Civility & Respect

A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.
What does a civil and respectful workplace look like?

- Effective teamwork with positive morale
- Reduced conflict among colleagues
- Effective resolution of conflicts that do arise
- Respectful leadership at all levels
Our scores

Our scores from the *Guarding Minds @ Work™* survey indicate that we have some room for improvement in this area of the workplace.

For example, some of the recommended suggestions are:

- Provide support and training for staff that are the most likely to experience difficult behaviour or complaints during the course of their work (e.g., from difficult clients/customers)
- Maintain the confidentiality of employees’ personal information in all communications
Activity

Review actions recommended by research or best practices

Choose the recommended actions that:

a) Are most likely to be effective in promoting civility and respect
b) Are low cost or no cost in terms of both time and expense
c) Will have a measurable benefit to the workplace as a whole
Consider the first plan of action:

Choose or vote on the most valuable recommendation and develop a cost-benefit analysis for this team.
Create a plan to implement

Use the handout provided to:

• Describe the action
• Assign tasks to individuals on the team
• Create a start date
• Develop an indicator to determine if the action had the desired effect
• Create a date to evaluate
For more resources check out:

www.workplacestrategiesformentalhealth.com