrespectful and typically unlawful behavior.

A Thought: What are some action steps that you can take to address disrespect in a timely fashion?

What Difference Would It Make:

Christine Porath shares that a poll of **800** managers and employees revealed the following information about incivility in companies: **48%** intentionally decreased their work effort, **47%** intentionally decreased their time spent at work, **38%** intentionally decreased the quality of their work, **80%** lost work time worrying about the incident, **63%** lost work time avoiding the offender, **66%** said their performance declined, **78%** said their commitment to the organization declined, **12%** said they left their job because of the uncivil treatment, and **25%** admitted to taking their frustration out on customers.

Suggested Resource:

Mastering Civility

By Christine Porath

<https://www.amazon.com/Mastering-Civility-Manifesto-Christine-Porath/dp/1455568988>

◆ *Leader's Notes* ◆