

Respect at Work

What is my Role?

Everyone has the right to be treated respectfully at work. The *Respect at Work* policy has three main requirements for staff and employers to protect staff from disrespect, bullying and harassment:

- 1. Staff is responsible to act in “a civil, respectful and non-discriminatory way.”*
- 2. Staff is responsible to respond to disrespect, bullying and harassment by:*
 - addressing it directly with the other person*
 - reporting bullying and harassment.*
- 3. PHC is responsible to act to prevent and minimize workplace bullying and harassment.*

The presentation and handout explain what each of these responsibilities mean.

The kind of workplace I want to have...

1. You are responsible to act in a “civil, respectful and non-discriminatory way.”

What does “civil, respectful and non-discriminatory” behaviour mean?

Basically, this means to be respectful to others at work and to treat your colleagues fairly.

Respectful behaviour includes:

- Being polite and courteous
- Showing interest in others’ opinions
- Saying hello and goodbye
- Listening
- Not gossiping
- Recognizing and appreciating others
- Including everyone in conversation
- Speaking a language everyone understands
- Apologizing when appropriate

What does disrespectful behaviour look like?

Disrespectful behaviour includes unwanted comments and behaviours such as:

- Spreading rumours
- Ignoring others
- Eye-rolling
- Sarcasm
- Interrupting
- Being dismissive
- Retaliating

What does disrespect feel like?

How will I know if I'm being disrespectful?

- How would I feel if someone else said or did this to me?
- How would I feel if my boss, a patient or visitor heard me say this?
- Will someone be hurt if I do or say this?
- What is my reason for saying or doing this?

*If you are uncomfortable with the answer -
don't do or say it.*

2. You are responsible to respond to disrespect, bullying and harassment by:

- addressing it directly with the other person involved
- reporting bullying and harassment.

I want to address this situation, but if I feel like someone is being disrespectful, and maybe bullying me, how do I talk to them?

If you feel safe to do so, try to resolve issues with the other person involved. Initiate a respectful conversation about the problem using the techniques below and the DES model on the next page.

Techniques to use when having a difficult conversation:

- Ensure you are calm, and can meet in a quiet place.
- Focus on the specific behaviour or practice the person can change, not the person in general.
- Use "I" statements. Focus on the impact of the behaviour/event, not the person's intent.
- Keep the conversation about the one issue, don't get pulled into other problems.
- Most of our communication is non-verbal. Use a calm tone of voice, watch your body language.
- Don't react back to any defensiveness or anger as this will contribute to escalation.
- State the facts clearly and without judgement. Don't exaggerate or generalize (don't say "You always" or "you never").

Role Play Exercise

Scenario:

Jas and Shirley worked together last week and Shirley seemed particularly interested in what Jas was doing, asking her questions and staying close. The next day, Jas overheard Shirley telling another coworker how Jas “does everything wrong and doesn’t even seem to know it.” Jas was angry and embarrassed.

In groups of 3, role play a respectful discussion between Jas and Shirley about this situation. Jas begins the conversation using the DES model.

One person will be Jas, one person Shirley, and one person will be an observer in this role-play.

For the role play, use the DES model:

- Describe the specific situation using neutral language:
“Yesterday, when you told people at lunch about my marital problems...”
- Express your feelings (e.g. sad, upset, hurt, angry, disappointed):
“I felt embarrassed...”
- Specify, respectfully, what you want instead:
“In future, please don’t share personal information that I tell you in confidence”

Better options for respectful communication:

Say this...

....not this

Twice last week you...

You always...

I felt angry that...

You made me angry (sad, upset)....

It’s important to me that this stop.

Stop doing that!

I am hopeful that the two of us can sort this out

If you don’t ____, I will report you.

Is “Disrespect” the same thing as “Bullying and Harassment?”

Generally disrespectful behaviour becomes bullying and harassment when it continues over time and/or is targeted at a person or group. Bullying and Harassment are serious workplace hazards that have a strong psychological and emotional impact.

WorkSafe BC defines Bullying and Harassment as:

any inappropriate 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 or intimidated.

Bullying and harassing behaviour includes:

- Name calling
- Insults
- Yelling
- Swearing
- Threatening
- Discriminating against a person or group
- Refusing to help
- Constant criticism
- Interfering with others' work
- Embarrassing practical jokes
- Cyber-bullying
- Making fun of others in a mean way
- Regularly leaving a colleague out of conversation or activities
- Disrespectful behaviour that is intentional and ongoing against a person.

What about outside of work?

The rules around bullying and harassment don't just count when you are working. They apply to all times that workers get together in relation to work. That can be lunch break, a staff potluck, or when staff get together for a meal or a drink after work, for example. Social media is another place where workplace bullying and harassment may occur.

If bullying and harassment happen outside work between co-workers and has a negative effect at the workplace, it is still considered workplace

bullying and harassment.

There's no way I can solve this problem on my own! What do I do next?

If your attempts to resolve it directly didn't work or you aren't able to safely talk to them directly about the issue, you will need to report it.

