

Kick-off

Note to trainer:

The short film for this “language” Toolbox Talk can be accessed at:

<https://www.youtube.com/watch?v=abxmdUzEUlo&feature=youtu.be>

Discussion

Question 1 to group: This film illustrated (in an exaggerated and deliberately humorous manner) different ways that a worker could choose to behave on site. What types of behaviours did we see?

Examples of behaviour that the group might identify might include: bad jokes, swearing, trying to annoy someone, offending people, getting fired, becoming aggressive and abusive.

Question 2 to group: What point is the film making?

KEY MESSAGE 1: The film is making the point that **words and language** that we might use regularly can offend others if used in our workplace.

We should seek to use language that makes people feel *included* in the workplace, not which offends them

Question 3 to group: What types of words and language will make people included in the workplace?

KEY MESSAGE 2:
The only language acceptable in a workplace is language that does not offend

Examples of words and languages that make people feel included, by not offending, and that can offend are:

Types of words and language that make people feel included	Types of words and language that can offend
<ul style="list-style-type: none"> • Words and language that are broadcast on BBC1 before 9pm and don't attract public complaints • “Gender neutral language” - using ‘they’ rather than ‘he’ when referring to people in general (rather than a specific person) • Jokes – but <u>not</u> about a specific person or groups of people who are visibly different (e.g. Black people) or from specific backgrounds (e.g. Welsh) or community groups (e.g. gay) • Letting people finish their sentences and make their points • Positive <i>body</i> language: making eye contact, nodding when listening, open hand gestures 	<ul style="list-style-type: none"> • Swearing • Blasphemy • Use of unwanted nick names • Sexually suggestive comments • Unwanted personal comments • Anger • Negativity

<ul style="list-style-type: none"> • When addressing problems or challenges: <ul style="list-style-type: none"> - Focus on the positives rather than the negatives - Phrase the problem as a question and invite solutions and cooperation. For example, "What do you think about [something specific]? ", "How could we do it better, next time?", "What can we do together to solve this problem?", "In what ways might we solve this problem?" - Use the word "you" in a positive and non-accusatory way. For example, a sentence such as "you've come up with a great idea!" will make someone feel included but a sentence along the lines of "You did that wrong" certainly won't. - Avoid getting emotional; explain facts and perceptions rather than feelings - Listen carefully to what is being said to you; repeat your understanding back to be make sure you are hearing what the other person intends to say - Work on one problem at a time 	<ul style="list-style-type: none"> • Racism • Homophobia • Negative <i>body</i> language: making offensive gestures, rolling eyes in a patronising way, crossed arms, hands on hips
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Question 4 to group: Why is important to use language that makes people feel included?

<p>KEY MESSAGE 3: When we feel included</p> <ul style="list-style-type: none"> • We work better and safer • The job gets done more easily • <i>Everyone</i> goes home happier at the end of the shift

Wrap- Up

Question 5 to group: What's one thing are we each going to do differently, as a result of thinking about this film?

Examples of commitments include:

- If I need to swear, I'll keep it in my head rather than saying it our loud
- I'll try ways of talking to my team about problems in a more positive way
- I'll remember that people might not like being joked about – even if they haven't told me before
- I'll manage my anger better

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