



## Dignity & Respect

Brought to you by:

**“Be kind to all you encounter today...  
for they are on a difficult journey you know  
nothing about.”**

Instructors:  
Jill Nagy  
Michael Noel

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### Meet My Friend Jeff




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## Why A Ride Matters

- ❖ Transit connects people and places
- ❖ Transit creates opportunity
- ❖ Transit is infrastructure




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Do you know what we ask our employees to do each day?  
***ALMOST IMPOSSIBLE!***

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### Important Facts

- ❖ Difficult & Dangerous
- ❖ 40,200-4,600,000
- ❖ Responsibility
- ❖ Safety Sensitive
- ❖ Public funds & use of social media
- ❖ Quality of life

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### Dignity & Respect

Dignity – The state or quality of being worthy of honor & respect

Respect – Due regard for the feeling, wishes, rights and traditions of others



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**Dignity vs. Respect**



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**Differences**

The inclusion of people from different races, cultures economic status, and persons with disabilities in a group or organization



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**What does dignity & respect mean to you and your organization?**

Let's take a look!

**Breakout: Dignity & Respect Questionnaire**

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**Why is dignity & respect important to...**

- Your management?
- Your co-workers?
- Your customers
- Your community?

Does your agency have a diversity policy?  
What does it say?

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**Your Agency's Diversity Statement**

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**Understanding Inherent Bias**

- Underlying factors
- Skewed viewpoint
- Product of our own culture
- Cross-cultural communication



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### Implicit Bias



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### Looking Through Your Own Lens

- What one hears can be very different from what was intended
- Using differences as a way to distinguish people



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### Two Stories



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### Six Sources of Cultural Conflict

- Unconscious Bias – Opinions about others are based on the culture the person grew up in and brought to the workplace
- Social Intelligence – An understanding of the impact of words & behavior on others
- Pre-existing Mind-sets – Seeing one’s own perception as correct with little willingness to understand others perception as valuable
- In-Groups & Out-Groups – Allowing different behavior, words & actions for different groups in the workplace
- Power Dynamics – Using hierarchical power as an excuse for behavior
- Norms & Practices – The spoken & unspoken rules within an organization

Source: Emtrain 2020 Workplace Culture Report

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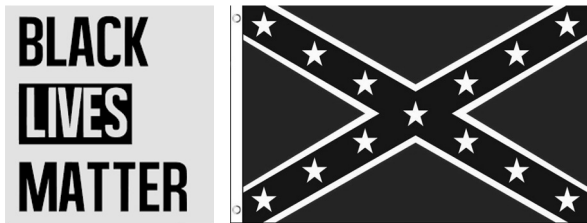
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### What Do You See?




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### A Text From A Friend

“So glad you found the movie, The Last Brickmaker in America. It stars Sidney Poitier. I think he is the greatest black actor and may be the greatest actor of all time”

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**Hostile Workplace**

**80%**  
of hostile workplace law suites are initiated  
against a person or agency who meant no ill  
will

How does this happen?

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**Quid Pro Quo**  
**vs.**  
**Hostile Work Environment**

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**Defining Hostile Work Environment**

Unwelcome comments or conduct that  
unreasonably interferes with an employee's  
work performance and/or creates an  
intimidation or offensive work environment



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### Understanding Hostile Work Environment

- Unwelcome comments or conduct based on
- Gender
  - Race
  - Nationality
  - Religion
  - Disability (physical & intellectual)
  - Sexual Orientation
  - Age
  - Body size

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### Defining Relationships With Customers

- Bus operator is an authority figure
- Relationships develop over time
- A ride is a quality of life issue for many riders
- Elderly, persons with disabilities & low-income riders are dependent of the service




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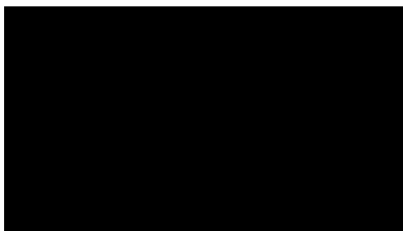
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### In Their Own Words




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## Taking Care of Your Customers

### 7 Needs of All Customers

1. Reliability
2. Safety and Security
3. Convenience
4. Clean and Comfortable
5. Understandable
6. Affordable
7. Friendly / Empathetic




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## The Role of Social Media on Bus Operations / Customer Relationships

- Audio
- Video
- Pictures
- Complaints
- Documentation




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## What is Expected From All Employees – Everyday

1. Be on time & fit for duty
2. Practice safety in all activities
3. Show professionalism in all activities
4. Take seriously the stewardship of the public trust
5. Treat all co-workers with dignity & respect
6. Treat all customers with dignity & respect
7. Present a positive image for the company at all times

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## Dignity & Respect Challenge

Dignity & Respect Challenge

What makes us different makes us the same

**Breakout!**

A person over 50 years of age	A person born and raised in a farm	A person with an accent	A person who speaks more than one language	A person with a hidden disability
A person who is a Muslim	A person who is a transgender citizen	A person of Hispanic/Latino heritage	A person with a physical disability	A person who is left-handed
A person who is a woman	A person who is Caucasian	A person who had a mental health condition in the military	A person who has traveled to a foreign country while not having a passport	A person who uses a wheelchair
A person who is African American	A person with North American heritage	A person who graduated from high school	A single parent of a young child	A person who is not gay or lesbian
A person who is in a wheelchair	A person who is a vegetarian	A person of Asian heritage	A person who is a coach	A person who has a family member who is gay

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## Discussion – Lessons Learned

- Gender
- Race
- Nationality
- Religion
- Disability (physical & intellectual)
- Sexual orientation
- Age
- Body size

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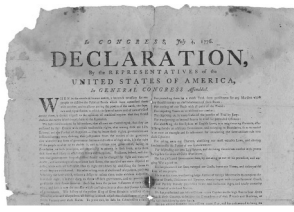
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## Why Does Dignity & Respect Matter?

- July 4, 1776 – Declaration of Independence
- We hold these Truths to be self evident . . . that all are created equal



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### Three Specific Dignity & Respect Issues In Transit

- Age
- Social status/ economics
- People with disabilities - ADA




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### Rosa's Law




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### Rosa's Law

- What we call people really does matter.
- How does this apply to Dignity & Respect?

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**Dignity & Respect**  
**INHERENT BIAS**

*“Underlying Factors or Assumptions that skew viewpoints”*

- What did you learn?
- What are you committed to?

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**REMEMBER:**

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 nothing about.”**

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**Dignity & Respect**

- Thank you for attending
- Please complete the evaluation
- Feel free to contact us



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