

## GM@W Organizational Review Worksheet

### PF4: CIVILITY & RESPECT

**OBJECTIVE:** A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.

#### What are the benefits of effectively addressing Civility & Respect?

- ✓ Effective teamwork and positive morale
- ✓ Reduced conflict
- ✓ Fewer grievances and reduced legal risk
- ✓ Reduced customer/client complaints

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

- ✎ Current policies/processes pertaining to staff relations (e.g., respectful workplace, harassment)
- ✎ Stated mission statement or code of conduct
- ✎ Employee complaints/grievances (documented or undocumented)
- ✎ Data on conflict (e.g., grievances, mediation proceedings, external consultations)

#### How would you describe your workplace/work unit? *(select all that apply; this will help you answer questions below)*

##### Respectful Workplace

- Employee training, education and resources on staff relations (e.g., conflict management)
- Management training in staff relations (e.g., conflict resolution, mediation)
- Zero tolerance for inappropriate workplace behaviour
- Minimal conflict between employees and/or management

##### Appropriate Resolution of Workplace Conflict (internal)

- Documentation of incidents of inappropriate employee behaviour
- Effective complaint processes/resolution

##### Mechanisms to Address Inappropriate Customer/Client Behaviour

- Supports and training for staff on difficult customers/clients
- Investigation and documentation of incidents of inappropriate behaviour by customers/clients

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Please answer the questions below with respect to your workplace:	4	3	2	1
1. People treat each other with respect and consideration in our workplace.				
2. Our workplace effectively handles “people problems” that exist between staff.				
3. People from all backgrounds are treated fairly in our workplace.				
4. Unnecessary conflict is kept to a minimum in our workplace				
5. Our workplace has effective ways of addressing inappropriate behaviour by customers or clients.				

PF1 GM@W Organizational Review Score (from above): \_\_\_\_\_ (5 to 20)

PF1 GM@W Survey Score (if applicable, from the GM@W Survey Results): \_\_\_\_\_ (5 to 20)

**Serious Concerns = 5 to 9**   **Significant Concerns = 10 to 13**   **Minimal Concerns\* = 14 to 16**   **Relative Strengths\*\* = 17 to 20**

\* Although this is a Minimal Concern, it is important to attend to it and review the GM@W Organizational Review Results and the GM@W Survey Results for any additional or individual-identified areas of concern.

\*\* Although this is a Relative Strength, it is important to review the GM@W Organizational Review Results and the GM@W Survey Results for any additional or individual-identified areas of concern.

If there is a difference between the GM@W Organizational Review Score and the GM@W Survey Score, what may be contributing to the difference (e.g., lack of knowledge or understanding, communication gaps)?

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Do issues related to Civility & Respect present a greater risk to particular groups of employees (e.g., new employees, certain jobs, shift workers, etc.)?

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What are the strengths in your workplace in terms of Civility & Respect (e.g., what do you do well, what should you continue doing)?

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What could your workplace do to improve in this area (e.g., what could you do more of, what could you do less of)?

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Is further action required?  YES  NO

If YES, see *GM@W Suggested Responses: PF4*