



Respect – Banter Toolbox Talk

Housekeeping



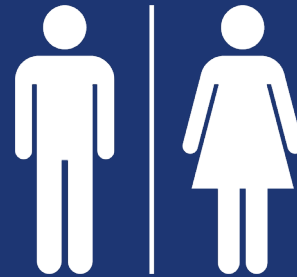
Emergency exits



Tea and coffee



Fire alarm



Toilets



INCLUSIVE



Mobile phones



Agenda

What is Fairness, Inclusion & Respect? (FIR)

What is appropriate language for the working environment

Our stance - Zero Tolerance

Activities/Scenarios

What to do if you do not feel Respected - Reporting





Session Aims

1

Raise your awareness of what 'good' looks like in the workplace

2

To know the difference between banter and not acceptable language

3

To know how to report an incident but also where to get help





Ice breaker



In groups of 3-4

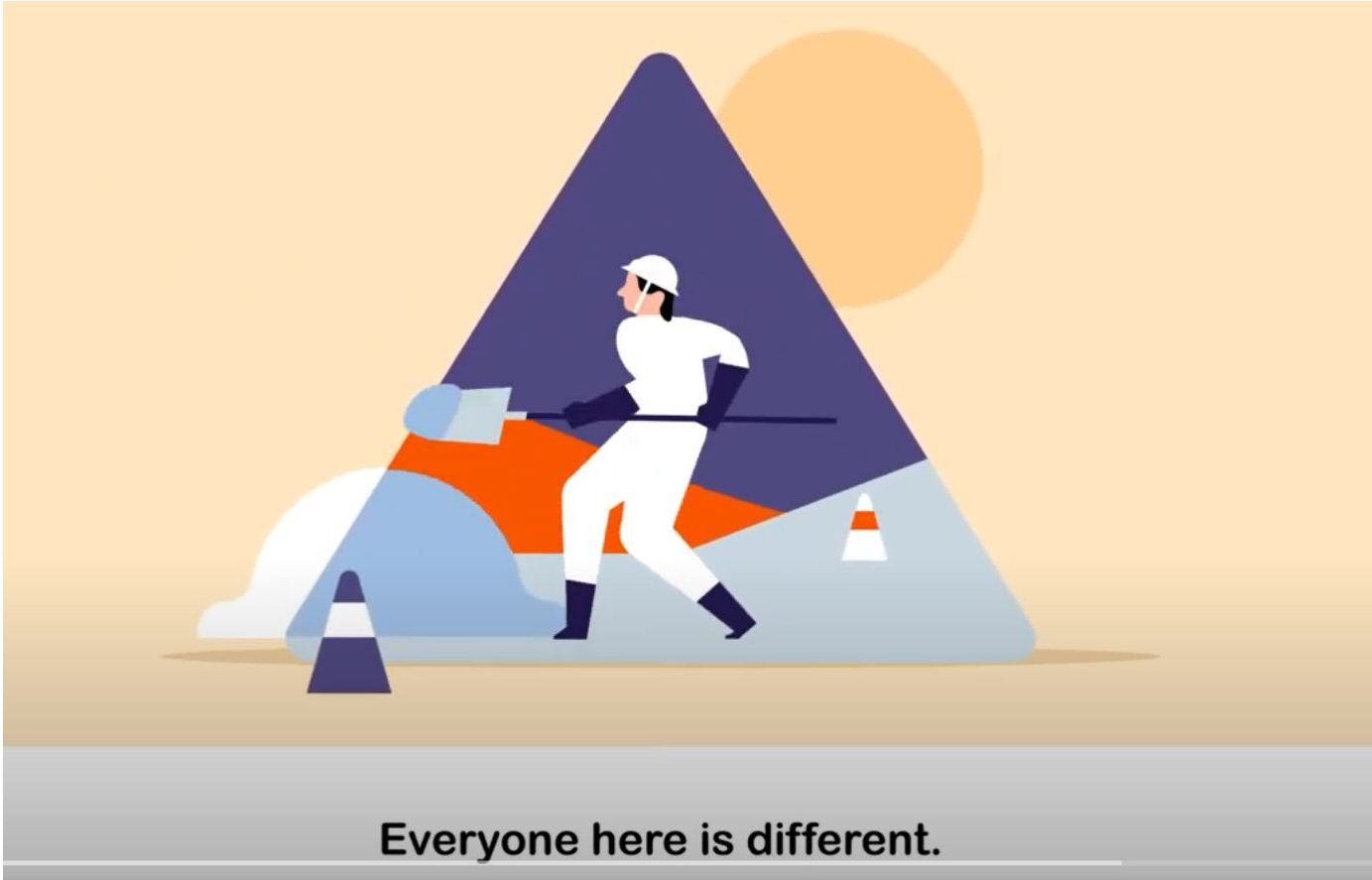


Introduce yourselves and discuss what respect in the workplace means to you be prepared to feedback to the group





What is FIR?



