



RESPECTFUL CONDUCT IN THE WORKPLACE



The City's Respectful Workplace & Human Rights Policy

The City values all of its Employees and is committed to providing a Workplace where people are treated and treat each other, professionally and respectfully in their interactions.









Hôtel-Dieu Grace
Healthcare

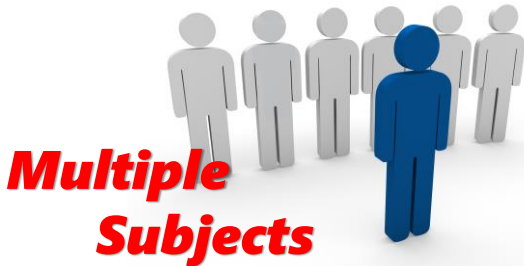


**How
Can We
Prepare?**



Time

Distance



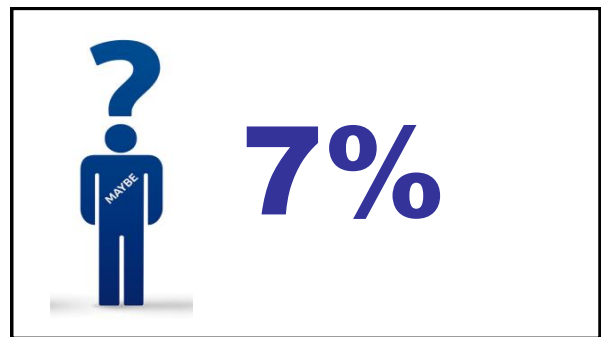
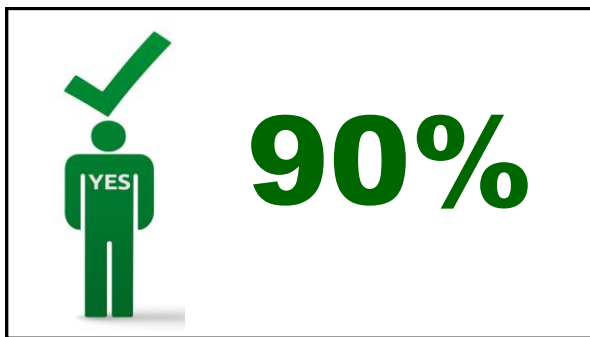
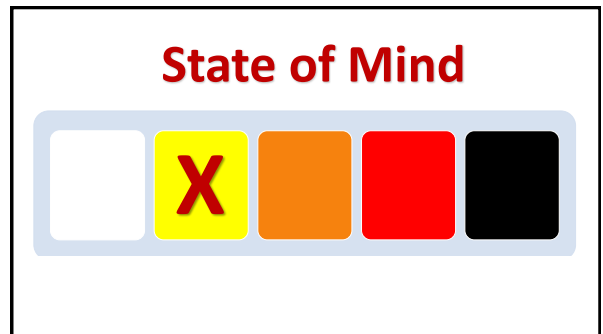
***Multiple
Subjects***

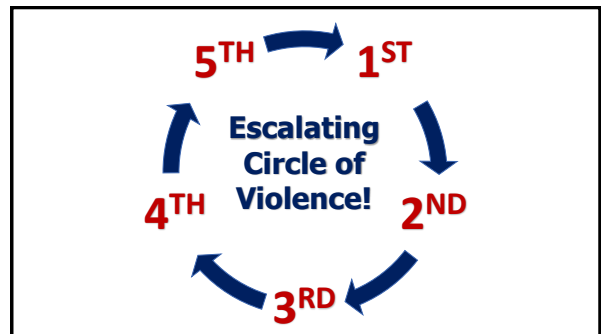
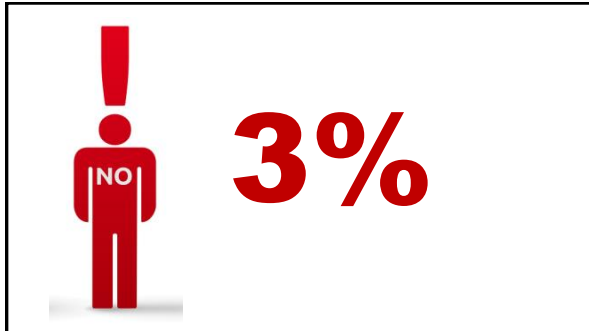
***Abilities
Comparison***