- Talk to your leader or manager to get their help resolving the problem
- If you are not comfortable speaking with your leader or manager, talk to their leader.
- If these earlier steps don't work, talk to your union or HR advisor.
- If you are injured by bullying and harassment so that it impedes your ability to work, Please email phcnobully@providencehealth.bc.ca

3. The employer is responsible to act to prevent and minimize workplace bullying and harassment.

Do the same rules around disrespect, bullying and harassment apply to managers and supervisors?

Yes. As with all staff, supervisors and managers must be respectful and non-discriminatory at all times.

However, bullying and harassment does not include reasonable action taken by managers or supervisors to direct the work or conduct of staff, such as:

- Scheduling staff hours
- Assigning work
- Providing constructive feedback
- Directing staff in location of work
- Managing workers' performance
- Taking disciplinary actions

What are PHC's responsibilities under WorkSafeBC to protect me and my colleagues from bullying and harassment?

- PHC, and its leaders and managers, must not engage in bullying and harassment.
 - PHC must develop a policy statement on bullying and harassment (this is the *Respect at Work* policy available on the PHC intranet).
 - PHC must develop procedures to deal with complaints of bullying and harassment.
 - PHC must educate employees and leaders about respect, bullying and harassment and policies and procedures in place for dealing with it.
 - PHC must investigate reported incidents of bullying and harassment.
 - PHC has to take action in response to bullying and harassment including, as a last resort, discipline or termination of employees.
 - PHC or its managers cannot retaliate or punish staff for reporting bullying or harassment.
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Important Resources

If bullying and harassment impedes your ability to work, Please email phcnobully@providencehealth.bc.ca

The **Workplace Health Call Centre number is 1.866.922.9464**. This is where you report injuries experienced at work, including psychological injuries resulting from bullying and harassment.

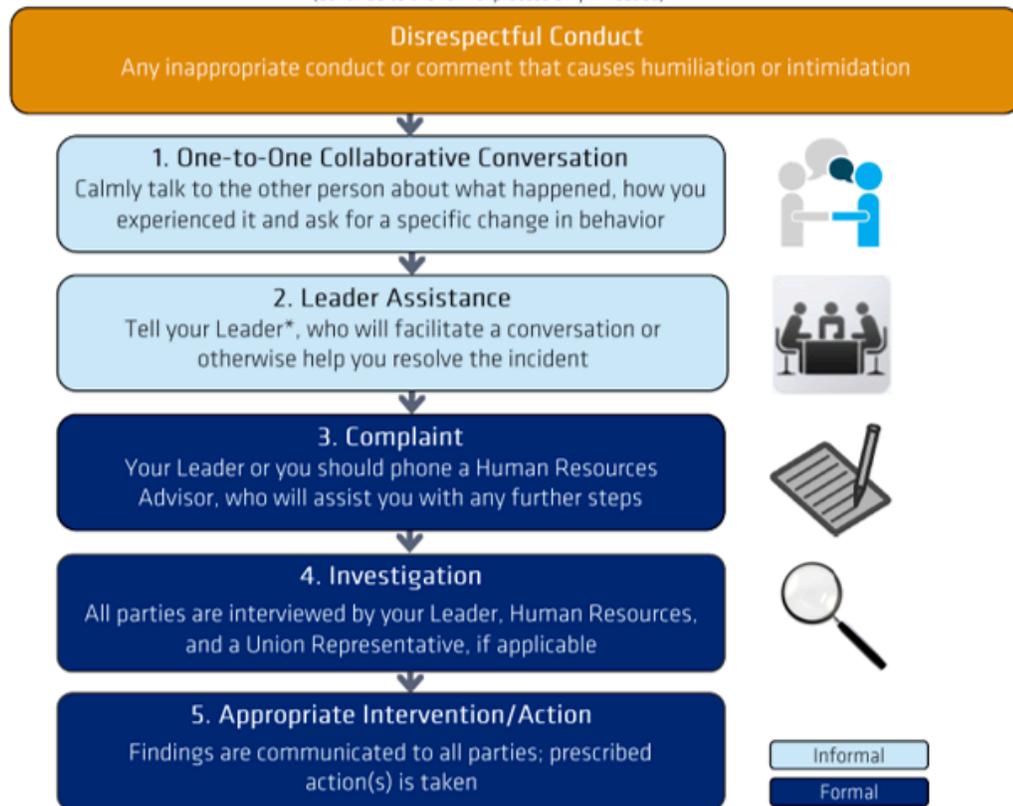
- When you call the Workplace Health Call Centre, a manager will receive the information from your call and investigate the situation. If your manager is the cause of the injury (bullying and harassment), the report will go to their manager instead.

WorkSafeBC has many resources available online to help staff and managers deal with bullying and harassment.

- Their website for this is: www.worksafebc.com/bullying

How to Resolve Disrespectful Conduct

(Continue to the formal process only if needed)



PHC No bully email: phcnobully@providencehealth.bc.ca

EFAP: Homewood Health: 1-800-663-1142; homeweb.ca