Play video: <https://youtu.be/KtPdagsrIA>

Intention vs. Received

It is important to note that while banter can seem harmless in its intention, it is the way that it is received that is key in determining whether it is clumsy, inappropriate or unacceptable.

When having banter, keep in mind:

- How might this be received?
- How could the receiver **feel** after I say this?
- Could this be perceived as offensive?

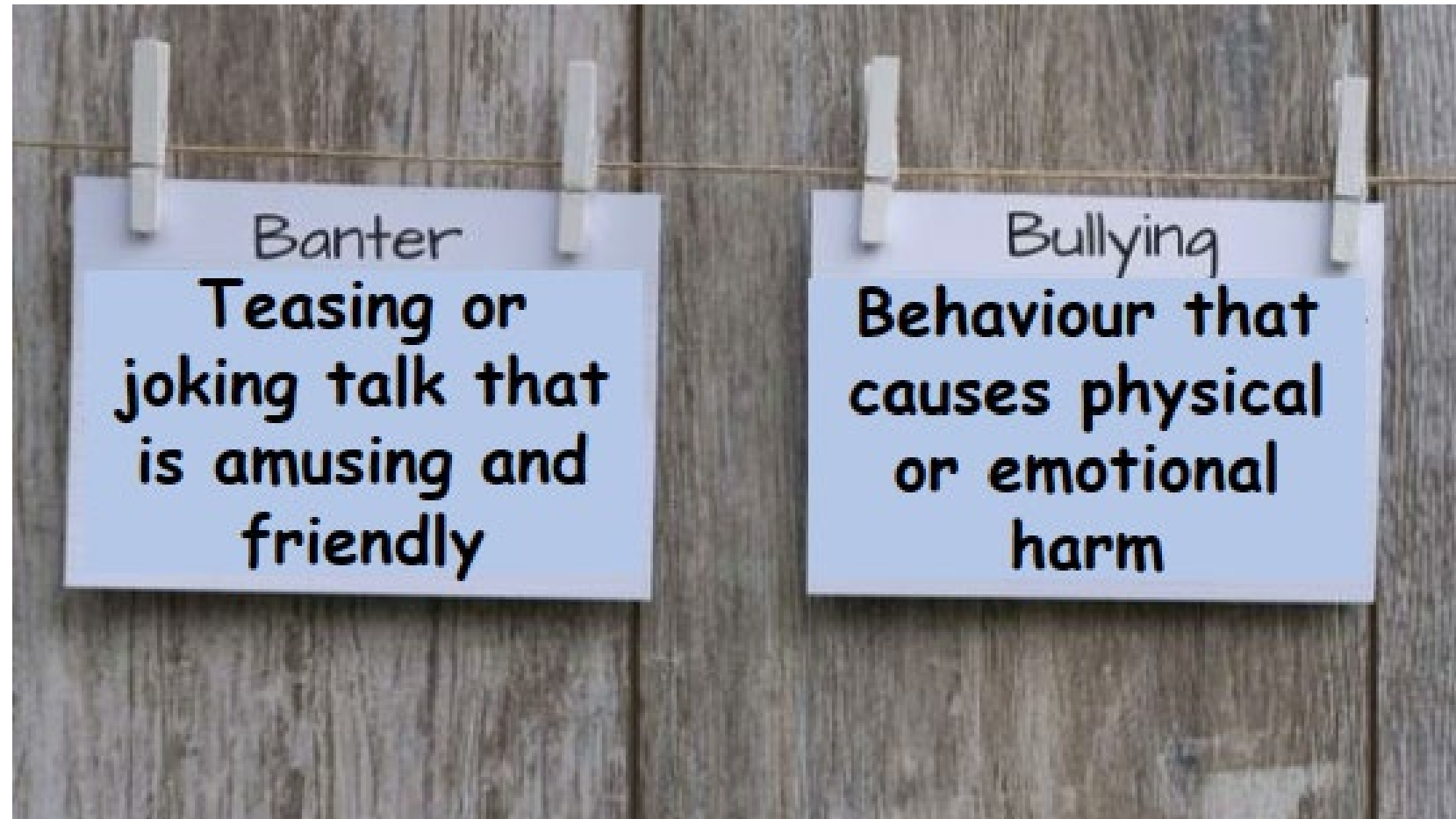
Ultimately, intentions do not matter – it is how it is received. This is one of the biggest causes of misunderstandings and grievances in the workplace.



