

## Organizational Review Worksheet

### CIVILITY AND RESPECT

**DESCRIPTION:** In a work environment with civility and respect, all stakeholders are considerate and fair in their interactions with each other.

#### What are the potential benefits of effectively addressing civility and respect?

- Effective teamwork and positive morale
- Reduced conflict
- Fewer grievances and reduced legal risk
- Reduced customer, patient, or client complaints
- Reduced turnover

#### What information may be helpful to refer to or collect?

- Current policies and processes pertaining to conflict resolution, respectful workplace, bullying, or harassment
- Stated mission statement, code of conduct, or code of ethics
- Both formal and informal complaints or grievances
- Data on conflict, grievances, mediation proceedings, or external consultations

#### Consider the extent to which the following are happening:

- Employee training and resources on conflict management, team building, and emotional intelligence
- Management training on conflict resolution, team building, and emotional intelligence
- Immediate and effective response to inappropriate work behaviour
- Documentation of incidents of inappropriate employee behaviour
- Effective complaint processes
- Effective conflict resolution processes including follow-up data on outcomes
- Ongoing training for all employees on dealing with difficult people including, customers, patients, or clients
- Investigation and documentation of incidents of inappropriate behaviour including by customers, patients, or clients
- Support from management for employees dealing with difficult customers, patients or clients

Please respond to the statements below with respect to your workplace:	Always	Often	Sometimes	Rarely	Never
1. All people treat each other with respect in the workplace.					
2. Management effectively handles conflict among employees.					
3. People from all backgrounds are treated fairly in the workplace.					
4. Our workplace has effective ways of addressing inappropriate behaviour from the people we serve.					

Do issues related to civility and respect present a greater risk to particular groups of employees? For example, newer employees, certain job roles such as supervisors, shift-workers, immigrants, remote workers, etc.

What are the strengths in your workplace? What do you already do well and want to continue to do in terms of civility and respect?

What could your workplace do to improve civility and respect among employees as well as between employees and customers, patients or clients?

If there is a difference between the organizational review score and the survey score, what may be contributing to the difference in perception between employees and the leaders who did the organizational review?

Is further action required in this area?      Yes      No

If yes, see [Evidence-based actions](#) for civility and respect.