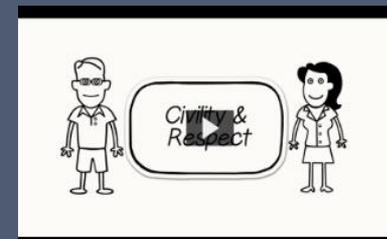


## Psychosocial Factor 4

# CIVILITY AND RESPECT

**Civility and Respect** are present in a workplace where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public. Civility and respect is based on showing esteem, care and consideration for others, and acknowledging their dignity.



## Civility and Respect: Where to Start?

### Take Action!



**Adopt and promote inclusive, non-discriminatory language** at all times, and maintain the confidentiality of employees' personal information in all communications.



**Provide and encourage your employees to register for training** on respectful workplaces, diversity, inclusion and unconscious bias (see Canada School of Public Service Courses listed below).



**Communicate the guidelines in the [Values and Ethics Code for the Public Sector](#)** or your organization's code detailing expectations and consequences for inappropriate behaviour by planning a discussion in your next staff meeting agenda.



**Regularly discuss respect in the workplace and ensure that policies on respect** are clearly displayed, accessible and distributed to all staff (i.e. Intranet, bulletin boards and posted around your office).



**Immediately address disrespectful behaviour, conflict, bullying, harassment or violence** to maintain a positive workplace. Ensure timely action and follow-up with all parties involved.

### Additional Resources:

- ♦ Canada School of Public Service Courses
  - ♦ [Creating a Respectful Workplace \(G417\)](#);
  - ♦ [Understanding Unconscious Bias \(W005\)](#);
  - ♦ [Bridging the Diversity Gap \(W003\)](#);
  - ♦ [Values and Ethics Foundations for Employees \(C255\)](#);
  - ♦ [Values and Ethics Foundations for Managers \(C355\)](#); and
  - ♦ [Workplace Accommodations for Federal Public Service Employees \(C345\)](#)
- ♦ [Joint Learning Program Workshop](#) (only available to the [core public administration](#))
- ♦ [Policy on Harassment Prevention and Resolution](#) or your organization's guidelines on harassment prevention in the workplace
- ♦ Your [organization's](#) Mediation Advisor and/or the [Informal Conflict Management System \(ICMS\)](#)
- ♦ Your Values and Ethics Advisor and/or your Ombudsman office and/or your Occupational Health and Safety Advisor (for workplace violence prevention and complaints)
- ♦ [Preventing and Resolving Harassment in the Workplace - A Guide for Managers](#)
- ♦ [Canadian Centre for Occupational Health and Safety - Addressing Conflict Fact Sheet](#)
- ♦ [Civility and Respect - Workplace Strategies for Mental Health](#): Facilitator's Guide, Presentation Slides, Facilitator Video, Participant Video

To assess each psychosocial factor, you may use the [Organizational Review Worksheet](#) and [Survey Tool](#) provided by Guarding Minds at Work.

Developed in collaboration with the [Centre of Expertise on Mental Health in the Workplace](#).