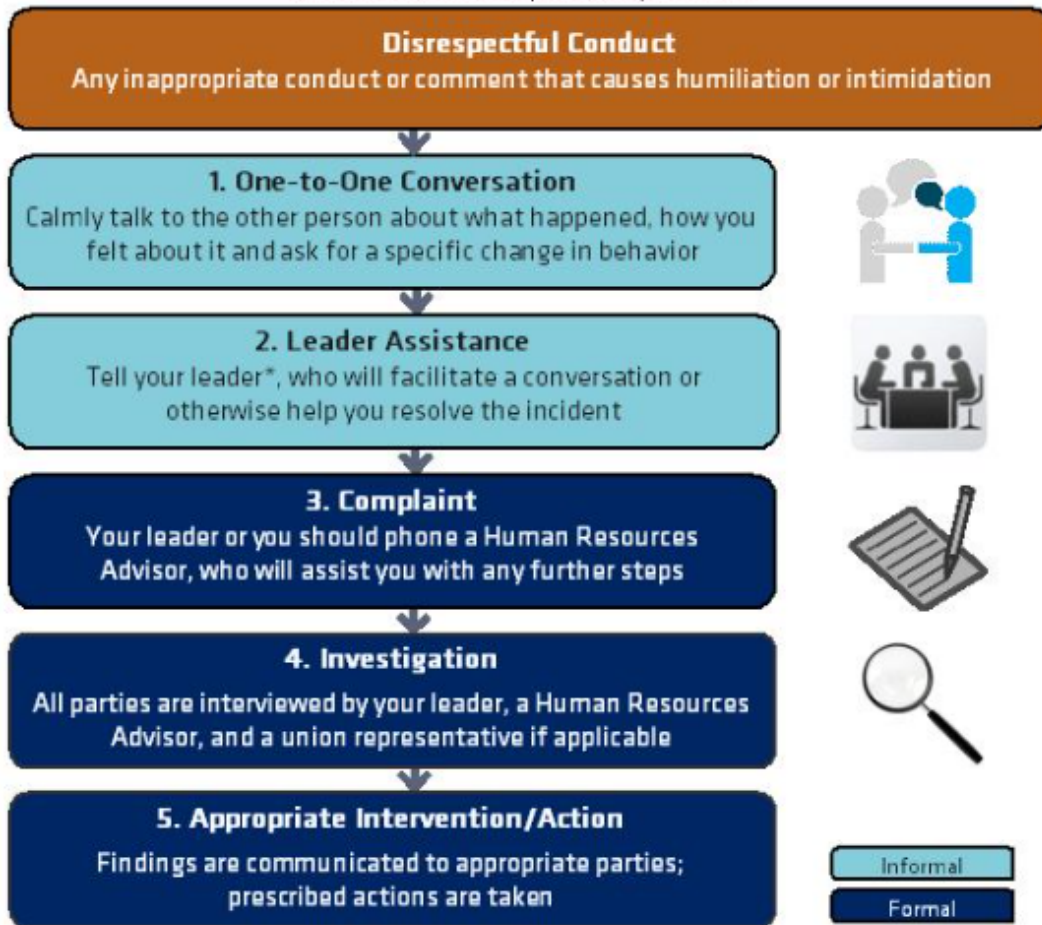


# How to Resolve Disrespectful Conduct

(Continue to the formal process only if needed)



## DES: How to Have a Difficult Conversation

Providence Health Care recommends that staff try to resolve disrespectful behaviour informally through a one-to-one conversation with the other person using the Describe - Express - Specify (DES) model. The DES model, when used correctly, is a non-confrontational way of raising difficult issues such as disrespectful behaviour at work. The goal of this one-to-one conversation is a change in behaviour.

**Complainant (C):** Person who is requesting a change in behaviour  
**Respondent (R):** Person who is being asked to change their behaviour

### DESCRIBE WHAT HAPPENED

**C:** When you are calm and have prepared what you want to say, ask to speak with the other person in a confidential location. Use neutral, non-blaming language to describe the facts of what happened.

**R:** If you are unable to speak with the other person at the time requested, offer an alternative and agree on a time that works for both parties. During the conversation, listen, do not interrupt and try not to react defensively.

"Yesterday, when you told people about my marital problems..."

### EXPRESS YOUR FEELINGS

**C:** Use "I" statements to describe how you felt about the situation. Invite a response, opinions and possibilities. Listen and do *not* interrupt the other person. Focus on your feelings and *not* on the possible intentions of the other person.

**R:** Wait until you are calm before responding. Acknowledge the other person's feelings and the impact of what happened. Share your experience of the situation.

"I felt embarrassed, hurt and angry."

### SPECIFY THE CHANGE IN BEHAVIOUR YOU WANT

**C:** State clearly and simply what you want the other person to do or not do. Be specific and focus on behaviours. Invite a response and listen to the experience of the other person involved.

**R:** Listen to the other person's request. Engage in resolving the issue and do *not* retaliate.

"In future, please do not share personal information that I tell you in confidence."

### **What if the DES model does *not* work?**

Using this model does *not* guarantee a change in behaviour. If the disrespectful behaviour continues, tell your leader, your leader's supervisor or a Human Resources Advisor, who will facilitate a conversation or otherwise help you resolve the issue.



**IMPORTANT:** Keep the situation confidential from people that don't need to know and do *not* retaliate.