

Respectful Workplace

COMPLAINT RESOLUTION PROCESSES

What defines a respectful workplace?

In a respectful workplace, employees are valued, communication is polite and courteous, and people are treated as they wish to be treated. Conflict, disrespectful behaviour, and harassment are addressed in a positive and respectful manner.

Why do we need to maintain a respectful workplace?

Studies show that employees are more likely to perform to the best of their abilities when they work in an environment where respect, diversity, opportunity, and inclusion are high priorities. At Langara, we value all of our employees and believe in supporting their talents, aspirations, and innovations. By maintaining a respectful workplace environment, we can all take pride in our work and successes..

Why are we implementing a Respectful Workplace Policy and what does it mean?

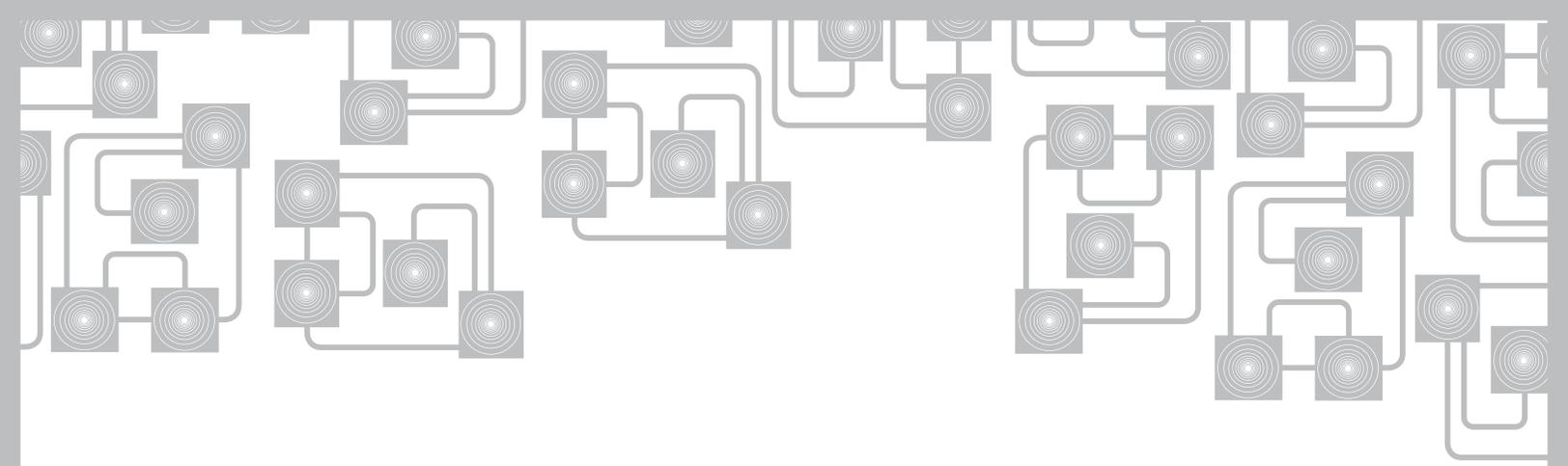
After reviewing the previous Code of Conduct policy, the College determined that the policy was student-focused and did not meet the needs of the organization with respect to employees. At this time, the College was also anticipating new legislation, Bill 14, that addressed revisions to the Workers Compensation Act as it relates to compensation for mental disorders. In addition to the legislation, WorkSafeBC was developing occupational health and safety policies regarding workplace bullying and harassment. The evidence supported Langara's need to get ahead of this regulation and take a leadership role regarding our expectations for creating and maintaining a respectful working environment.

More recently, our Collective Agreement negotiations with the LFA and CUPE have resulted in Respectful Workplace language being integrated into both contracts. The new contracts advise employees that they will be required to participate in respectful workplace training. To support this new language, HR will offer both in-person and online training sessions to all employees in the fall of 2013.

How can I demonstrate respect?

It is easy to contribute to a respectful workplace. You can make a difference by:

- Trying to understand your colleagues' point of view
- Accepting values and opinions that are different from your own
- Identifying your own feelings before sharing your concerns with another person
- Refraining from blaming, threatening, or name-calling even if you are angry or hurt
- Reporting abuse, discrimination, or harassment



As a manager, how can I help promote a more respectful workplace?

It is the employer's responsibility to provide a respectful and harassment-free workplace; as a manager, you also have an important part to play. You can help to promote a more respectful workplace by:

- Observing yourself and setting the standard for respectful behavior
- Recognizing your situation by being aware of circumstances that might become an issue
- Observing how your staff communicate and being sensitive to how they react
- Being thoughtful about your tone – how you say it is often as important as what you say

What are some examples of unacceptable behaviour?

- Written or verbal comments, behaviours, or jokes that are degrading, offensive, demeaning, embarrassing, or insulting
- Bullying or intimidation
- Abuse of authority
- Yelling or shouting
- Deliberately excluding an employee from relevant work activities or decision-making processes
- Making decisions based on personal preferences or influences that are not related to work
- Attempts to discredit an employee by spreading false information about him or her

What should I do if I am faced with disrespectful behaviour?

No employee is required to tolerate disrespectful behavior. Each employee is responsible and accountable for his or her own actions, and all employees have a responsibility to treat one another with respect.

If you have experienced unacceptable behavior, we encourage you to bring forward your concerns right away. All allegations of disrespectful behavior will be considered and responded to appropriately, quickly, fairly, and confidentially. You may consult your manager, Human Resources representative, or union steward regarding next steps or course of action. Visit the Langara HR website for a flow chart outlining the various complaint resolution processes.

Who should I contact if I have questions about the Respectful Workplace Policy or process?

Should you have any questions or require further information about the Respectful Workplace initiative, please visit Langara's Respectful Workplace website or contact a Human Resources staff member.