

Inclusion begins with you

Dignity and respect are crucial to building and sustaining an environment in which everyone feels included, valued, and appreciated. Sometimes it's the smallest things that have the biggest impact. Join us in our Dignity and Respect Campaign by making sure that inclusion is at the core of what you do every day.

Here's how it works: Every day we have the opportunity to test our commitment to dignity and respect through our behavior. The tips featured in this brochure encourage us all to be mindful of our interactions with others and to commit to treating others the way they want to be treated. By practicing a tip each day, we can all work to achieve a more inclusive community.

The community pledge

I pledge to support inclusion by treating my colleagues and the members of my community with dignity and respect.

I will do my part to ensure that inclusion is at the core of what I do every day.

These tips were created by the employees of UPMC. Learn more about the Center for Inclusion in Health Care at UPMC and the Dignity and Respect Solution Series at www.upmc.com/dignityandrespect.

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Inclusion
begins with a core belief
that everyone deserves
dignity and
respect.

30 Tips to promote DIGNITY AND RESPECT.

The following tips highlight how you can incorporate acts of dignity and respect in everything you do.

Practice one each day.

		<p>Tip 1 Sweat the small stuff. It's often the small things, such as being kind and courteous, that make a difference.</p>	<p>Tip 2 Smile. You might be surprised at how contagious a smile can be.</p>	<p>Tip 3 Listen. Everyone feels respected when they know you're listening to their point of view.</p>	<p>Tip 4 Say hello. You just might make someone's day.</p>	<p>Tip 5 Say thank you. Gratitude is a gift that's never too small to give.</p>
<p>Tip 6 Reinvent the wheel. Do something that hasn't already been done.</p>	<p>Tip 7 Be open. Try to look at new thoughts and ideas as learning opportunities.</p>	<p>Tip 8 Be flexible. Things don't always go as planned. Be willing to adapt to changing conditions when necessary.</p>	<p>Tip 9 Join the team. Do your part to support teamwork.</p>	<p>Tip 10 Be a relationship builder. Seek ways to expand your network.</p>	<p>Tip 11 Treat others the way they want to be treated. R-E-S-P-E-C-T...find out what it means to me.</p>	<p>Tip 12 Be culturally competent. You might be surprised by what you learn from people who are different.</p>
<p>Tip 13 Break the ice. Start a conversation with someone new.</p>	<p>Tip 14 Demonstrate mutual respect. An inclusive environment requires respect regardless of level, title, or position.</p>	<p>Tip 15 Ask. It's okay to inquire about something you don't know. Ask for clarity.</p>	<p>Tip 16 Find common ground. It's easy to disagree. Focus on finding something to agree on.</p>	<p>Tip 17 Communicate respectfully. Often it's not what you say, but how you say it.</p>	<p>Tip 18 Practice patience. Take the time to get the full story.</p>	<p>Tip 19 Seek understanding. It's better to not fully understand than to fully misunderstand.</p>
<p>Tip 20 Share your point of view. We all have different perspectives. Allow someone to benefit from yours.</p>	<p>Tip 21 Get someone else's point of view. After you've shared your thoughts, give other people a chance to share theirs.</p>	<p>Tip 22 Lead the way. Let your inclusive behavior create a path for others to follow.</p>	<p>Tip 23 Do the right thing. Be fair and objective.</p>	<p>Tip 24 Be considerate. Before you speak, consider how your words might affect others.</p>	<p>Tip 25 Remember, we all make mistakes. Resist pointing out the mistakes of others.</p>	<p>Tip 26 Get involved. Decide to make a difference. Get caught being good.</p>
<p>Tip 27 Become a mentor. You — yes, you — can help others realize their potential.</p>	<p>Tip 28 Take a healthy step. Do something good for your health and encourage a friend to join you.</p>	<p>Tip 29 Lend a hand. A little help can go a long way.</p>	<p>Tip 30 Be a champion of dignity and respect. Encourage others to do the same.</p>			