

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

<p>Part funded by:</p> 	<p>This project has been delivered with support from the CITB Growth Fund, which aims to ensure that the construction industry has the right people, with the right skills, in the right place, at the right time and is equipped to meet the future skills demands of the industry.</p>
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