Respectful Interaction and Protocol Enforcement

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For Library staff

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Library Human Resources and Library Access Services
Overview of this session

What we mean by respectful interaction, why it’s important to us, and the Library and University’s expectations

The Protocols for handling problems that affect the scholarly environment of the Library

How-to’s for Respectful Interaction
Getting started:

What IS respectful interaction?
Be aware of and set aside bias: What is unconscious bias?
Demonstrate empathy toward others:

**What is empathy?**
Some Barriers to Empathy

You

- You take a dislike to a user
- You are too busy to listen
- You are burned out
- You make assumptions about a user
- You have to enforce a policy that you don’t agree with or understand

The user

- The user is disrespectful or abusive toward you
- The user brings an attitude to the interaction
- The user can’t make him/herself understood
- The user has expectations which don’t match the Library’s level of service
University and Library expectations

- Business Conduct at the University of Chicago, guideline #1
- Library Values Statement
- Library Rights & Responsibilities Statement
  And Protocols for Enforcement

Part 3: Expectations
The campus context

Business Conduct Policy

Part 3: Expectations
The University values diversity and champions the fundamental principle of treating others with respect. The University also is committed to providing a safe work environment in which discrimination, harassment, and acts or threats of violence are not tolerated. The University expects its staff employees to treat each other and those with whom they have business dealings on behalf of the University with respect, honesty, integrity, and civility.
The Library context

Library Values Statement
Service

We offer an environment that supports creativity, flexibility, and collaboration.

We believe that each user of the Library is unique and important.

We evolve to meet the changing needs of the Library and its users.

We maintain a comfortable, welcoming and secure place for study, research, work, reflection and interaction.
Respect

We treat everyone with equal consideration and courtesy.

We encourage differences in perspective, opinions and ideas.

We consider the needs of others.

We provide an environment that is inclusive and diverse.
The Library context

User Rights & Responsibilities for Creating and Sustaining a Scholarly Environment
The Library context

Enforcement Policies for Maintaining a Scholarly Environment
The Library context

Flowchart for Protocol for Handling Less Serious Problems Affecting the Scholarly Environment
The Library context

Interactive Checklist for Policy Enforcement Protocol for Less Serious Problems Affecting the Scholarly Environment
The behavioral context

Maintaining respectful interaction during difficult situations
Emotional self-awareness – examine and understand your personal reactions and biases

Empathy – listen and understand the perspectives of others

Self-control – use mental and physical techniques to stay calm in the face of pressure
Techniques to help

- A positive demeanor
- Clarity in choice of words and a politely assertive delivery
- Say things in your own words without hiding behind Library jargon
- Keep things in perspective
Specific tips to help

- Stay calm and take it slowly
- Take slow, deep breaths, make sure you are in control
- If anxious, break off – drop your pencil or tie your shoelace
- Don’t get too close
- Make frequent but brief eye contact
- Try to calm others – “be the adult” even if they’re not
- Listen, let an angry person vent for a bit
- Then respond, show that you understand the issue
- If you can’t do what they want, what CAN you do?
- Take notes
Library HR’s Guidelines for Respectful Interaction

- Treat everyone ethically and with respect, regardless of race, gender, religion, sexual orientation, age, disability, military status, ethnicity, or socioeconomic differences

- Be a careful, attentive, excellent listener

- Consider the needs of others and engage in active empathy

- Remain positive and professional, even when working with others who may be negative
… more guidelines

- Acknowledge mistakes and misjudgments rather than hiding them, and offer a solution if possible.

- Build and maintain open and healthy working relationships with everyone in the workplace.

- Permit others to restore a damaged relationship with you - don’t hold a grudge.

- Ensure actions and behaviors are consonant with the Library and University’s expectations.
Thank you!

For more information, visit
http://www.lib.uchicago.edu/staffweb/resources/polenf/

and

http://www.lib.uchicago.edu/staffweb/depts/persbudg/respectfulinteraction.html

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