Getting the balance right: Banter vs. Bullying

Banter has an important place in British culture and can often help in developing cohesive workplace relationships.

True banter is friendly and, more importantly, an exchange. It is neither designed nor has the effect of, shaming, upsetting, belittling, offending or otherwise making anyone hearing it feel uncomfortable. It is a shared joke.



What is banter?

'Banter is the playful and friendly exchange of teasing remarks'.

Oxford Dictionary



What are the positive impacts of banter?

It can develop & strengthen relationships

It can reduce stress

It can defuse tension

It can support camaraderie

It can help break the ice

It can make workplace fun



When does banter cross the line?

When it makes people uncomfortable or upset

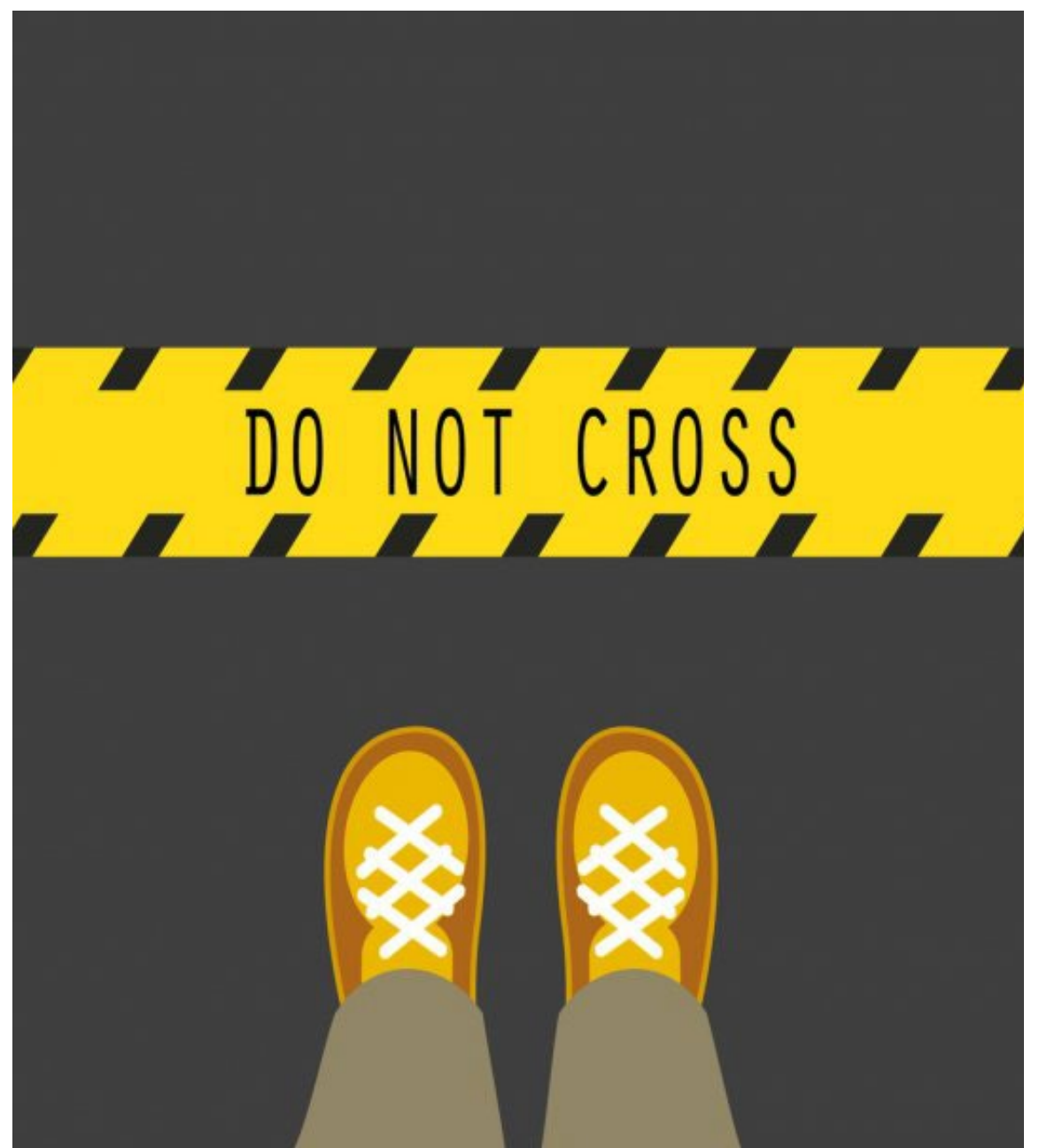
When it descends into bullying

When it isn't reciprocated

When it weakens relationships and/or team spirit

When it isolates or excludes people from the group

When its intended to undermine, intimidate or harm



Zero Tolerance: Discrimination & Harassment



Harassment



Discrimination





Behaviour Types



Behaviour:

