

Welcome to The 3R's for Youth

Resilience, Responsibility and Respect in the Workplace

Module 4 - Worksheet 4

Respect in the Workplace Case Studies

1. Patricia had a job in a fast food restaurant. After some time, she was promoted to a manager position. She was thrilled with this and worked very hard. One day one of the employees called her "Patty". She corrected him and said, "Listen, other managers here can call me Patty, but you are not a manager, so you have to call me Patricia." After a few similar incidents, the restaurant decided to demote her from manager to trainer. She would not stand for this and quit on the spot.

How do you think that this was an issue of respect?

Do you think that 50 years ago, things were different? Would Patricia's behaviour as a supervisor have been acceptable?

2. Mark had recently gotten out of prison. He planned to start over and eagerly started applying for jobs and taking courses to get him ready. He was thrilled to get a job in construction at a great starting wage. Things were going great until one day an employee said something disrespectful to him. He punched him in the face and was sent back to prison.

Do you think that this was possibly an issue of feeling disrespected?

Obviously he made a poor choice in how he handled it. It is inevitable that you will feel disrespected at some point in your job. What are some healthier ways to handle disrespect?

3. Ming had been in Canada for six months when he got a job in a manufacturing company. In his country, there is a lot of hierarchy and everyone is treated differently depending on their position and education. He had learned that everyone gets equal respect in the Canadian workplace. For example, he learned that he should call his boss "John" and not "Mr. Henderson." So on his first day on his job in Canada, he said "Hi John," and punched him in the arm. John was not impressed.

What's going on? What mistake did Ming make?

If you were to move to Ming's country, how long do you think it would take to adapt to workplace culture in his country? Do you think we should be a little patient with people new to the Canadian workplace?