



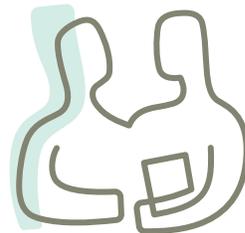
Participant workbook

**Putting civility and respect on the agenda:
creating awareness**



Process

- **Review** psychologically safe discussions
- **Define** civility and respect
- **Recognize** what civility and respect looks like
- **List** words that embody positive civility and respect
- **Choose** actions that demonstrate civility and respect
- **Look** at criteria for making meaningful change
- **Recommend** our action



Psychologically safe discussions

- **Focus** on moving forward and not on the past
- **Offer** constructive suggestions for improvement
- **Discuss** ideas, not individuals
- **Give** everyone the chance to contribute

“A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.”

People in this type of work environment would be able to say:

- People treat each other with respect and consideration in our workplace
- Our workplace effectively handles conflict among employees
- People from all backgrounds are treated fairly in our workplace
- Unnecessary conflict is kept to a minimum in our workplace
- My workplace has effective ways of addressing inappropriate behaviour by customers or clients
- People at work show sincere respect for others' ideas, values and beliefs

Words that embody positive civility and respect:



Actions that improve civility and respect:



My preferred actions:

1

2

3

Criteria for effective action is:

Observable – we can witness that it happens, as opposed to being related to an attitude or emotion

Measurable – we can assess the impact it has – both positive and negative

Reasonable – it will be acceptable to employer, employees and union if applicable

Relevant – it makes sense for our work situation

Addressing challenges

What are potential challenges to adopting this action and how might we deal with that?

Potential challenges	Potential solutions

Workplace Strategies for Mental Health

Workplace Strategies for Mental Health resources are:

- For all employers, people leaders, employees and facilitators of workplace psychological health and safety
- Available in English and French
- Evidence- or practice-based
- Available to anyone at no cost



Examples of the resources available at clwsmh.com include:

Addressing co-worker reactions

Effectively respond to co-worker concerns, fears or reactions – even if you feel they’re unfounded – to help support a psychologically safe work environment for all.

Before you say no, ask why

Discover the need behind the request before saying no. You may be able to meet the need without agreeing to the original request.

Being a mindful employee

Help employees understand their responsibility and opportunities to contribute to a mentally healthy workplace as described in the National Standard of Canada for Psychological Health and Safety.

Employee resources

Use the many tools and resources provided to help employees at work with personal well-being and in their support of family and friends.

Inclusivity and discrimination

Identify approaches to address potential discrimination and promote inclusivity. Help create an environment where all employees are supported to thrive and succeed.

Indigenous teachings at work

Indigenous elders and professionals helped to adapt the Seven Sacred Teachings and the Medicine Wheel to benefit your workplace culture and all employees.

Listening for understanding

Improve your listening skills to better understand others and help make them feel validated. The techniques discussed include allowing pauses, managing eye expressions, holding back offering advice and seeking clarification.

Supporting newcomers

Help protect the psychological safety and facilitate the success of employees new to this country.

All Workplace Strategies resources are available to anyone at no cost, compliments of Canada Life. To learn more, visit clwsmh.com.