CLUMSY

INAPPROPRIATE

UNACCEPTABLE

EDUCATE

CHALLENGE

CONFRONT FORMALLY

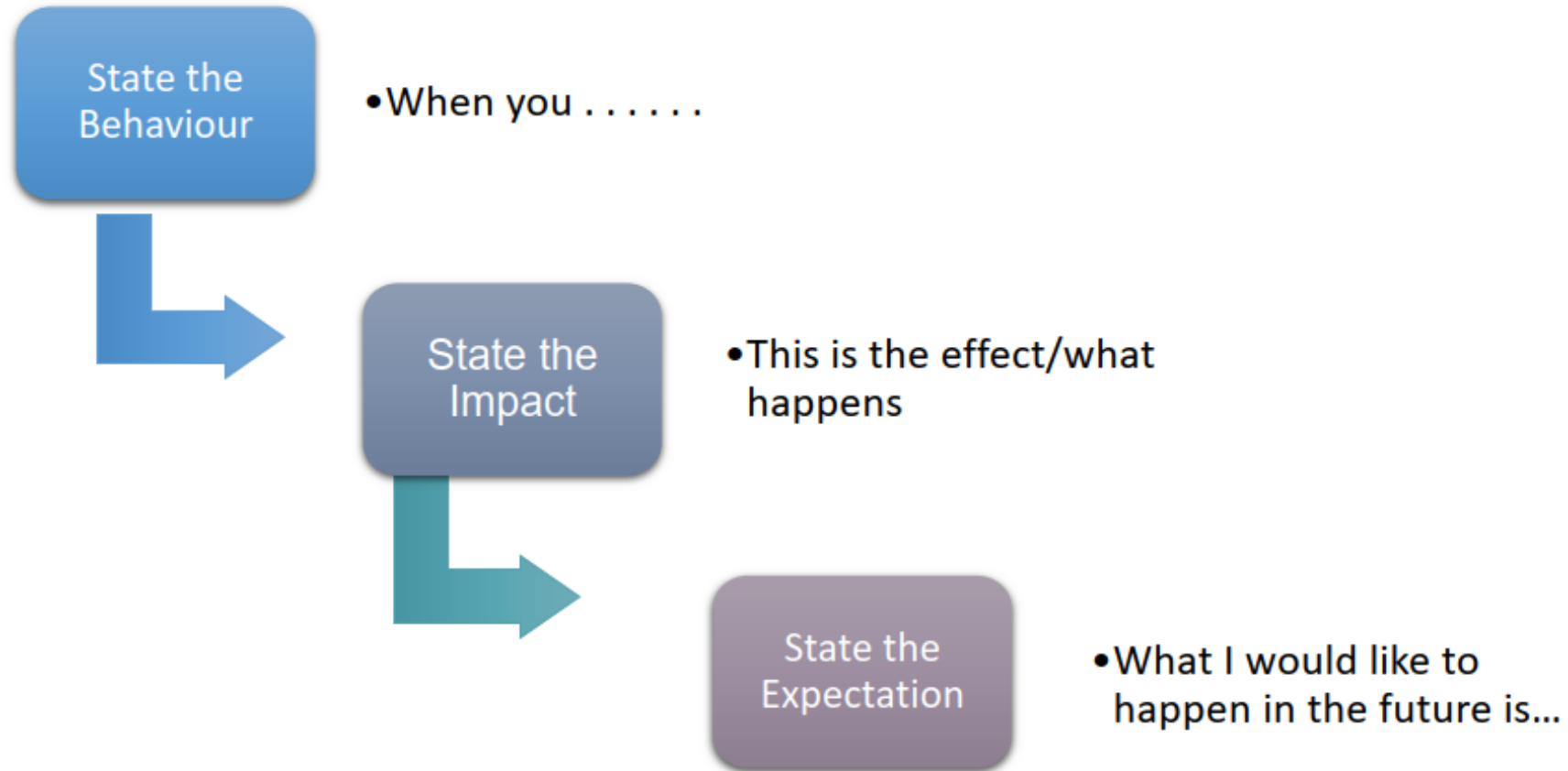


3 step approach

1. **State the BEHAVIOUR/ISSUE**
2. **State the IMPACT/EFFECT**
3. **State the ACTION/OUTCOME**



Three Step Approach





Team Activity

**In groups discuss your scenario
(10 minutes)**

Be prepared to feedback



Scenario 1

Simon has recently joined a team on a graduate program. During a project team meeting a colleague comments that there is so much to do as they are down a team member who is off on long term sick due to acute anxiety and implies this person is just faking to get time off.

