Safety Huddle

SafeCare BC

Civility and respect – Building a positive workplace for healthcare workers

What is civility and respect?

Civility and respect mean treating everyone in the workplace with kindness, consideration, and courtesy, regardless of their role or background. It involves active listening, valuing diverse perspectives, and communicating constructively, even during disagreements.

After this huddle, staff should be able to:

- Define civility and respect in the workplace context.

- Explain the impact of (un)civil behaviour on individual and team well-being and resident/client care.

- Identify strategies for promoting respectful communication and interactions.

- Practice responding to disrespectful behaviour constructively.

Instructions

Read the scenario aloud and use the guiding questions and key discussion points to discuss workplace civility and respect.

Notes to the huddle leader

- Emphasize the importance of empathy and understanding in the workplace.

- Encourage participants to share personal experiences and strategies for fostering a respectful environment.

- Remind everyone that creating a positive workplace culture is a shared responsibility.

- If complex stories emerge that you cannot navigate, refer colleagues to existing supports, such as Employee and Family Assistance Program (EFAP), Care to Speak, or other available services.

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Scenarios

Long-term care - It's a hectic morning on the unit, and Sarah, a care aide, feels the pressure of being short-staffed. She's doing her best but running behind on her tasks. As she rushes down the hallway, the nurse supervisor, Kim, approaches her, clearly frustrated. "You're behind, Sarah," Kim shouts, pointing out her delays in front of a resident and their family. Sarah's face turns red with embarrassment, and she feels demoralized. The resident's family looks uncomfortable, and the rest of the team senses the tension. Sarah's already-stressed mood deepens, and the whole team feels the weight of the situation.

Home and community care – Anika, a new home care worker, has joined an established team. During their first team meeting, she shares an idea for streamlining documentation to save time. Liam, always open to improvements, agrees, but Parveen dismisses the idea, saying, "That's not how we do things here, Anika." Anika feels a wave of discouragement wash over her. The room, once filled with the potential for collaboration, now feels unwelcoming. She retreats into silence, wondering if her ideas will ever be valued.

Guiding Questions – Long-term care scenario

- How did Kim's behaviour in the scenario impact Sarah, the resident and their family, and the overall team environment?

- How could Kim have handled the situation differently, while still addressing the issue of the Sarah running behind on her tasks?

- What are some common examples of disrespectful behaviour we might encounter in our workplace?

- How can we address disrespectful behaviour when we experience or witness it?

- How can we promote civility and respect in daily interactions with colleagues, residents, and their families?

Guiding Questions – Home and community care scenario

- How did the team's response to Anika's suggestion impact their sense of belonging and willingness to contribute?

- How could the team have responded differently to foster a more welcoming and inclusive environment?

- What common behaviours can make new team members feel excluded or undervalued?

- How can we ensure everyone feels comfortable sharing their ideas and perspectives, regardless of their experience or seniority?

- What are the benefits of having a team culture where everyone feels respected and valued?

- What are some things the team could do after this scenario?

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Huddle leader: _____

Date: _____

Attendance:

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Additional resources

SafeCare BC | *Civility Matters Toolkit*

SafeCare BC | *Workplace incivility webinar*

SafeCare BC | *Civility Matters checklist*

SafeCare BC | *Incivility vs. bullying safety huddle*

SafeCare BC | *Workplace Incivility Safety Huddle*

SafeCare BC | *Psychological Health and Safety in the Workplace info sheet*

Notes:

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