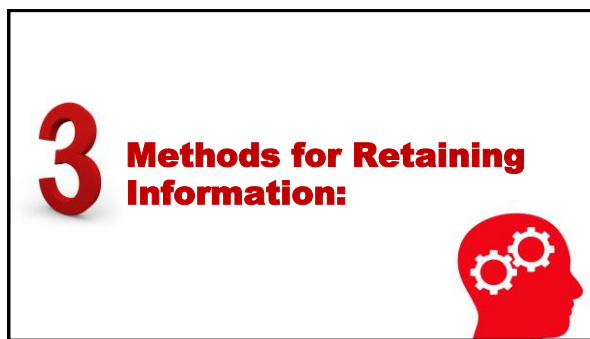
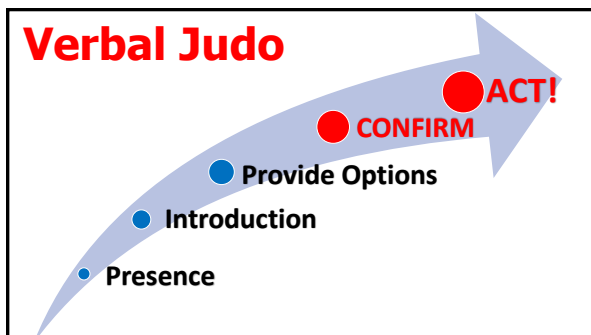
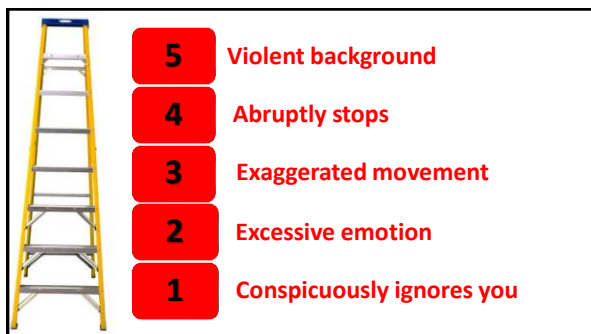




Potentially Hostile Non-verbal Communication	
A) Arms Crossed	F) Pacing
B) Tense Muscle	G) Throwing Things
C) Red Face	H) Invasion of your private space
D) Fidgeting	I) Rapid / Suppressed Breathing
E) Short Attention Span	J) Glaring







3 Types of Emotionally Disturbed People



BRAIDWOOD ENQUIRY

***“De-escalate
using recognized
Crisis Intervention
techniques.”***

“ACTIVE LISTENING SKILLS”



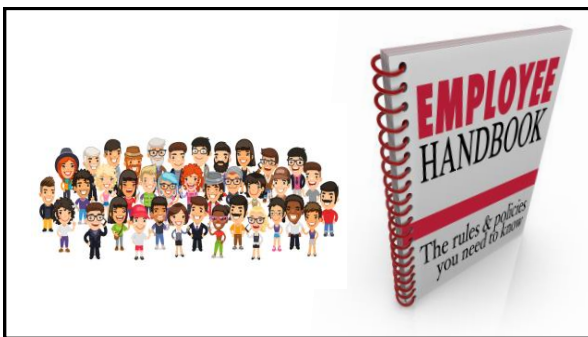
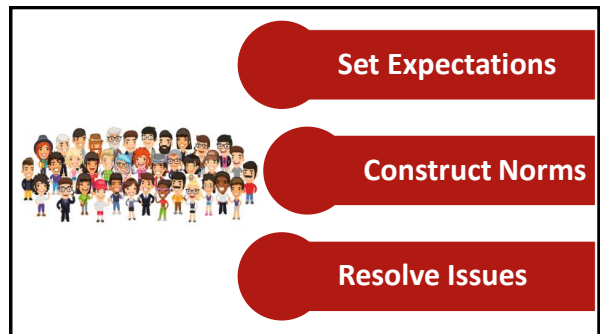
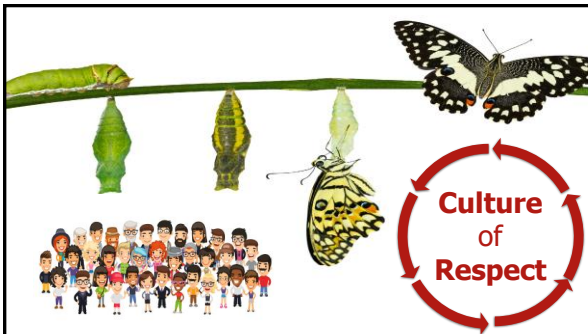
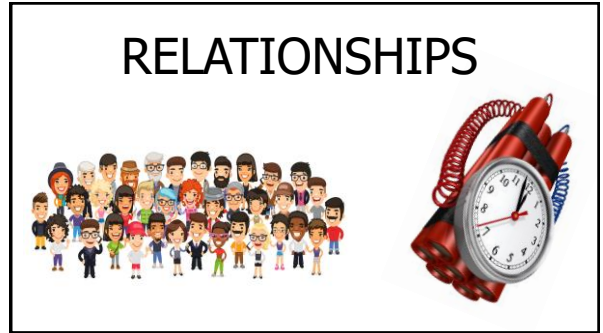
**Listen
Display Empathy
Ask Questions
PARAPHRASE**

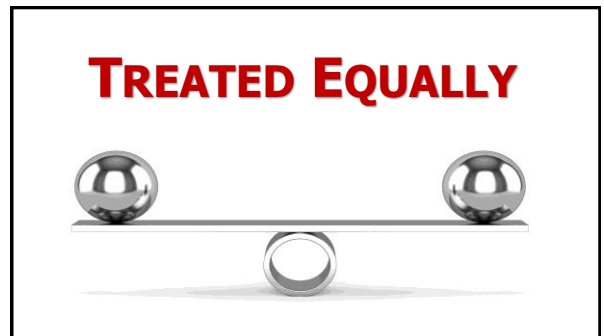


**PREVENTION OF
WORKPLACE VIOLENCE**

Thank you.







