RESPECT AND CIVILITY

in our Just and Learning Culture



Community and Mental Health Services

We want to empower staff to challenge miscommunication, reduce hurt and always choose civility and a positive culture.

This tool describes some of the characteristics of positive and negative actions and can be used in discussions about behavioural change.

OPPORTUNITY TO GROW

- Supporting colleagues with professional development
- Timely approval and signoff of payments
- Encouraging colleagues to progress

SUPPORT

- Signposting to appropriate supportive interventions
- Providing constructive feedback
- Setting realistic targets
- Positive coaching and mentoring

NURTURING PSYCHOLOGICAL SAFETY

- Instilling confidence and trust
- Colleague compassion
- Supporting culture and working relationships
- Positive body language

EFFECTIVE SUPERVISION

- Empowering behaviour
- Recognising contribution and achievements
- Sharing relevant information
- Respecting professional roles
- Fair and equal distribution of work and opportunity

DO YOU? HAVE YOU SEEN? HAVE YOU EXPERIENCED?

DIGNITY

- Praise, recognise and support others
- Include, acknowledge and respect
- Be courteous and polite
- Humour can be warm, use it the right way

ACTS OF KINDNESS

- Creating harmony for staff to flourish
- Looking out for others
- 'Nipping in the bud' and signposting to support

EMOTIONAL INTELLIGENCE

- Ask how they feel, put yourself in their shoes
- Pause for thought
- Positively reflect and act
- Be more self aware

INCLUSIVENESS

- Ask staff how they are, do something with the response
- Invite colleagues to meetings and gatherings
- Actively listen and ensure everyone is heard

#IWillSpeakUp

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PRESSURE AND FEAR

- Instilling fear
- Verbal aggression
- Physical aggression
- Inappropriate management
- Ill chosen body language

THREATS

- Unfair warning
- Unreasonable demands and/or consequences
- Unreasonable challenges upon clinical reasoning

FINANCIAL SANCTIONS

- Threats of down banding and dismissal
- Withholding/delaying payment eg. car mileage
- Threat to provide a poor reference

INDIGNITY

- Belittled and undermined individually or publically
- Silent Treatments
- Humiliation
- Disrespect
- Targeted (when already vulnerable)

DO YOU? HAVE YOU SEEN? HAVE YOU EXPERIENCED?

SUPERVISORY ADVANTAGE

- Patronising behaviour
- Constant inappropriate negative feedback
- Withhold necessary instructions
- Taking credit/not giving credit for colleagues work
- Use of 'just a band...'
- Inappropriate delegation

OSTRACISING

- Exclude colleagues from meetings and social gatherings
- Ignoring colleagues 'blanking'
- Excluding from relevant communications
- Move to another premises without due process or consideration

MINIMISE BEHAVIOUR

- Make light of negative behaviour ('that's your perception')
- Saying you are being oversensitive

EXTREME DELIBERATE ACTS

- Creating conflict with colleagues to incite
- 'Ganging' up
- Bringing in others as bullying allies with perceived power

#IWillSpeakUp