

Workplace incivility

Instructions

Start out the huddle by setting expectations for creating a safe space and respecting everyone's contributions. Give each staff member a copy of the *civility matters checklist* and let them fill it out. After everyone is done, use the guiding questions to facilitate a group discussion.

After this huddle

Staff should:

- Be able to know what workplace incivility is.
- Be able to identify when they might be enabling workplace incivility.
- Feel empowered to contribute to a positive

work environment.

Notes to the huddle leader

- Understand that this can be a sensitive and intimidating topic, so it is important not to pressure anyone hesitant to share their views and experiences.
- Use this opportunity to direct staff to the support available when they experience or witness workplace incivility.
- Strained work relationships often make us want to work alone, potentially putting us and the people we care for at risk. The people we care for can sense the tension between staff, and their behaviour may reflect that.



Guiding questions

- Did anything on the handout surprise you? Would anyone like to share what surprised them?
- Why is it important to build positive relationships with your co-workers? What actions can you take to build these relationships?

Safety Huddle | Workplace incivility

Huddle leader: _____

Date: _____

Attendance:

Additional resources

SafeCare BC - *Civility matters* checklist

Name:

Initial

Notes

[illegible]

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