FEEL SUPPORTED



**CAF
WORLD
GIVING
INDEX 2017**

A global view of giving trends

**ACCEPT
RESPONSIBILITY
& APOLOGIZE**



**CONSTRUCTIVELY
RESOLVE
DISPUTES**



**REPORTING
MECHANISM**




WorkSafeBC regulations deal with workplace bullying and harassment and impose important duties on employers, supervisors and employees throughout the province of British Columbia.

These Occupational Health and Safety (OHS) policies are captured under Sections 115, 116 and 117 of the Workers Compensation Act.



*Respectful Conduct:
Employer Responsibilities*



*Respectful Conduct:
Employee Responsibilities*



*Respectful Conduct:
Supervisor Responsibilities*



**British Columbia
Municipal Safety
Association**

Where is Your Workplace?

WORK SAFE BC

**British Columbia
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Bullying & Harassment

Includes any **inappropriate vexatious** conduct or comment by a person towards a worker that the person knew or *reasonably ought to have known* would cause that worker to be humiliated, offended or intimidated.

WORK SAFE BC

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Association**

Bullying & Harassment

- ☐ Verbal aggression or insults
- ☐ Derogatory name-calling
- ☐ Harmful hazing or initiation practices
- ☐ Vandalizing a person's belongings or work equipment
- ☐ Spreading malicious rumours
- ☐ Targeting a person for social isolation
- ☐ Cyber bullying
- ☐ Humiliation

Workplace Bullying and Harassment via Social Media

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Discriminatory Harassment

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Discriminatory Harassment means engaging in deliberate comment or conduct that is known, or ought reasonably to be known, to be **UNWELCOME** and is based on or related to a prohibited ground of discrimination as set out in the BC Human Rights Code.

Sexual Harassment

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Sexual harassment is any unsolicited conduct, comment, or physical contact of a sexual nature that is unwelcome by the recipient.



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Behaviour NOT considered Bullying or Harassment

- ☐ Expressing differences in opinion
- ☐ Offering constructive feedback, guidance or advice about work-related behaviour
- ☐ Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the place of employment
- ☐ Making a legitimate complaint about someone's conduct through established procedures

WHAT TO DO WHEN THINGS GO WRONG



Options...



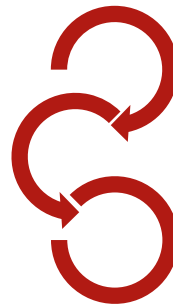
What To Do When Things Go Wrong

There are several options that should be examined if an employee feels that they are being bullied or harassed in the workplace. These options will be in your policy.

The informal approach should **ALWAYS** be explored first.



How to Have a Difficult Conversation



**THINK
PLAN
ACT**

TIPS

FOR HAVING THOSE DIFFICULT CONVERSATIONS

- ✓ PLAN AHEAD
- ✓ HAVE GOOD INTENTIONS
- ✓ TELL THE OTHER PERSON WHAT YOU SAW OR HEARD OR HOW YOU FELT: BE SPECIFIC
- ✓ TELL THEM TO STOP & ALLOW THEM TO RESPOND
- ✓ AGREE ON WHERE YOU GO FROM HERE
- ✓ THANK THEM AND COMMIT TO THE CHANGE

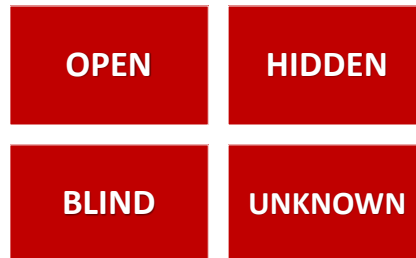


TIPS

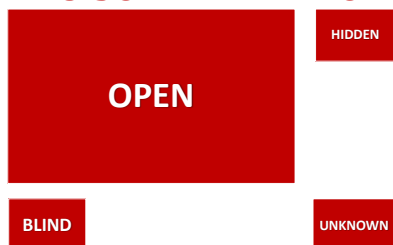
IF THE CONVERSATION IS ABOUT YOU

- ✓ Have the conversation
- ✓ Act respectfully
- ✓ Clarify critical information that you don't fully understand
- ✓ Do not argue thoughts, feelings or perceptions
- ✓ Respect all reasonable requests
- ✓ Cut the other person some slack: **THIS IS NOT EASY!**

The 'JOHARI WINDOW'



The 'JOHARI WINDOW'



What Would **YOU** Do? Scenarios



Possible Next Steps



Complaint Process



