

*It's a Matter of Respect  
@ Fanshawe College,  
London*

**Lori Nemeth, Manager  
Kathy Bouma, Staff Trainer  
Organizational Development & Learning**



# Overall Context

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- Fanshawe College
- Why the need?
- Needs Assessment



# The Challenges

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- All existing employees – how do we get them all trained?
- Learning styles – How do we meet the myriad of learning needs?
- Involvement of Senior Management – how do we get ‘buy-in’ throughout the organization?



# More Challenges - logistics

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- Number of employees
- Type of employees: full time, consistent part time, irregular part-time, contractors
- Geographical locations
- Mandated



# Stakeholders

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- Human Resources
- Organizational Development and Learning
- President, Local 109
- Vice President, Local 110
- Joint Health and Safety Committee
- Administrative Staff Association



# Holistic approach

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- Communications
- Policy development – policy coordinator (a place to go)
- Training and education
- Brochure
- Ongoing (contracts, blanket purchase orders, hire letters, mandatory training)



# Training and Education

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- Online
  - Respect in the Workplace
- Workshops
  - Respect in the Workplace
  - Dealing with Difficult and Angry People and Violence Prevention



# Demonstration of online training

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- Design and development
- 4 Modules
- Quizzes with each
- Interactive exercises
- Administrative features i.e. reporting



# Face to face training

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- Non-full time employees
- Employees without computer access
- Employees who needed an alternative to online training
- Contractors
- Approximately 300 employees were trained in face-to-face sessions



# Student Campaign

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- Partnership with student union
- Articles in student paper
- RESPECT graphics
- T-shirts, buttons, decals
- Posters



# Integrating into Culture

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- Ongoing training and education
- Policy monitoring
- Employee Survey
- Respectful climate ongoing development
- Priority for senior management

