

Psychological Safety in the Workplace

Civility and Respect

Civility and respect mean treating people kindly and fairly. At work, this includes how we treat each other, as well as customers, clients, and members of the public. It's about showing care, being polite, and remembering that everyone deserves to be treated with dignity.

What Civility and Respect Look Like

In a workplace with good civility and respect:

- **People treat one another with kindness and respect**, by speaking politely, listening to each other, and interacting with others in the same way they want to be treated.
- **Problems are dealt with properly and respectfully**, when issues arise between coworkers or with customers or clients, ensuring concerns are handled calmly, fairly, and promptly rather than being ignored or allowed to escalate.
- **Everyone is treated fairly and with respect**, regardless of their background, role, or position within the organization.
- **Disrespectful behaviour is addressed appropriately**, by having clear ways to respond when a coworker, customer, or client behaves in a rude or unacceptable manner.



Why this is Important

When people don't feel respected, work can become stressful and uncomfortable. They may stop speaking up or feel unsure about sharing concerns.

A respectful workplace helps people work better together, speak up, and look out for one another. This helps keep everyone safe, both mentally and physically.

Everyone has a Role

Civility and respect are shown through everyday actions. The way we talk to others, handle conflict, and respond to stress matters. Each of us helps create a respectful workplace. The [Respectful Workplace Policy](#) outlines all roles and responsibilities of civil service employees in respect to the workplace.

Key Takeaway

When we treat each other with civility and respect, we help create a workplace where people feel safe, valued, and supported. If you see or experience behaviour that isn't respectful, it's important to speak up through the right channels. Psychological safety starts with how we treat each other every day.

Watch this video for more information on Civility and Respect.

[13 Factors: Addressing Mental Health in the Workplace - YouTube](#)

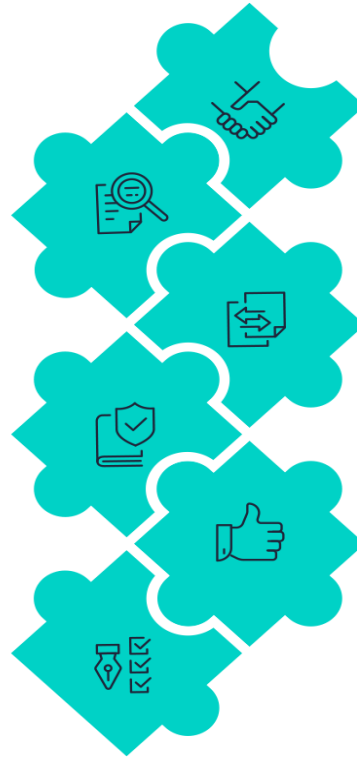
Civility and Respect in the Workplace

Show care and consideration for others to help create a welcoming, safe, inclusive work environment.

Benefits



Tips for employers



Define civility. Engage in conversations and educational opportunities.

Train and develop employees. Teach them how to listen, give feedback, resolve conflict, interact with clients, and how to recognize and address uncivil behaviour.

Use inclusive language. How do workers refer to themselves? Check to see which terms workers refer, and update communications if needed.

Address uncivil behaviour with enforced policies and consequences. Encourage constructive problem solving. Manage conflicts in a timely fashion. Always follow up.

Show respectful leadership behaviour. Provide managers and supervisors with ongoing training and support. Make sure they can recognize and resolve issues.

Create and post a code of conduct. Outline respectful and civil behaviour.

Tips for everyone



Use respectful language. Say please, thank you, excuse me, and I'm sorry.

Value the time of others. Be on time and give your full attention.

See a co-worker? Say hello.

Include others. Offer an invite to lunch or ask for input.

Before making a joke, consider the audience. Remember that humour isn't always appropriate.

Elevate other people. Give credit when it's due.

Intervene respectfully. See inappropriate behaviour? Step in.



Incivility is contagious, but you can stop the spread.

Show empathy and de-escalate the situation with kindness. Pause, put yourself in their shoes, and ask, "how can I help?"

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