Simon comments that this may not be the case and that he knows anxiety can be really hard on people. His colleague says people just need to “man up” and get over it and calls Simon a “snowflake”.



How would you classify this behaviour:

- Clumsy
- Inappropriate
- Unacceptable

What impact may this have on the individuals involved?

What would the appropriate response be here?





Scenario 2

Chris is an operative on site, yesterday a colleague touched Chris on the arm which made Chris feel uncomfortable, this was on the back of the colleague asking Chris out for a drink afterwork the previous week

Chris has asked you what they should do about it



How would you classify this behaviour:

- Clumsy
- Inappropriate
- Unacceptable

What impact may this have on the individuals involved?

What would the appropriate response be here?





Scenario 3

Jane is in a same sex relationship. Her partner is having a baby next month.

Jane is sharing pictures of a recent scan with a colleague. Another colleague enquires about the pictures. Jane explains and this colleague responds by saying that she doesn't agree with same sex relationships and that Jane shouldn't be bringing this into work.

The next time Jane is assigned to a project with this colleague, Jane notices that they are not accepting any meetings nor replying to her emails.



How would you classify this behaviour:

- Clumsy
- Inappropriate
- Unacceptable

What impact may this have on the individuals involved?

What would the appropriate response be here?





Scenario 4

Jack has worked in the team for several years and is known for his steady and reliable quality of work.

The team has a new supervisor who is strongly pushing for performance targets to be exceeded. In a 121 with Jack he tells him he is not pulling his weight and needs to “pick up his game” as he’s not performing as well as the new younger team members and deadlines need to be met.

The next day, in front of the whole team, the supervisor shouts across the site at Jack to “f’ing get on with it.”

Over the next month, every time the supervisor meets Jack, he shouts at him, criticising his work and calling him lazy.

Jack’s self confidence is taking a knock and he’s starting to perform less well as he’s now always looking out for his supervisor to avoid him.



How would you classify this behaviour:

- Clumsy
- Inappropriate
- Unacceptable

What impact may this have on the individuals involved?

What would the appropriate response be here?



Scenario 5

Nav is a new team leader on a major project. Nav speaks English and has a slight accent to his voice. Whilst hosting a site meeting, one person in the team says loudly that they can't understand Nav and keeps asking him to repeat himself. Others in the team find this amusing and it disrupts the meeting.

Even after being challenged, as the meeting ends the same person can be heard saying to his colleagues that the meeting was a total waste of time and that Nav should go back to their own country if they cannot speak perfect English.



How would you classify this behaviour:

- Clumsy
- Inappropriate
- Unacceptable

What impact may this have on the individuals involved?

What would the appropriate response be here?





Scenario 6

Morgan is affected by mobility impairments and so they require a wheelchair to move around more comfortably. They use the work shuttle bus to get to and from work everyday. A colleague leaving work is in a rush and needs the shuttle bus to leave exactly on time.

The driver of the shuttle bus attaches the access ramp that Morgan requires to get into the bus. This results in a slight delay in the shuttle bus departure time.

The colleague who is in a rush gets irritated and states that people like Morgan hold up others and they should get other transport to and from work instead of causing delays for everyone else.



How would you classify this behaviour:

- Clumsy
- Inappropriate
- Unacceptable

What impact may this have on the individuals involved?

What would the appropriate response be here?

Reporting

- Report to Line Manager or Supervisor
- Report to EDI Champion on site
- Report as Observation in Health and Safety App

- BBV will support everyone who challenges and reports poor behaviour

See it Action it Report it!

Use the BBV Observation App
and help keep someone safe

See something worth reporting?

Good practice
Improvement
Close call

Scan the QR Code below to take you to the project:



Can't Scan the QR Code? Search for this project: HS2-00002096J | Cappers Lane Main Compound



Want feedback on your close call?
Select "I would like to be notified of any progress on this observation"

Balfour Beatty VINCI Working in partnership with HS2



**How can we improve on your
Sublot?**





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EDI Champions required

Do you think you can support
the agenda?

If so contact
<name>@balfourbeattyvinci.com





Q & A





Session Aims

1

Raise your awareness of what 'good' looks like in the workplace

2

To know the difference between banter and not acceptable language

3

To know how to report an incident but also where to get help





Feedback

Session name:

Respect TBT – Banter

