

National Standard of Canada for Psychological Health and Safety in the Workplace

Introducing and Implementing the Standard with your Team

Tips for Leaders:

Use this worksheet to encourage a discussion about **Civility and Respect**. It is one of thirteen factors of the National Standard that have been shown to impact mental health of individuals in the workplace. Be sure to encourage discussion by being open to all answers and opinions from participants.

When to have the conversation: Consider setting aside some time at team meetings, hosting a team development series, or making it a priority discussion at a department retreat, etc.

Suggested materials for the discussion:

- Laptop
- Speakers
- projector and screen
- flip charts and markers, whiteboard or chalkboard

Suggested process:

1. **Watch** the [Civility and Respect](#) video with your team or send it to them in advance so they can watch it before the meeting.
2. **Ask** your team to define the factor in their terms.
3. **Read** the definition of **Civility and Respect**:
 - **Civility and Respect** are present in a work environment where employees are respectful and considerate in their interactions with one another, as well as with customers, clients and the public.
 - Civility and respect are based on showing esteem, care and consideration for others, and acknowledging their dignity. Organizations characterized by civility and respect create a positive atmosphere marked by high spirits and work satisfaction. This allows individuals to enjoy the environment, whether they are staff, clients or customers.
4. As a team, **discuss** the positive effects of developing or maintaining [this factor](#) including benefits to the employee and the workplace.
 - Have employees discuss what a positive work environment looks like to them.
 - Have employees discuss the negative effects and disadvantages to the employee and work environment.
5. **Ask** participants:
 - What actions could improve/bring about positive change [related to this factor](#) within the team or workplace.
 - How you as a leader can help bring about positive change [related to this factor](#).
 - How each member of the team can bring about positive change [related to this factor](#).
6. Commit to supporting change and be sure to follow-up when changes are implemented so your team sees their work is supporting **Civility and Respect**.