



JAN 23 2004


MEMORANDUM FOR: ALL EMPLOYEES

SUBJECT: MESSAGE FROM DISTRICT MANAGER/SR. PLANT MANAGER

Employees are reminded of the USPS Workplace Violence Prevention Program. As such, we have a zero tolerance policy for inappropriate workplace behaviors. Zero tolerance means that every act or threat of violence, regardless of the initiator, elicits an immediate and firm response, which could involve discipline up to and including removal of the offenders. Anyone engaging in inappropriate use of language (insults, name calling and put downs) within the workplace is in violation of our zero tolerance policy. Attached is a copy of a 'Stand-Up Talk' that is to be presented to all employees and documented by the postmaster/plant manager and supervisors of each unit.

Should you need further guidance in the prevention of violence in the workplace, please contact, Rosanne Costanzo, Workplace Improvement Analyst (WIA) at (661) 775-7085 or Tyrone Washington, Diversity Development Specialist (DDS) at (661) 775-7055. Thank you for ensuring that we create a work atmosphere free of unlawful and inappropriate behaviors.


Virginia Tovar, A/District Manager,
Van Nuys Customer Service & Sales


Larry Haemmerle A/Sr. Plant Manager
Santa Clarita Processing & Distribution Center

Attachment

SUPERVISOR STAND UP

"Respectful Workplace Behavior"

Do you ever get angry with someone you work with? How do you handle yourself when you don't see "eye-to-eye" with a customer, peer or your supervisor? Do you like your co-workers, your job, and your supervisor? Do you know what offensive, inappropriate behavior is?

Examples of workplace conflict include difficulties between employees, between supervisors and employees, between male and female employees etc. The following list of behaviors, while incomplete, is considered intimidating and inappropriate.

- insults, name calling and put downs
- shouting
- invasion of personal space including entering someone's workspace without permission
- demonstrated lack of respect for the judgments, skills or opinions of a person
- threats or complaints when people stand up for themselves
- using private information to `bully` an employee
- physically standing over another person
- blocking someone's exit
- banging the desk
- crude language
- rifling through personal possessions or reading material in someone's personal space without permission
- overly forceful language in meetings or trainings
- persistent interrupting someone in conversation
- suggestive or derogatory remarks, jokes
- unwelcome comments about physical appearance
- unnecessary touching or unwanted physical contact
- actions deliberate or otherwise which have the effect that a person feels harassed
- other behavior which causes the person to feel treated less favorably than someone else of the opposite sex or another race

Each employee is responsible for carrying out his or her individual job duties. When the behavior of another employee is such that the employee's work effectiveness and sense of

personal well being has been eroded, it seriously effects the overall work climate and causes concern for all employees. People work best in a setting marked by mutual respect, personal dignity and support, which utilize one's skills and abilities. All employees expect to work in a safe and civil environment, free from discrimination, harassment, sexual harassment, threatening or violent conduct, or offences against property.

Discussions are healthy and have the potential to build relationships and result in a "win" for everyone. On the other hand, arguments are rarely good. They are forceful attempts to change another person's point of view, and thus result in a "winner" and a "loser." Arguments always cause some damage, even if you "win." The next time you find yourself involved in an altercation; use these guidelines to avoid inappropriate behavior.

1. **CONTROL YOUR TEMPER.** Getting angry always makes communication harder, not easier. So simmer down before you blow your top.
2. Be sensitive to the impact you have on others. Use language that does not degrade, exclude or offend anyone. Your words and actions matter. Take responsibility for your actions and how you treat your peers. Stop blaming your behavior on others.
3. **LISTEN FIRST.** Give the person a chance to talk. Don't defend or debate. Build bridges of understanding, not barriers of misunderstanding. Act towards others from a basis of sincere respect for their dignity and feelings.
4. **LOOK FOR AREAS OF AGREEMENT.** Dwell on areas where you agree. This establishes common ground, helping you find a solution good for both of you. Communicate openly and honestly.
5. **POSTPONE ACTION SO YOU BOTH CAN THINK THROUGH THE PROBLEM.** If need be, suggest another meeting. To prepare, ask yourself some hard honest questions about your "side," and focus on a mutual beneficial solution. Admit when you are wrong. We all are wrong at some point in our lives.
6. **BE WILLING TO AGREE TO DISAGREE.** Sometimes you may need to accept your difference of opinion and move on. Be flexible whenever possible. Everyone we come in contact with during a workday expects courtesy and respect. If we use respect during each interaction, we let others know they are important and hopefully it will encourage others to

behave respectfully. However, even if others behave poorly, it is still our responsibility to behave in an appropriate respectful manner.

Everyone deserves respectful treatment. You know what it's like to be treated disrespectfully. Think about how being treated poorly means to you, your parents, your children, and your siblings? Then treat others accordingly. If everyone practices these techniques, our work environment will be greatly enhanced and enjoyed by all.