

Galliford Try is committed to Respecting all our employees with the language we use, in order to provide an environment where people want to work and be proud of.

Video – Language in the Workplace

[FIR - Language toolbox talk - YouTube](#)

Discussion

This film illustrated different ways that a worker could choose to behave on site.
 What types of behaviours did we see?

Behaviours that the group might identify might include:

- Bad jokes
- Swearing
- Trying to annoy someone
- Offending people
- 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 then.

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

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 not 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 <p>When addressing problems or challenges:</p> <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. • 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"> • Swearing • Blasphemy • Use of unwanted nick names • Sexually suggestive comments • Unwanted personal comments • Anger • Negativity • Racism • Homophobia • Negative body language, making offensive gestures, eye rolling, patronising

KEY MESSAGE 3: When we feel included

- We work better and safer
- The job gets done more easily
- *Everyone* goes home happier at the end of the shift

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

